



Ministry of Housing,
Communities &
Local Government

A new deal for social housing

A Consultation



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A new deal for social housing

Introduction

This consultation seeks views on making sure that social housing provides safe and secure homes that help people get on with their lives. The consultation is open to everyone. We are interested to hear from a wide range of interested people including residents, landlords and lenders.

The consultation is divided into 5 parts:

Part 1: Ensuring homes are safe and decent

Part 2: Effective resolution of complaints

Part 3: Empowering residents and strengthening the Regulator

Part 4: Tackling stigma and celebrating thriving communities

Part 5: Expanding supply and supporting home ownership

Respondents are invited to respond to each specific part and the relevant responses to each part will be considered in taking forward that particular proposal.

This consultation begins on 14 August 2018 and runs for 12 weeks until 11.45pm on 6 November 2018.

The Ministry of Housing, Communities and Local Government will process your personal data in accordance with the law and in the majority of circumstances this will mean that your personal data will not be disclosed to third parties. A full privacy notice is included at Annex A at the end of this survey. Individual responses will not be acknowledged.

About you

1. Are you responding:

- On behalf of an organisation
- As a private individual

If you are responding as an individual, please tell us the following details below. It is not mandatory to answer, but it would help us understand if we need to reach out to all groups to respond to this consultation.

2. Do you live in social housing? This includes tenants, leaseholders and shared owners.

- Yes
- No

3. What age category do you belong to?

- | | |
|--------------------------------|--------------------------------------|
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 45-54 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 55-64 |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 65 and over |

4. Where do you live?

- | | |
|--|---|
| <input type="checkbox"/> North East | <input type="checkbox"/> London |
| <input type="checkbox"/> North West | <input type="checkbox"/> South West |
| <input type="checkbox"/> Midlands | <input type="checkbox"/> South East |
| <input type="checkbox"/> East of England | <input type="checkbox"/> Other (please specify) |

5. We may want to contact you about your response. If you are willing for us to do this please provide an email address.

About you - organisation

6. If you are responding on behalf of an organisation, please tell us which sector your organisation is in:

- | | |
|--|---|
| <input type="checkbox"/> Local Authority | <input type="checkbox"/> Tenant Management Organisation |
| <input type="checkbox"/> Housing Association | X Trade Association |
| <input type="checkbox"/> Cooperative | <input type="checkbox"/> Tenant Representation Group |
| <input type="checkbox"/> Other | |

7. If you chose 'other' please tell us the sector which your organisation is in:

8. If you are responding on behalf of an organisation, please tell us the name of your organisation:

In addition to completing these consultation questions have any documents to support your response please attach them to this survey

9. We may want to contact you about your response. If you are willing for us to do this please provide an email address.

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Chapter one - Ensuring homes are safe and decent

Dame Judith Hackitt's independent review of building regulation and fire safety states that residents have an important role to play in identifying and reporting issues

that may impact on the safety of the building and in meeting their obligations, including co-operating with crucial safety-related works, to ensure their own safety and that of their neighbours.

10. How can residents best be supported in this important role of working with landlords to ensure homes are safe?

The report “Building a Safer Future Independent Review of Building Regulations and Fire Safety: Final Report” suggests in 3.22 a “need to drive a behavioural and cultural change away from reliance on government and regulators to tell building owners what to do.”

Part of the enduring strength of the almshouse movement is the desire to provide safe and secure homes, driven by the needs of the residents, through the objects of the charity and led by local trustees accountable to their local community. This can only be achieved by worthwhile communication with residents through, for example, resident’s forums and engaged trustee bodies and employees. Almshouses, as charities, are based on local trustees being responsible for leadership. That local accountability and drive leads to good communication, involvement and engagement with residents.

There have been recent changes to drive up safety that apply to the private rented sector but not the social sector. For example, in 2015, we introduced a requirement to install smoke alarms on every storey in a private rented sector home, and carbon monoxide alarms in every room containing solid fuel burning appliances. Government has recently announced that there will be a mandatory requirement on landlords in the private rented sector to ensure electrical installations in their property are inspected every five years.

11. Should new safety measures in the private rented sector also apply to social housing?

- X Yes
- No
- Not sure

Please explain your answer further below, if you wish to.

Whilst the Almshouse Association is in favour of changes that drive up safety, we would ask that addition consideration is given to the costs of adapting listed buildings.

The Decent Homes Standard requires social homes to be free of hazards that pose a risk to residents, to be in a reasonable state of repair, to have reasonably modern facilities and services such as kitchens and bathrooms and efficient heating and effective insulation.

12. Are there any changes to what constitutes a decent home that we should consider?

X Yes

No

Not sure

Please explain your answer further below, if you wish to.

The Almshouse Association drives standards in housing. The key features have been identified in our Patron's Award (agreed with HRH, The Prince of Wales) and laid down in a Design Brief that is intended to raise standards and encourage the restoration of existing buildings and the building of new homes designed for residents.

The Design Brief covers:

- Proportionality
- Character
- Composition
- Layout
- Listed Buildings
- Materials
- Windows
- Main entrance and communal areas
- Value for Money
- Homes for life

The Almshouse Association would be delighted to have further conversations with government around this Design Brief and how it can link to the review of the Decent Homes Standard.

13. Do we need additional measures to make sure social homes are safe and decent?

X Yes

No

Not sure

If you answered yes, are there measures you would suggest? Please answer below.

Please see answer to question 12

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Chapter two - Effective resolution of complaints

We want to understand whether more residents need to be able to access independent advice and potentially advocacy to support them in making a complaint.

Alternative dispute resolution and mediation services can be critical in allowing issues to be resolved swiftly and locally, while sustaining positive relationships between the parties involved. We are considering whether and how we might strengthen the mediation available for residents and landlords after initial attempts at resolution have failed.

14. Are there ways of strengthening the mediation opportunities available for landlords and residents to resolve disputes locally?

Yes

No

Not sure

If you answered yes, you can provide suggestions below.

Almshouse charities provide local accommodation governed by local trustees, therefore, the vast majority of disputes are resolved locally. The government should investigate whether local governance arrangements could assist in strengthening mediation opportunities.

Where a complaint is not resolved, a resident should refer their complaint to a “designated person”, such as a local MP, councillor or tenant panel, (known as the democratic filter), but if they do not want to do this or the designated person does not resolve or refer it on themselves, a resident must wait for eight weeks before the complaint can be referred to the Housing Ombudsman. There is a perception that the process of seeking redress took too long, and that the “democratic filter” contributed to delays.

15. Should we reduce the eight week waiting time to four weeks? Or should we remove the requirement for the 'democratic filter' stage altogether?

Support the option to reduce the waiting time to four weeks

Support the option to remove the 'democratic filter' stage altogether

Support no change

X Not sure

Reforming the filter stage would require primary legislation. We therefore also want to explore what more could be done in the meantime to help ensure that “designated persons” better understand their role and help to deliver swift, local resolutions for residents.

16. What can we do to ensure that “designated persons” are better able to promote local resolutions?

We are looking at awareness of housing dispute resolution services more widely as part of our housing redress consultation. We also want to consider if there is a case for an awareness campaign to support social residents in particular to understand their rights to seek redress and to know how to make complaints and escalate them where necessary.

17. How can we ensure that residents understand how best to escalate a complaint and seek redress?

Almshouse charities issue all new residents with a handbook that clearly states a resident’s rights to seek redress, how to make complaints and how to escalate them where necessary. This handbook will be reviewed and re-issued throughout a resident’s appointment. Additionally, many almshouse residents will have a relationship with a warden, clerk or trustee that will allow many issues to be dealt with informally before the need for escalation.

Any awareness campaign should be led by the sector and be specific to the type of housing tenure and the type of accommodation provided.

We want to understand whether more residents need to be able to access independent advice and potentially advocacy to support them in making a complaint.

18. How can we ensure that residents can access the right advice and support when making a complaint

As discussed in question 17, advice and support given to residents needs to be specific to the type of housing tenure and the type of accommodation provided. Government should work with sector specific organisations such as the Almshouse Association to ensure that residents have access to the right advice and support.

There are no statutory guidelines setting out time frames within which providers should handle complaints. Dissatisfaction with the length of time it takes to resolve

issues was mentioned at our engagement events. We therefore want to consider how to speed up landlord complaints processes.

19. How can we best ensure that landlords' processes for dealing with complaints are fast and effective?

Whilst it is important that complaints are handled quickly and that complaints procedures should have reasonable time-frames included, it is the outcome to the resident that is the most important.

Government, therefore, should not be overly prescriptive in dictating guidelines and timeframes as the complaints process itself could become the measure of success rather than an effective outcome.

Additionally the Almshouse Association believes that appropriate guidelines and timeframes should be left up to individual organisations who understand the needs of their residents.

20. How can we best ensure safety concerns are handled swiftly and effectively within the existing redress framework?

The Regulator of Social Housing should be the clear and direct route of escalation in relation to building and fire safety issues.

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Chapter three - Empowering residents and strengthening the Regulator

We consider that key performance indicators should be focused on issues of key importance to residents, covering those identified through our engagement, such as:

- Keeping properties in good repair;
- Maintaining the safety of buildings;
- Effective handling of complaints;
- Respectful and helpful engagement with residents; and,
- Responsible neighbourhood management, including tackling anti-social behaviour.

21. Do the proposed key performance indicators cover the right areas?

X Yes

No

Not sure

22. Are there any other areas that should be covered?

X Yes

No

Not sure

Please explain your answer further below, if you wish to.

There is growing evidence that the almshouse model of enduring low-cost community housing does much more than just provide housing. Contributing to;

a. improved wellbeing

b. decreased loneliness

c. improved mental health

The provision of pleasing, often distinctive, well-kept homes with thoughtful layouts, social events, neighbourly assistance, landscaped gardens and management by local trustees, clerks and wardens, are, anecdotally, thought to contribute to this achievement.

Government should, therefore, consider whether it is appropriate to include key performance indicators that incorporate health and wellbeing.

23. Should landlords report performance against these key performance indicators every year?

X Yes

No

Not sure

24. Should landlords report performance against these key performance indicators to the Regulator?

X Yes

No

Not sure

25. What more can be done to encourage landlords to be more transparent with their residents?

Transparency alone will not produce the necessary behavioural and cultural change that Dame Judith Hackitt's review calls for.

Transparency must be combined with clear communication to residents, something that almshouse charities achieve through residents' forums, engaged trustee bodies and employees.

Additionally, the almshouse housing model is based on local trustees being accountable and the issuing of a clear licensing agreement that includes guidance on behaviours. This relationship ensures local accountability and transparency as fits with Charity Commission guidance.

The Regulator already expects landlords to publish information about complaints each year, but approaches vary. We are considering setting out a consistent approach on how landlords should report their complaint handling outcomes, by asking them to report how many complaints were resolved, how many were resolved after repeated complaints and how many were referred to the Ombudsman.

26. Do you think that there should be a better way of reporting the outcomes of landlords' complaint handling? How can this be made as clear and accessible as possible for residents?

- Yes
- No
- Not sure

If yes, how can this be made as clear and accessible as possible for residents?

The Almshouse Association believes it should be left up to individual registered providers to work out how best to present data to their residents.

27. Is the Regulator best placed to prepare key performance indicators in consultation with residents and landlords?

- Yes
- No
- Unsure

Please explain your answer further below, if you wish to.

28. What would be the best approach to publishing key performance indicators that would allow residents to make the most effective comparison of performance?

The Almshouse Association does not have an opinion on the best approach to publishing key performance data.

We do believe that there needs to be a distinction in the different types of providers of housing. For example those that are “for profit”, those that are “not for profit”, and those that are charities with the Charity Commission as their main regulator. For example, almshouse charities are charities that provide housing, rather than housing providers that happen to be charities.

We also wish to make sure that organisations, such as almshouse charities, that have small numbers of houses (the average size of an almshouse charity is 20 homes) can properly demonstrate their value. This can perhaps be achieved through key performance indicators relating to health and wellbeing.

We want to consider the role of financial incentives and penalties to promote the best practice and deter the worst performance. For example, whether key performance indicators should help inform or influence the extent to which landlords receive funding and link the Affordable Homes Programme funding to the Regulator’s governance rating as well as the viability rating.

29. Should we introduce a new criterion to the Affordable Homes Programme that reflects residents’ experience of their landlord?

Yes

No

Not sure

Please explain your answer further below, if you wish to.

The Almshouse Association would need further information before making an informed opinion.

30. What other ways could we incentivise best practice and deter the worst, including for those providers that do not use Government funding to build?

Almshouses fit within a legal definition. Of the 1700 almshouse charities regulated by the Charity Commission, only 25% are additionally regulated by the Regulator of Social Housing. As a consequence, some planning authorities interpret the National Planning Policy Framework (NPPF) definition of 'affordable housing' to mean that an almshouse charity which is not a Registered Provider, should be treated as if it were not a provider of 'affordable housing' for s.106 Town and Country Planning Act 1990 purposes.

In these instances, the planning authority:

- Requires an almshouse charity to carry out s.106 obligations where the charity itself is developing new almshouse dwellings that are by their very nature "affordable". For example, the charity might be required to make a financial contribution towards community infrastructure or 'affordable housing'. This approach is paradoxical, since the dwellings which the charity is developing are themselves within the statutory definition of 'social housing' in the Housing and Regeneration Act.
- Maintains that a private developer cannot fulfil an s.106 obligation to provide 'affordable housing' by building almshouses for an almshouse charity.

This inconsistent practice leads to fewer almshouses being built than might otherwise be the case and, even when s.106 provision is allowed, typically the planning process can take an extended length of time and add cost to the project. These factors are counter-productive and work against the desire of the Government to boost, not only housing supply, but the speed that housing is delivered.

In order to incentivise best practice, investment from non-government funds and encourage more almshouse charities to build more homes, we would ask that **all almshouse charities** are classified as **affordable housing** for planning purposes and we would welcome further discussions around this.

We want to understand more about whether the regulatory framework is setting the right expectations on how landlords should engage with residents, and how effective current resident scrutiny measures are. Landlords are required to consult residents at least once every three years on the best way of involving them in the governance and scrutiny of the housing management service, and demonstrate how they

respond to tenants' needs in the way they provide services and how they communicate.

31. Are current resident engagement and scrutiny measures effective?

X Yes

No

Not sure

32. What more can be done to make residents aware of existing ways to engage with landlords and influence how services are delivered?

Almshouse charities provide local accommodation overseen by local trustees. This local provision, combined with local governance, means that almshouse residents are encouraged to actively engage and influence how services are delivered.

A number of national tenant and resident organisations in the sector have been exploring the option of an independent platform for tenants, based on widespread engagement with tenants, to enable them to have their voices heard more effectively at a national level.

33. Is there a need for a stronger representation for residents at a national level?

Yes

No

X Not sure

If you answered yes, how should this best be achieved?

As mentioned previously, as almshouse charities provide local accommodation governed by local trustees the vast majority of disputes are resolved locally.

However, should the government decide there is a need for an independent platform for residents, we would ask that the uniqueness of almshouse charities and their defined legal status is considered and understood.

We want to offer residents greater opportunity to exercise more choice and influence over the day to day housing services. We are exploring options to demonstrate how community leadership can be embedded in the governance and culture of mainstream landlords.

34. Would there be interest in a programme to promote the transfer of local authority housing, particularly to community-based housing associations?

- X Yes
- No
- Don't know

If you answered yes, what would it need to make it work?

Almshouses are already a community based housing model which holds housing stock in perpetuity.

The Almshouse Association would ask that transfers of local authority housing should consider the outcome for residents, rather than the number of houses involved, therefore there should be no minimum number of houses mandated to make a transfer viable.

The Almshouse Association would be delighted to work further with government on this proposal.

35. Could a programme of trailblazers help to develop and promote options for greater resident-leadership within the sector?

- Yes
- No
- Not sure

36. Are Tenant Management Organisations delivering positive outcomes for residents and landlords?

- Yes
- No
- Don't know

Please explain your answer further below if you wish to.

37. Are current processes for setting up and disbanding Tenant Management Organisations suitable? Do they achieve the right balance between residents' control and local accountability?

- Yes – the current processes are suitable and achieve the right balance.
- Yes – the current processes are suitable but do not achieve the right balance

No – the current processes are not suitable and do not achieve the right balance

Not sure

Please explain your answer further below, if you wish to.

There have been schemes, such as Local Management Agreements and Community Cashback (called Give it a Go grants) which have been designed to support social residents to take responsibility for a service within their local community.

38. Are there any other innovative ways of giving social housing residents greater choice and control over the services they receive from landlords?

39. Do you think there are benefits to models that support residents to take on some of their own services?

Yes

No

Not sure

If yes, what is needed to make these work?

40. How can landlords ensure residents have more choice over contractor services, while retaining oversight of quality and value for money?

The Government has recently announced a significant programme of leasehold reform which will benefit all leaseholders, both in the private and social sectors.

41. What more could we do to help leaseholders of a social housing landlord?

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Chapter three continued - Empowering residents, making sure their voices are heard

Parliament has set the Regulator of Social Housing a consumer objective, which is:

- to support the provision of social housing that is well-managed and of appropriate quality;
- to ensure that actual or potential tenants of social housing have an appropriate degree of choice and protection;
- to ensure that tenants of social housing have the opportunity to be involved in its management and to hold their landlords to account; and,
- to encourage registered providers of social housing to contribute to the environmental, social and economic well-being of the areas in which the housing is situated.

42. Does the Regulator have the right objective on consumer regulation?

X Yes

No

Not sure

Please explain your answer further below, if you wish to.

The Regulator has published four outcome-based consumer standards to deliver the consumer regulation objective. These are:

1. The Tenant Involvement and Empowerment Standard (July 2017) which includes a requirement for landlords to provide choices and effective communication of information for residents on the delivery of all standards, and to have a clear, simple and accessible complaints procedure.
2. The Home Standard (April 2012) which requires homes to be safe, decent and kept in a good state of repair.
3. The Tenancy Standard (April 2012) which requires registered providers to let their home in a fair, transparent and efficient way, and enable tenants to gain access to opportunities to exchange their tenancy.
4. The Neighbourhood and Community Standard (April 2012) which requires registered providers to keep the neighbourhood and communal areas associated with the homes that they own clean and safe; help promote social, environmental and economic well-being in areas where they own homes; and work in partnership with others to tackle anti-social behaviour in neighbourhoods where they own homes.

43. Should any of the consumer standards change to ensure that landlords provide a better service for residents in line with the new key performance indicators proposed?

X Yes

No

Not sure

If yes, how?

The Neighbourhood and Community Standard should be slightly amended to be specific with regards to promoting mental health, health and wellbeing and tackling loneliness.

We also want to know whether landlords and residents would benefit from further guidance on what good looks like, without being overly prescriptive.

44. Should the Regulator be given powers to produce other documents, such as a Code of Practice, to provide further clarity about what is expected from the consumer standards?

X Yes

No

Not sure

Where a landlord breaches a consumer standard, the Regulator can only use its regulatory and enforcement powers if there is or may be a “serious detriment” to existing or potential residents. The Regulator interprets this as meaning where there is “serious actual harm or serious potential harm to tenants.”

45. Is “serious detriment” the appropriate threshold for intervention by the Regulator for a breach of consumer standards?

X Yes

No

Not sure

If no, what would be an appropriate threshold for intervention?

To support a more proactive approach to enforcing the consumer standards we are considering arming residents with information through the introduction of a number of key performance indicators and for landlord performance to be published. Our current thinking is that the Regulator should monitor the key performance indicators to identify where there may be issues of concern with performance. The Regulator would then be able to make a risk-based assessment of how and where to intervene, including through more regular or phased interventions.

46. Should the Regulator adopt a more proactive approach to regulation of consumer standards?

Yes

X No

Not sure

47. Should the Regulator use key performance indicators and phased interventions as a means to identify and tackle poor performance against these consumer standards?

Yes

X No

Not sure

If yes, how should this be targeted?

We want to make sure that regardless of whether someone is a resident of a housing association or a local authority, the same minimum standards of service apply. The Government respects the democratic mandate of local authorities, but this must be balanced against the need to ensure that residents are protected.

48. Should the Regulator have greater ability to scrutinise the performance and arrangements of local authority landlords?

Yes

No

X Not sure

If yes, what measures would be appropriate?

Where a breach of the consumer standards meets the “serious detriment” test, the Regulator will publish a regulatory notice and consider the most appropriate course of action.

The Regulator is able to use a number of regulatory and enforcement powers where necessary to ensure compliance with the standards. The Regulator has different tools available depending on the landlord, and has published guidance setting out how it will use its powers. The key powers include:

Powers applicable to all landlords :

- Survey to assess the condition of stock
- Inspection to establish compliance with the regulatory requirements
- Hold an Inquiry where it suspects landlord mismanagement
- Issue an Enforcement Notice
- Requirement to tender some or all of its management functions
- Requirement to transfer management of housing to a specified provider

Powers applicable only to private registered providers:

- Issue Fines
- Order payment of compensation to a resident
- Appointment of manager to improve performance of the landlord
- Transfer land to another provider to improve management of land (following an Inquiry)
- Suspension and removal of officers in cases of mismanagement (during or after Inquiry)
- Appoint a new officer to address service failure and improve management of company

Power applicable only to local authority landlords:

- Appoint an adviser to improve performance

49. Are the existing enforcement measures described above adequate?

X Yes

No

Not sure

If you answered no, what other enforcement powers should be considered?

As part of examining the scope of the Regulator's role we want to consider the case for extending its remit to other organisations that manage social housing. The Regulator will hold the local authority landlord to account for the way services are delivered so it is vital that the local authority has good oversight arrangements in place to ensure that management organisations provide a good service.

50. Is the current framework for local authorities to hold management organisations such as Tenant Management Organisations and Arms Length Management Organisations to account sufficiently robust?

Yes

No

X Not sure

If you answered no, what more is needed to provide effective oversight of these organisations?

We want to be clear and transparent about how the Regulator is accountable to Parliament for meeting its statutory objectives. Upcoming legislative changes will shortly establish it as a standalone Non-Departmental Public Body. As such it will be accountable to Parliament in the same way as other Non-Departmental Bodies.

51. What further steps, if any, should Government take to make the Regulator more accountable to Parliament?

The Almshouse Association does not think that any further steps need to be taken.

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Chapter Four - Tackling stigma and celebrating thriving communities

We want to celebrate residents' role in shaping fantastic places by recognising the best neighbourhoods.

52. How could we support or deliver a best neighbourhood competition?

The Almshouse Association has three different awards for almshouse charities to celebrate their thriving communities.

- The Gardens and People Awards: For charities that can show how they have enhanced the lives of residents by providing gardening and/or outdoor activities.
- The Patron's Award: For charities that have completed outstanding design projects.
- The Innovations for Living Award: For charities who can demonstrate unique innovations within a project that have added significant value to a resident's life.

These awards focus on long term improvements for residents and the Almshouse Association would suggest that long term improvement of neighbourhoods be the focus.

53. In addition to sharing positive stories of social housing residents and their neighbourhoods, what more could be done to tackle stigma?

We want to embed a customer service culture and attract, retain and develop the right people with the right behaviours for the challenging and rewarding range of roles offered by the sector.

54. What is needed to further encourage the professionalisation of housing management to ensure all staff delivers a good quality of service?

We are minded to introduce a key performance indicator that will capture how well landlords undertake their neighbourhood management responsibilities.

55. What key performance indicator should be used to measure whether landlords are providing good neighbourhood management?

As discussed in question 22, it is key performance indicators that incorporate health and wellbeing that will indicate if landlords are providing good neighbourhood management.

56. What evidence is there of the impact of the important role that many landlords are playing beyond their key responsibilities?

There is growing evidence that the almshouse model of enduring low-cost community housing does more than just provide housing, Contributing to;

- improved wellbeing
- decreased loneliness
- improved mental health

Anecdotally, this is achieved by almshouse charities by the provision of pleasing, well-kept homes with thoughtful layouts, social events, services and assistance, landscaped gardens and often a relationship with a warden, clerk and trustees.

The Almshouse Association is commissioning research to further evidence these claims.

57. Should landlords report on the social value they deliver?

X Yes

No

Not sure

Please explain your answer further below, if you wish to.

Government should consider whether greater value can be achieved if residents reported on the social value delivered by landlords.

We are proposing to introduce a key performance indicator to help tackle anti-social behaviour, but we will want to consider how this could impact on areas, and whether it could lead to some people feeling more stigmatised.

58. How are landlords working with local partners to tackle anti-social behaviour?

Almshouse charities will always seek to work with local partners as anti-social behaviour often has underlying factors such as alcohol, drugs or health issues.

Almshouse charities have found that statutory agencies, in general, are reactive rather proactive when it comes to dealing with the causes behind anti-social behaviour.

59. What key performance indicator could be used to measure this work?

An indicator around the effectiveness of statutory agencies in dealing proactively with the causes of anti-social behaviour.

We want to ensure that the revised National Planning Policy Framework is applied to social housing in the right way. In particular we will:

- Strengthen planning guidance to take into account the principles of Secured by Design: to ensure that external spaces, parks, streets and courts are well-lit and well maintained so they are safe from crime and the fear of crime.
- Strengthen guidance to encourage healthy and active communities: building on the NPPF's healthy and safe communities chapter.
- Strengthen guidance to encourage new affordable homes to be designed to the same high-quality as other tenures and well-integrated within developments.
- Encourage design that reflects changing needs: for example, inclusive design for an ageing population and family housing at higher densities for effective use of land.

60. What other ways can planning guidance support good design in the social sector?

Almshouse charities are an exemplar of good design. As discussed previously in question 30, almshouse charities that are not registered providers and wish to build new homes using the charities own funds should be classified as 'affordable housing' in planning guidance.

Neighbourhood planning gives communities power to agree and implement a shared vision for their neighbourhood. However, we are aware that too often local people hear about schemes after a planning application has been submitted.

61. How can we encourage social housing residents to be involved in the planning and design of new developments?

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Chapter Five: Expanding supply and supporting home ownership

62. Recognising the need for fiscal responsibility, this Green Paper seeks views on whether the government's current arrangements strike the right balance between providing grant funding for Housing Associations and Housing Revenue Account borrowing for Local Authorities

Yes, current arrangements strike the right balance

No, they don't strike the right balance

Not sure

Please explain your answer further below if you wish to.

63. How we can boost community led housing and overcome the barriers communities experience to developing new community owned homes?

Almshouse charities are an enduring model of low-cost community housing. As highlighted in our answer to question 30, almshouse charities that are not registered providers, are not automatically classified as affordable housing. This creates a barrier for almshouse charities to develop new community housing.

We want to give housing associations and others the certainty they require to develop ambitious plans to deliver the affordable homes this country desperately needs

64. What level of additional affordable housing, over existing investment plans, could be delivered by social housing providers if they were given longer term certainty over funding?

We are determined to remove the barriers that many shared owners face. We want everyone who enters shared ownership to have the opportunity to increase equity in their home.

65. How can we best support providers to develop new shared ownership products that enable people to build up more equity in their homes?

THANK YOU FOR TAKING THE TIME TO SHARE YOUR THOUGHTS

About this consultation

This consultation document and consultation process have been planned to adhere to the Consultation Principles issued by the Cabinet Office.

Representative groups are asked to give a summary of the people and organisations they represent, and where relevant who else they have consulted in reaching their conclusions when they respond.

Information provided in response to this consultation, , may be published or disclosed in accordance with the access to information regimes (these are primarily the Freedom of Information Act 2000 (FOIA), the Data Protection Act 2018 (DPA), the EU General Data Protection Regulation, and the Environmental Information Regulations 2004.

If you want the information that you provide to be treated as confidential, please be aware that, as a public authority, the Department is bound by the Freedom of Information Act and may therefore be obliged to disclose all or some of the information you provide. In view of this it would be helpful if you could explain to us why you regard the information you have provided as confidential. If we receive a request for disclosure of the information we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the Department.

The Ministry of Housing, Communities and Local Government will process your personal data in accordance with the law and in the majority of circumstances this will mean that your personal data will not be disclosed to third parties. A full privacy notice is included at Annex A.

Individual responses will not be acknowledged unless specifically requested.

Your opinions are valuable to us. Thank you for taking the time to read this document and respond.

Are you satisfied that this consultation has followed the Consultation Principles? If not or you have any other observations about how we can improve the process please contact us via the complaints procedure at <https://www.gov.uk/government/organisations/department-for-communities-and-local-government/about/complaints-procedure>.

Annex A

Personal data

The following is to explain your rights and give you the information you are entitled to under the Data Protection Act 2018.

Note that this section only refers to your personal data (your name, address and anything that could be used to identify you personally) not the content of your response to the consultation.

1. The identity of the data controller and contact details of our Data Protection Officer

The Ministry of Housing, Communities and Local Government (MHCLG) is the data controller. The Data Protection Officer can be contacted at dataprotection@communities.gsi.gov.uk

2. Why we are collecting your personal data

Your personal data is being collected as an essential part of the consultation process, so that we can contact you regarding your response and for statistical purposes. We may also use it to contact you about related matters.

3. Our legal basis for processing your personal data

The Data Protection Act 2018 states that, as a government department, MHCLG may process personal data as necessary for the effective performance of a task carried out in the public interest. i.e. a consultation.

3. With whom we will be sharing your personal data

Your data will not be shared with anyone outside MHCLG.

4. For how long we will keep your personal data, or criteria used to determine the retention period.

Your personal data will be held for two years from the closure of the consultation

5. Your rights, e.g. access, rectification, erasure

The data we are collecting is your personal data, and you have considerable say over what happens to it. You have the right:

- a. to see what data we have about you
- b. to ask us to stop using your data, but keep it on record
- c. to ask to have all or some of your data deleted or corrected
- d. to lodge a complaint with the independent Information Commissioner (ICO) if you think we are not handling your data fairly or in accordance with the law. You can contact the ICO at <https://ico.org.uk/>, or telephone 0303 123 1113.

6. Your personal data will not be used for any automated decision making.

7. The data you provide will be directly stored by Survey Monkey on their servers in the United States. We have taken all necessary precautions to ensure that your rights in terms of data protection will not be compromised by this. Your data will also be stored in a secure government IT system.