

Updating Reading's Housing Strategy

Consultation feedback on themes and priorities January-March 2019

The Consultation Process

As part of the process to update Reading's Housing Strategy we invited key partners and stakeholders to give their views on whether they thought we were proposing the right 3 broad themes for the new Strategy. Those 3 themes had been developed and agreed by Cllr John Ennis (Lead Councillor for Housing) and endorsed at Housing LCB (Lead Councillor Briefing).

Within each of those proposed broad themes we asked for feedback on what they thought was currently done well in Reading and where there was room for improvement. We also asked what they would consider to be the top priorities within those themes and how they could help us deliver against those priorities.

A link to an on-line questionnaire was circulated to partner Registered Providers (Housing Associations), key developers, agents and architects etc working in Reading, local private landlords and managing agents and partner organisations providing housing-related support or accommodation.

Following feedback a hard-copy and shorter version of the questionnaire was circulated to key involved tenants with their feedback supplementing views expressed by tenants at the Tenant Consultation Day.

All Councillors were also invited to complete the questionnaire as were all Council colleagues working in Housing and Neighbourhood Services. Key housing staff also gave their views as part of a wider strategy session and separate discussion sessions held with colleagues from Planning and Adult Services. The potential strategy themes and priorities were also discussed at the Reading Business Skills and Growth Group.

37 questionnaire responses were received in addition to the feedback at discussion sessions.

Feedback on Key Themes

In consultation with the Lead Councillor for Housing we are proposing 3 main themes for our new Strategy:

- **Increasing Supply** - of all housing and in particular affordable housing for those residents unable to afford full home ownership or private rented accommodation
- **Improving Quality** - quality, safety & sustainability of homes as well as quality of service & customer engagement
- **Providing Support** - to those in the greatest need - focusing on prevention & early intervention, helping people stay in their homes and helping those who need specialist housing and/or support

Across all the consultation there was overwhelming support for the 3 proposed themes.

However there were a few additional comments or suggested themes:

- *(From a Developer)* Diversity and supply – ensuring that the strategy supports emerging tenures such as Build to Rent or discounted first time buyer homes
- *(From a Developer)* Increasing population density in areas within close walking distance of the town and railway station and utilisation of small ‘pocket’ sites
- *(From a Registered Provider)* Should expand Increasing Supply theme to include need to provide appropriate supporting infrastructure
- *(From a Developer)* Focus on all new homes not on affordable housing ahead of other types. If build more homes the cost of all homes will become more affordable. Current affordable housing strategy may be restricting rather than facilitating more homes and associated cost burden may result in lower specifications
- *(From a Developer)* ‘Quality’ should be excluded as is highly subjective and is not a matter for planning control although quality of design is a planning matter. SME builders do not have issues with quality but because of volume builders incompetence there is intervention which will hugely impact on the SME sector
- *(From a Tenant)* Focus on making use of existing derelict land and buildings for housing
- *(From a Council Colleague)* Accessible housing including housing for older people designed with disabled people in mind
- *(From a Landlord)* How can we promote innovation and modern methods of construction? How can promote skills and training in the construction / housing sector to encourage young people in to careers?
- *(From a Tenant)* Should be a separate theme around listening to tenants and local people as they usually know best
- *(From a Councillor)* Should highlight environmental sustainability specifically
- *(From a Council Colleague)* How can we get people to look after their homes better?
- *(From a Developer)* There should be nothing additional about quality of homes as there are already considerable protections in place through Building Control, warranty providers, Ombudsman and the market itself

Theme 1: INCREASING SUPPLY

Overview given in consultation:

We are proposing that this theme will cover new supply across all tenures to offer a range of housing in the Borough meeting the needs of all local residents and support the economic growth of Reading. It will look at how we can improve the affordability of housing and who should have priority for social and affordable housing. It will also look at whether we are making the best use of the Borough's current housing stock.

Consultees were asked to give their views on **WHAT WE DO WELL** in Reading to **INCREASE SUPPLY**. Comments included:

- *(From a Registered Provider)* Reading offers good quality retirement homes – increasing wellbeing and happiness for residents in later life. We're offering increasing choice of tenures and property types to meet changes aspirations
- *(From a Developer)* Helpful open dialogue with applicants throughout planning process
- *(From a Registered Provider)* Reading are open to a variety of tenures and work with developers to find viable solutions for schemes
- *(From a Developer)* Good at urban regeneration and permitted development
- *(From a Council Colleague)* Good partnership working with social housing landlords and supported housing partners. Also with private landlords to get them on board.
- *(From a Registered Provider)* Good partnership working with RPs, private landlords and other private organisations
- *(From a Council Colleague)* Good to see Reading building more council homes but more needs to be done
- *(From a Tenant)* Quick turnaround of void properties. Open to new ideas like prefab homes – saving money and providing quick solutions. Using *Homes for Reading* to take advantage of market opportunities
- *(From a Developer)* Reading are doing a good job of helping developments come about to deliver the many large apartment schemes being proposed
- *(From a Council Colleague)* Reading are good at using available land and building upwards
- *(From a Council Colleague)* Historically have done well in partnering with the private sector and RPs – providing land and/or funding
- *(From a Council Colleague)* We are good at increasing capacity in the private rented sector and bringing empty homes back into use. Also using *Homes for Reading* to acquire properties on the open market

Consultees were asked to give their views on **WHAT WE NEED TO DO TO IMPROVE** in Reading to **INCREASE SUPPLY**. Comments included:

- *(From a Registered Provider)* Free up more LA land and focus its use on providing more affordable homes. Give an RP the opportunity to see what can be done with existing RBC housing stock and surrounding land

- *(From a Developer)* Alter the policy so schemes under 12 don't have to provide affordable housing. Facilities such as large retail or storage units should not be located in prime town centre sites with links to rail station
- *(From a Private Landlord/Agent)* Allowing rich developers who don't live in Reading to control housing market. Allowing family homes to be split into bedsits driving families out and turning Reading into a transient place where people don't care as much as not their long term home
- *(From a Registered Provider)* Potential to improve the challenge against developers and their viability arguments for not meeting policy compliant levels of affordable homes
- *(From a Tenant)* More stringent criteria to join housing waiting list and remove a couple of bands . More priority to those born in Reading or with health/vulnerability issues. Need more houses for families rather than flats
- *(From a Council Colleague)* More affordable housing on brownfield sites including offices to flats. All properties should be super insulated not just quick and easy to build
- *(From a Registered Provider)* Look to promote sites more with developers and land owners to bring them to market earlier with a joint working approach
- *(From a Developer)* Costs of S106 and CIL payments makes final cost of housing too expensive for people who do not qualify for affordable housing
- *(From a Council Colleague)* Very little investment in or improvement of infrastructure to go along with massive house building – creating resentment from current residents. Too much new housing is too expensive for people to buy or rent. Too much of new housing being built is too small or of poor quality
- *(From a Registered Provider)* Closer RP engagement on strategic and pipeline sites. Look at more innovative solutions such as assisted purchase schemes for owners in mortgage difficulties. Take on properties from private sector under leasing arrangements. Undertake joint ventures to fund projects using public/private sector funding. Consider possibility of mobile homes and houses assembled off site
- *(From a Private Landlord/Agent)* Increase apartment block heights and concentrate development in town centre
- *(from a Registered Provider)* reduce number of tower blocks and flats – a few houses would be good
- *(From a Council Colleague)* More social housing and affordable rents. Improve private landlord accountability – bad properties, high rents, minimum choice. Look at developments over shops or using office space
- *(From a Developer)* More support for small developers. Review affordable housing thresholds so smaller schemes are more viable. Encourage greater density of development where the design is inspiring. Encourage more development that is car free or reduced parking
- *(From a Registered Provider)* Not to lose sight along with low and high rise flats that the town also needs a range of housing for families with green spaces
- *(From a Council Colleague)* Make better use of Council land – don't sell it off but offer at competitive rates to enable more housing to be built. Look at Council housing stock and land to see what could be redeveloped
- *(From a Developer)* Allow industrial sites to be changed to housing
- *(From a Tenant)* The planning process should be more open, above board and public. Less focus on housing for London commuters. All brownfield sites should be controlled by Council with Greenfield sites hit by Green Levy

- *(From a Private Landlord/Agent)* Zone areas for types of housing so developers don't overpay for land. Relax minimum apartment sizes as household sizes are reducing
- *(From a Developer)* Because Reading is a University town so housing will always be an issue unless the university provides accommodation for all its students. Putting a low bracket for affordable housing requirements means many small sites not viable
- *(From a Developer)* Planning applications take too long to process so holding up developments – planning department needs additional resources

Consultees were asked to give their views on what they thought Reading's **TOP 3 PRIORITIES** should be to **INCREASE SUPPLY**. Where possible responses have been grouped into similar issues:

Suggested Priority:
<p><u>Maximise affordable housing provision</u></p> <ul style="list-style-type: none"> • Focus on what is affordable • Deliver more new build social rented housing • Bring RPs on board at master planning stage of new large scale developments • More social housing to give people security of tenure and give them a long term investment in their home • Increase requirement for affordable housing in new build developments • Increase supply of actual 'Council housing' as more secure and cheaper than private rented and 'Affordable' rents are not affordable • Review Affordability – make housing genuinely affordable • Stop Right to Buy • Promote more shared ownership opportunities for residents – including Key Workers • Purchase of homes through mortgage assistance schemes • Build affordable homes for ownership
<p><u>Improve Council's role in providing/facilitating new housing</u></p> <ul style="list-style-type: none"> • Good understanding of future pipeline and opportunities including public land • Identify Council land for housing including land surrounding properties and Council buildings no longer needed • Identify and release council owned small pockets of land for local businesses to develop • Council focus on facilitating/bringing forward (private and public) land for development • Unlock barriers facing new housing developments • Council to acquire land for development • Council to acquire empty buildings for housing
<p><u>Increase overall housing provision</u></p> <ul style="list-style-type: none"> • Just build more homes – will make more affordable for everyone • Ensure good mix of property sizes to create sustainable communities • Ensure good mix of tenures to create sustainable communities • Deliver high quality homes meeting needs of diverse population and supporting Reading's economic growth • Ensure sufficient associated infrastructure / local facilities – schools, GPs etc
<p><u>Increase densities</u></p> <ul style="list-style-type: none"> • Maximise densities especially on brownfield sites in sustainable locations • Encourage developments in low density suburban areas – eg redevelopment of large houses on large plots into apartment schemes or town houses • Concentrate new development on centre and out towards south Reading and business parks – increasing densities

Suggested Priority:

Improve policies and processes

- Increase speed of planning process
- Increase staff in Planning Dept and ensure staff understand important issues and factors (viability etc) that affect developments and don't just appease every statutory consultee
- Alter planning policy so smaller developments (under 12) don't need to provide affordable housing
- Charge a basic Council Tax on all properties even if unoccupied to reduce incentive for developers to land bank sites and not build out
- Only give permission for affordable homes for first time buyers
- Reduce the number of planning conditions and ensure when information is submitted they are prioritised for approval as affects delivery more than new applications
- Progressive land (not property) taxation including review of Council Tax banding
- Force landlords & letting agents to loosen requirements of who they let to – don't let them say 'no housing benefit' or 'no children'
- Stop unscrupulous landlords making huge profits out of struggling tenants
- Stop land banking of key sites

Explore alternative funding mechanisms

- Joint ventures with both public and private partners
- Offer RTB receipts to fund larger developments to make them affordable
- More building by private sector not housing
- Offer incentives to private developers to redevelop/refurb offices/shops etc and make available for private rent
- Incentives to private landlords to let at affordable rents

Make better use of existing housing & other buildings

- More monitoring to ensure correct people are living in properties
- Make best use of existing Council stock
- Review who should have priority for social housing
- Better incentives for under-occupiers to downsize and release larger properties
- Build more sheltered housing to release under occupied homes
- Build 2 bed homes to encourage under-occupiers rather than 1 bed
- More extra care housing to bridge gap between independent living and residential/nursing care
- More lifetime and/or adapted homes to meet disabled and ageing population
- Build 3 & 4 bed properties to address overcrowding in smaller properties and then use smaller properties for downsizing
- Redevelop older sheltered housing and other housing for older people to make more attractive to current under-occupiers
- Ensure there is adequate student accommodation so existing houses are not split down into flats and still available for families
- Develop space that is already available – above shops and offices
- Stop family homes being split into multiple flats or HMOs
- Buy up all homes left empty for 5 years or that has been allowed to deteriorate and redevelop for housing

Consider different build options

- Build short term fast build housing to reduce immediate needs
- Build basic accommodation – don't try and compete with market but provide more new affordable homes quickly and cheaply

Theme 2: IMPROVING QUALITY

Overview given in consultation:

We are proposing that this theme will cover how we can improve the quality of new and existing housing and neighbourhoods. It will look at how we can work together to improve design, tackle poor standards of accommodation in all tenures, improve the quality of our estates and neighbourhoods and ensure homes are safe, warm and healthy. It will also look at what we can do to improve the quality of service provided by all housing providers, landlords and support services. Finally it will look at how we can improve the way residents have their say.

Consultees were asked to give their views on **WHAT WE DO WELL** in Reading to **IMPROVE QUALITY**. Comments included:

- *(From a Registered Provider)* Generally provide a good housing management service and partnership working of which North Whitely PFI is a good example
- *(From a Council Colleague)* Good joint working with RPs. Listening to people and their needs and what is needed in the communities and choosing right sites for development so tenants are not stigmatised
- *(From a Developer)* Improving street scenes – in particular lighting. Even simple things like hanging baskets
- *(From a Council Colleague)* Licensing of HMO and enforcement of housing standards in private rented sector
- *(From a Tenant)* Effective tenant involvement that keeps Council service accountable and have made improvements in services and value for money
- *(From a Council Colleague)* Good council house maintenance as well as effective policies and implementing good practice
- *(From a Tenant)* Council has a robust repair service and maintains properties well – including looking longer term
- *(From a Council Colleague)* Working effectively with landlords
- *(From a Tenant)* The Council has a strong reactive approach to ASB on estates
- *(From a Developer)* Public transport service is good as is open space provision
- *(From a Council Colleague)* Just starting council new build programme but really pushing quality, standardising product ranges for ease of maintenance. Think outside box – eg use of containers at Lowfield Road

Consultees were asked to give their views on **WHAT WE NEED TO DO TO IMPROVE** in Reading to **IMPROVE QUALITY**. Comments included:

- *(From a Registered Provider)* There should be a joined up approach across all services delivered to communities – the Council is the key body to make this happen

- *(From a Registered Provider)* Have a more holistic approach to partnership working and see community projects through to a conclusion instead of starting a new one before existing ones are completed
- *(From a Developer)* Things like HMO licensing don't really work should focus enforcement efforts on worst 20% landlords with additional staff resources
- *(From a Council Colleague)* More improvements and facilities needed in areas – doctors surgeries, parking etc
- *(From a Council Colleague)* Help tenants when they are struggling to maintain their properties and gardens
- *(From a Tenant)* Council should be more open to general public about its plans and reasons behind decisions. Building mistrust
- *(From a Council Colleague)* Although there is a real effort to get people involved, responding and listening to concerns could be improved
- *(From a Council Colleague)* Too many Council policies rely on good nature of landlords and letting agents – too often this places unfair burden on people trying hard to provide good service and leave real rogue landlords to get off free
- *(From a Developer)* Accept that as an expanding town not every property is going to have 24sqm of amenity space
- *(From a Council Colleague)* We need a strategic plan for how we are going to deal with the stock we have and how we can redevelop it to maximise density and improve the estates. Need to take harder line with residents who's actions 'drag down' an estate (eg not looking after gardens etc)
- *(From a Tenant)* No supporting services or facilities being built with new high rise developments
- *(From a Developer)* A bigger proportion of developer contributions should go on improving living environment (trees in urban areas, hanging baskets etc) – encourage more corporate sponsorship of such things as well
- *(From a Council Colleague)* More joint working within Council departments and a better understanding of who does what
- *(From a Council Colleague)* Improve capacity of Council's Legal Services to facilitate more effective litigation

Consultees were asked to give their views on what they thought Reading's **TOP 3 PRIORITIES** should be to **IMPROVE QUALITY**. Where possible responses have been grouped into similar issues:

Suggested Priority:
<p><u>Improve standards in private rented sector</u></p> <ul style="list-style-type: none"> • Tackling poor housing conditions and local rent levels in the private rented sector • Selective licensing of all private landlords • Get landlords on board • Increased enforcement of existing laws around fitness for habitation – increased staff resources to carry this out • Improve capacity of Legal Services to facilitate more effective litigation • Working with private landlords to prevent eviction and homelessness
<p><u>Create good quality sustainable communities</u></p> <ul style="list-style-type: none"> • Design estates and/or housing schemes that promote a sense of place, belonging and community • Design with local people and communities before planning • Build family homes to create communities

Suggested Priority:

- Remember the green spaces
- Need more space between homes – causing problems as everyone living on top of each other
- Good sport and gym facilities and link spaces for cyclists
- Stop estates once built turning into ghettos – consult local people
- CIL/S106 receipts to be targeted more locally to specific sites
- Decent delegation and resourcing of neighbourhood related enforcement powers such as ASBA Community Protection Notices and TCPA Section 125 Notices to include a revolving budget to fund works in default and debt recovery
- Tackle fly tipping and dumping of rubbish

Listen to local people

- Listening and responding to residents is key and only invest in neighbourhoods following consultation and true engagement – bring residents on the journey with you
- Build up trust and credibility with residents by delivering on promises so they can see benefits of active resident involvement
- Promote opportunities for residents to raise concerns about their neighbourhoods
- Improve the way residents have their say – encourages active commitment, participation and ownership
- Work with tenants – have an understanding of their needs but be clear about our expectations of them
- Make up mind how want town centre to be used – high rise housing for commuters? Retail and leisure? Office or multinational headquarter buildings? Propose a plan, consult with residents, agree a plan and stick to it – don't ad lib or deviate to please developers

Better service delivery

- Make more use of modern technology to deliver services 24/7
- Focus on what customer wants not what think they should have – 'doing them a service' not 'providing a service'
- Provide consistent service – don't give in to those who shout loudest and Cllrs/Managers don't undermine staff decisions
- Say no if needed but explain - be realistic and honest about what can do
- Provide better on-line services
- Take ownership of issues
- Improve support provided by other services – not all dumped on housing. Better joint working
- Give staff good technology to give better customer service and do job more effectively
- With cutbacks perhaps some tenants would be interested in skill sharing – some ironing for some gardening or some decorating?

Improve quality of new build homes

- Spend more on individual buildings to get higher quality - including better quality materials
- Don't use substandard workmen and materials – pay more now to last longer
- Through S106 or otherwise ensure developers provide a robust and 'fair' specification for affordable units
- Make sure there is enough parking

Improve the quality of Council properties

- Offer incentives for tenants to maintain their homes and/or report repairs early
- Annual inspection of properties and serve improvement notices if needed
- Nothing gets done sometimes so people stop bothering reporting – especially damp issues
- Don't remove good flooring or decoration when a property becomes void
- Improve relet standards – better condition when let but expect same when handed back
- Reduce costs of bathroom/kitchen refurbishment
- Redevelop high cost defective units – provide better homes that will be looked after better and improve appearance of estates

End stigmatisation for residents in social housing

- Tackle poor standard accommodation and quality of estates and neighbourhoods as leads to

Suggested Priority:

stigmatisation

- Do not stigmatise anyone because of tenure
- Provide great services and then promote brand – show positive side of social housing

Make sure homes are safe, efficient, healthy, warm and affordable

- A focus on energy efficiency and environmental sustainability
- Ensure all homes are safe warm and healthy
- Affordability of keeping a home warm is a problem for many people
- Need good insulation as a start
- Safety is the number 1 priority
- Set up projects such as social prescribing to tackle the impact of poor housing on health issues

Theme 3: PROVIDING SUPPORT

Overview given in consultation:

We are proposing that this theme will cover how our homes and the housing service we provide helps and supports those in the most need. It will look at how we can focus better on prevention and early intervention, tackle rough sleeping and homelessness and help people access safe and secure accommodation. It will also consider what else we can do to help people sustain their homes or tenancies and live independently if they wish to do so. Finally it will consider how we should meet the specialist housing needs of any particular group or community.

Consultees were asked to give their views on **WHAT WE DO WELL** in Reading to **PROVIDE SUPPORT**. Comments included:

- *(From a Registered Provider)* Good debt advice and early intervention
- *(From a Tenant)* Provide support to tenants to sustain tenancy
- *(From a Council Colleague)* Homeless project is great
- *(From a Council Colleague)* Lots of work seems to be done with charities and rough sleepers
- *(From a Council Colleague)* Good knowledge of who and where they are, plus consistent and persistent efforts to assist even though some struggle to accept assistance
- *(From a Council Colleague)* Having Occupational Therapists employed with Council's housing team streamlines services to meet needs of disabled people
- *(From a Private Landlord)* Respond to housing benefit queries
- *(From a Council Colleague)* Dramatic reduction in the use of bed and breakfast
- *(From a Council Colleague)* Extra care and sheltered housing services seem to be really good - although some stock needs updating
- *(From a Council Colleague)* Support and advice for homeless or those threatened with homeless
- *(From a Council Colleague)* Supported housing for people with issues ranging from addiction, rough sleeping and alcohol abuse.
- *(From a Council Colleague)* Some really good temporary accommodation and supported living accommodation
- *(From a Council Colleague)* Specialist accommodation for those with mental health or learning disabilities
- *(From a Council Colleague)* Wide ranging support for people who have never lived independently – even if its just to make sure their benefits are in place to sustain tenancy

Consultees were asked to give their views on **WHAT WE NEED TO DO TO IMPROVE** in Reading to **PROVIDE SUPPORT**. Comments included:

- *(From a Council Colleague)* Need to feedback more on issues
- *(From a Tenant)* Just concentrate support on those most in need and most local

- *(From a Council Colleague)* Need better communication between teams on voids to make sure correct adaptations made if needed
- *(From a Registered Provider)* A huge lack of specialist supported housing due to lack of funding
- *(From a Council Colleague)* Move families through temporary accommodation quicker – good not to be in B&B but could feel forgotten or ‘parked’ there
- *(From a Council Colleague)* Not sure how good management by third parties of supported living – some buildings not in great condition
- *(From a Council Colleague)* Wider practitioner understanding of rights and responsibilities of property ownership and better understanding and application of the Mental Health Act
- *(From a Council Colleague)* Danger staff getting burnt out – leading to absenteeism and more pressure on remaining staff

Consultees were asked to give their views on what they thought Reading’s **TOP 3 PRIORITIES** should be to **PROVIDE SUPPORT**. Where possible responses have been grouped into similar issues:

Suggested Priority:
<p><u>Better joint working</u></p> <ul style="list-style-type: none"> • Joint working protocols with RPs to ensure early intervention and homeless prevention • Develop a cohesive strategy across all relevant services to support those in greatest need – especially linking into the 3rd sector • Joint working between agencies to share resources and reduce pressures on both • Continue linking housing and social care services to help support vulnerable or elderly tenants • Resource CMHT so they can support housing practitioners- at moment no capacity to help with people who have lower level challenges • Better joint working between health, social services and housing – often ends up being a battle over who takes responsibility rather than focus on customer’s need • Better joint working between agencies out in the community
<p><u>Better understanding of needs</u></p> <ul style="list-style-type: none"> • A comprehensive assessment of people who need specialist accommodation to inform delivery via specialist providers • Good pre tenancy/allocation work to get as much supporting information as possible so that support needs can be identified at the earliest stage so that tenancies can be supported appropriately • Better identification and intervention in self neglect cases
<p><u>Reduce homelessness and rough sleeping</u></p> <ul style="list-style-type: none"> • Focus on helping people sustain their tenancies • Provide a clear pathway from homelessness into permanent accommodation • More temporary accommodation through modular construction • Homeless prevention – avoid those who are vulnerable and/or chaotic falling through net • Use ‘pods’ like at Lowfield Road but smaller to provide rent free short term housing to help people get back on feet – move on accommodation could be offered if demonstrate they’ve done what was required • Tackle rough sleepers and homeless as too many sleeping rough on the streets
<p><u>Helping people live independently</u></p> <ul style="list-style-type: none"> • Create older persons village • Look at how sheltered housing can be utilised to help tenants maintain independence with some support from a warden. • Bring back day centre approach for activities to prevent isolation • Families need short term support • Increase budget for adaptations as demand is there • Help people live independently • Help people stay in their home if they can manage

Suggested Priority:

- Develop more accessible homes so need fewer adaptations in future

Increase support available

- Don't forget that it's not the offender but the victim who needs support
- More community hubs where people can go and meet – improved quality of life in areas where have them now
- More help and support to people on benefits – especially with Universal Credit
- Make sure people are aware of support that is available
- Involve more people with support needs in tenant participation and training
- Have area marshals who can oversee and report back anything that could be cooking before it boil over – maybe encourage good tenants to get involved

Provide specialist accommodation where required

- Redevelop out of date sheltered accommodation and provide new units at higher density possibly incorporating mixed use for assisted living
- Should provide group homes for people who have similar issues and need them
- People with severe mental problems should be helped in specialist support schemes not housed amongst general tenants
- Sensitive allocations so don't create sink estates and don't locate people with specific issues all together
- Think more carefully where place vulnerable people so they can thrive.