

Housing Strategy Consultation 2009

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Cllr. J Baugh	BDC Comments
<p>Public/ shared areas on new housing developments are increasingly horrid and unusable due to pressures put on privately developed sites by unrealistic percentages of social housing that are required. This needs to be addressed.</p>	<p>We commissioned Three Dragons to conduct a viability study and provide a viability toolkit in June 2009. The process involved consultation with key stakeholders groups and research to obtain the most accurate data regarding the cost of development and housing market values specific to the Braintree district.</p> <p>We are expecting the finished toolkit in October 2009. The toolkit will be used to help identify what proportion of affordable housing would be viable on individual schemes.</p>
<p>Tenants in areas destined for investment need to be involved in decision-making at an early stage. This requires time and resources but will reap benefits later.</p>	<p>Noted</p>
<p>There needs to be a robust system for responsibilities as well as rights with regards to tenants.</p>	<p>Noted</p>

Area of document	Cllr O'Reilly-Cicconi	BDC comments
Improving housing choices and mobility	<p>Uncertain that there is evidence to support the needs for 'live-work units – it is not possible to reliably predict where people will be looking to work/live in the future</p> <p>Wait for five years before looking to develop choice based lettings further</p>	<p>Noted</p> <p>Noted</p>
Improving the condition of housing, especially for vulnerable people	<p>Research should be conducted to discover how many of the future aged will need assistance</p> <p>Greenfields services to their tenants should be extended to any household for a fee</p>	<p>Accepted – Strategic Housing Market Assessment does include some data</p> <p>Accepted; Action 3.8 refers to this</p>
Addressing the housing and support needs of vulnerable people	<p>Make sure we share the information we hold with our partners – PCT etc</p>	<p>Accepted</p>
Improving the physical and social environment of our neighbourhoods	<p>Affordable housing should be provided across the district</p> <p>Community areas should be run by those who live in the community</p> <p>Look at new built neighbourhoods which have created a community before improving on rundown neighbourhoods</p> <p>The councils role in monitoring the housing associations in the district is to see if they are doing their job properly</p>	<p>Noted</p> <p>Noted</p> <p>Accepted – specific examples would be most welcome</p> <p>Not accepted – this is the job of the Homes and Communities Agency, Tenant Services Authority and the Audit Commission. We are not resourced to do this, hence strategy does not commit us to a monitoring role.</p>
Make sure that housing investment supports local economic wellbeing	<p>The apprenticeship idea for the development programme with Greenfields should be pushed and should be simple and effective</p>	<p>Noted</p>
Improve the use of existing	<p>Concentrate on improving and enlarging the</p>	<p>Noted – Action 8.1 refers to this</p>

housing	Empty Homes policy so that more private owners are happy to have a council tenant for a period of at least 3 years.	

Cllr Barbara Collar for Sturmer PC		
Area of document	Sturmer Parish Council	BDC comments
Improvement grants	These grants should be available to all whether social housing or private. Where service users are owner-occupiers, money could be recouped when property is sold (taking depreciation into account).	Noted – Action 3.9 refers to this. Improvement grants are only available in the private sector. Registered Social Landlords are expected to undertake improvements on behalf of social tenants.
Development	Would like to see enforcement on building on brown field sites. Perhaps some help or incentive should be offered where the site is contaminated.	Noted
	There should be more of the ‘Foyer’ type setups to help the young vulnerable people on the property ladder.	Noted
Under-occupation	Incentives should be offered to tenants who could downsize and make a larger property available to a larger household.	Accepted – see Action 8.2
Chair of Sturmer PC		
Improving housing choices and mobility	Greater consideration should be given to larger green areas being incorporated into developments.	Noted
	People already living in rural areas are fearful of over development and new developments not fitting in with the existing architectural design.	Noted
	There should be more consultation with local communities about the design of new development.	Noted
	With respect to the new CBL system, Parish Councils could provide support with administering this especially in areas which are more isolated and service users are not always able to travel into Causeway House.	Accepted – Action 2.2 refers to this
Improving the condition of housing, especially for	More consideration should be given to the design of small, individual and aesthetically appealing bungalows	Noted

vulnerable people	<p>with appropriately designed, manageable gardens.</p> <p>More older people would be encouraged to move if the prospect was more appealing.</p> <p>Consideration should be given to a compromise and incentive rather than 'regulation'</p>	Noted
Addressing the housing and support needs of vulnerable people	Homelessness: Greater awareness and advertising that people can speak to the Council about the prospect of becoming homeless would be an advantage as not everyone knows where to get help.	Noted
Improving the physical and social environment of our neighbourhoods	Large developments of concrete often result in a 'run-off' of water which is causing flooding in a number of rural areas. Currently there is inadequate consultation with agencies and within communities in decision making of development.	Noted
	Greater consultation between Councils over boundary development is essential	Noted
	Greater consideration for the needs of youths is essential – more activities should be given to activity centres that have an appeal to youths and their adrenalin needs.	Noted
Make sure that housing investment supports local economic wellbeing	Public transport is key especially in rural areas	Noted
Improving the use of existing housing	It should be easier for people to report empty properties if it is a concern so that investigation can take place	Noted
Resident from within the parish		
Improving housing choices and mobility	Choice based lettings: believe Parish councils could play a greater role in reaching those who are not computer literate, elderly or vulnerable.	Accepted: Action 2.2 refers to this

	Given the economic climate many older people who had relied on the 'capital' to assist with their later life needs is reducing thus leading to older people becoming more financially compromised.	Noted
Improving the condition of housing, especially for vulnerable people	Clusters of bungalows rather than one big building of sheltered accommodation with concrete should be considered when developing properties for vulnerable people.	Noted
	Consideration should be given to a compromise and incentive rather than 'regulation'.	Noted
	Greater study, consultation and monitoring with agencies would benefit to improve the housing stock	Noted
Addressing the housing and support needs of vulnerable people	Homelessness: Greater awareness and advertising that people can speak to the Council about the prospect of becoming homeless would be an advantage as not everyone knows where to get help.	Noted
Improving the physical and social environment of our neighbourhoods	Which is causing flooding in a number of rural areas. Currently there is inadequate consultation with agencies and within communities in decision making of development.	Noted
	Greater consultation between Councils over boundary development is essential	
	Greater consideration for the needs of youths is essential – more activities should be given to activity centres that have an appeal to youths and their adrenalin needs.	
Make sure that housing investment supports local economic wellbeing	New housing development brings a significant level of investment to the district: I would agree that is developments are towards the centre of the district this is the case.	Noted

	Public transport links are required	
Improving the use of existing housing	It should be easier for people to report empty properties	Accepted (online forms now in place on BDC website Empty Homes)

Section	Outcome	Feedback	BDC response
Overall comments		1. It would be helpful to have an introduction at the start of this Strategy, explaining its main objectives and providing background information such as links to other Strategies.	Accepted – final version will have an introduction
		2. We suggest that action points are renumbered for easy navigation and referencing throughout the document. For example, under outcome 2.1 we suggest that the actions are numbered 2.1.1 and 2.1.2. It may be confusing for readers to have an outcome 2.2 and an action 2.2 that are unrelated.	Noted for future documents
		3. We suggest that the sections in this Strategy are numbered to correspond to the sections in the Issues and Options document so it is easy for readers to cross-reference between the two.	Noted for future documents
		4. BDC should consider making the action points more forward-looking throughout. This Strategy will apply until 2014 and many of the aims are short-term.	Noted
		5. Currently many of the action points lack SMART (specific, measurable, affordable, realistic and timely) targets. Inclusion of such targets would be helpful for the reader and will make future assessment of the Strategy easier. Also BDC might like to consider making the action points more active as currently many are quite passive (e.g. should use 'we will' instead of 'we would like to').	Accepted – action plan will accompany the final version of the strategy.

	6. Throughout this Strategy Greenfields is often mentioned specifically. Greenfields suggests that all Registered Providers should be referred to in some of these cases as it is not only Greenfields that is relevant, even if we are the largest in the district. Perhaps an overall glossary could be provided at the start of the document (combining other glossaries?) that names all local Registered Providers in the area.	Noted
	7. Has an equality impact assessment been performed for this Strategy? If so it should be mentioned.	In process (draft assessment in place that is being worked through with the Equality and Diversity Board).
	8. We notice that the Audit Commission or other regulatory bodies are not currently mentioned. Should they be?	Accepted – to be included in introduction
	9. Greenfields suggests including an extra ‘Health and wellbeing’ section as housing greatly influences health. This could include plans to start a handy hints plan – how to keep yourself healthy, let people know about DFG, slips, trips and falls.	Accepted – reorganisation of chapter order and change of aim for chapter 5. Previous aim – “Address the housing and support needs of vulnerable people” now reads “Address the health wellbeing and support needs of vulnerable people.
	10. There could also be more focus on the different equality strands, for example avoidance of segregation using the Choice-Based Lettings system could be mentioned.	Noted
	11. There is currently not much about the local economy.	Noted
	12. BDC could consider using Greenfields’ website to promote this Strategy when published.	Noted

		13. We suggest that there are more links to planning in this Strategy. Could there be a section for developers to encourage them to look at this Strategy?	Noted (this strategy is supplemented by Affordable Housing Strategy)
1. Increase the supply of affordable housing	Aims 1–6	Greenfields has already commented on BDC's Affordable Housing Strategy, which was published in April 2009. We endorse the increase to 35% of housing developed being allocated to affordable housing under Section 106.	Noted
2. Improve housing choices and mobility	Outcome 2.1	Greenfields agrees that it is important to ensure that all potential customers are able to access and use the Choice-Based Lettings system effectively and would like to work with BDC to monitor this. We suggest that an Action point is added to this Outcome explaining how BDC plans to advertise the scheme to people from all strands of diversity, for example people from different racial groups, to maximise its effectiveness.	Accepted – new action: Action 2.2: Promote Gateway to Homechoice to minority groups to ensure maximum participation.
	Outcome 2.2	Greenfields supports this action and suggests that BDC consults with the relevant stakeholders to identify the types of reports required and the frequency of reporting before the programme of reporting is finalised.	Accepted – new action: 2.4 Work with partner organisations to identify the most useful reports and information available through 'Gateway to Homechoice'.
	Outcome 2.3	As a Community Gateway Association, Greenfields promises to put residents at the heart of the organisation. We suggest that BDC could use existing tenant and leaseholder panels, such as the Community Gateway Group, mystery shopping groups or another established focus group, as a sounding board for such discussions. Also Greenfields' tenants going through the transfer process could be pinpointed as a source for feedback.	Noted

	Outcome 2.4	Greenfields supports the action points related to this Outcome.	Noted
	Outcome 2.5	Greenfields encourages the project group to carry out a value for money exercise looking at how the Gateway to Homechoice system is running a set time after implementation. They could explore with the project board how it can be demonstrated that the system is cost effective.	Accepted – new action: 2.8 Work with the organisations in Gateway to Homechoice to make sure the scheme represents value for money.
3. Improve the condition of housing, especially for vulnerable people	Context	It would be helpful to add a table of other grants available in the context section, e.g. grants for insulation. This document could be useful as a means to advertise the availability of such assistance. In the second paragraph of the terminology, adaptation is spelt incorrectly.	In place – Housing Issues and Options document and will form part of the appendices that will accompany the final document.
	Outcome 3.1	Greenfields supports this action and would like to see the results and recommendations of the House Condition Survey.	Noted

	Outcome 3.2	<p>Greenfields supports Action 3.3. BDC might like to add how they plan to meet their target audience, perhaps linking to BDC's communication strategy and including examples. We suggest that BDC investigate using publications of other organisations, such as Greenfields' leaseholders' newsletter and Gateway to Greenfields, to promote facilities and assistance.</p> <p>Greenfields supports Action 3.4 but suggest that the Village Agents project could be extended beyond Mid Essex.</p> <p>Greenfields supports Action 3.5. We suggest that Braintree Housing Partnership is mentioned in this section. Also it could be noted when the cross-boundary work will be finished. It would be helpful to list a short- and long-term action plan here as well.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>
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	<p>Outcome 3.3</p>	<p>Greenfields supports Action 3.6. Will the House Condition Survey include Greenfields' properties? Greenfields has information on the condition of our stock and this could be shared with Braintree District Council to avoid duplication of effort. Similarly, other housing associations may have similar information available.</p> <p>For Action 3.7, Greenfields suggests that BDC considers adding some information regarding education about energy savings, e.g. advising customers to look for cheaper rates and provide specific information about efficient heating system usage. Also, how people can access these grants could be communicated in this strategy, here or earlier in the context section.</p> <p>For Action 3.8 BDC should mention how they will implement this action point. Also, we would like the last sentence to be reworded as it currently indicates that the service Greenfields etc. provides is not coordinated.</p>	<p>Noted – survey does not include Greenfields properties.</p> <p>Noted</p> <p>Noted – wording changed</p>
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	Outcome 3.4 (listed as 3.5)	<p>Greenfields welcomes the view that plans need to take into account the needs of an ageing population, and agree that there is a need to assess the likely future financial stock investment needs.</p> <p>This Action currently focuses on older people, but we feel that this Strategy also needs to take into account the needs of other ages, for example, a toddler going into teenage years, and make appropriate plans to support such transitions. This could be linked to the needs assessment.</p> <p>BDC needs to consider how they will work with other landlords to meet the requirements of an ageing population. Greenfields would like to be involved in such plans.</p> <p>Greenfields also suggests that aids and adaptations are mentioned in this section.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>
4. Prevent and reduce homelessness and reduce the use of temporary housing	Priorities 1–6	We suggest that Greenfields and other partner organisations are referenced in the context of this section in addition to Social Services and the Police.	Noted
5. Address the housing and support needs of vulnerable people	Context	<p>Should the Mid-Essex Primary Care Trust be renamed NHS Mid-Essex?</p> <p>Currently the last sentence of the context section is misleading. It should be written 'All users pay for the service'.</p>	<p>Add description in 'context' section about 'Hub & Spoke' model of housing support.</p> <p>Noted – amended wording</p>

	Outcome 5.1	<p>Greenfields supports Actions 5.1 and 5.2</p> <p>Greenfields supports Action 5.3 but would like the Action point to be more proactive. We suggest that BDC engage with people already on the list and try to foresee potential problems before they escalate into a problem as well as implementing the Action plan outlined.</p>	<p>Noted</p> <p>Agreed – change of wording from: Action 5.3 Establish a panel of service users to help us understand their experiences and to monitor progress on joint working; to: Action 5.3: Establish a panel of service users to help us understand their experiences and to improve the outcomes for people using the services.</p>
	Outcome 5.2	<p>Greenfields supports Action 5.4 but would like to see further development in promotion of Choice-Based Lettings to the different groups mentioned. We suggest that BDC monitors the number of older and vulnerable people moving between the seven districts in the choice-based lettings scheme.</p> <p>Greenfields supports Action 5.5.</p>	<p>Noted</p> <p>Noted</p>
	Outcome 5.3	<p>Greenfields supports Action 5.6 as we will be actively promoting our own service. Greenfields supports setup of the referral panel and would explore options to be part of this if we develop new housing.</p> <p>In the first paragraph of Action 5.7, ‘thought’ should be written ‘through’. We suggest that BDC consider meeting with Essex County Council to improve turnaround time.</p>	<p>Accepted - mention in the action plan that will accompany this document.</p> <p>Accepted – amended wording</p>
	Outcome 5.4	<p>Greenfields would like to proactively support the review of sheltered housing outlined in Action 5.8.</p>	<p>Noted</p>

	Outcome 5.5	<p>We support exploring a movement to the hub and spoke model in Braintree District. Greenfields advises adding the term ‘hub and spoke’ into the terminology section.</p> <p>A comment could be added in this section about the provision of adaptations sometimes giving the resident the safety and independence that they need to free up resources and assistance for those more in need. For example, in some situations the provision of a shower can prevent the need for a day-to-day carer to assist with washing. Also a reference could be made to the current incentive to downsize scheme and perhaps future reassessment of this to provide more incentives.</p>	<p>Accepted and amended</p> <p>Accepted – see action amended</p>
6. Improve the physical and social environment of our neighbourhoods	Context	In the Context section, we suggest that the CHIP Fund wording is changed to match that in the Affordable Housing Strategy to increase the links between these documents.	Accepted and amended

	Outcome 6.1	<p>Greenfields supports Action 6.1, but would like it to be broader and look to enhance existing areas. There needs to be encouragement for a positive impact on the environment when properties are refurbished.</p> <p>For Action 6.2 Greenfields supports the development of rural exception sites and the ideal of improving the sustainability of neighbourhoods. We feel that a feasibility study is needed to identify potential rural exemption sites and that this should be shared with other landlords. We would like to work in partnership with BDC on this. Multi-agency involvement is needed and links should be maintained between the private and public sector in these developments. The Community Gateway Group and Area Forums could be used to facilitate this.</p>	<p>Noted</p> <p>Noted</p>
	Outcome 6.2	<p>We welcome this section. Greenfields is very supportive of this approach and is keen to set this as a high priority to inform decisions of the CHIP Board.</p> <p>Greenfields suggests mentioning NHS Mid-Essex and other health and deprivation services in Action 6.3.</p>	<p>Noted</p> <p>Accepted</p>

	<p>Outcome 6.3</p>	<p>Greenfields supports this Outcome but suggest that the wording of this should be refined as follows: 'Improvements meet community needs'.</p> <p>We suggest that an amendment is made to the wording in the second sentence of the first paragraph of Action 6.4. We suggest that 'even in areas where there is no concentration of housing owned by Greenfields' is changed to 'elsewhere in the district'.</p> <p>We propose an additional action point: capacity building. It should be recognised that Community Option Studies and similar processes require an investment of resources to support the studies and build capacity and confidence in local communities. If the Council wishes to involve residents in this way, it will need to invest time and resources to facilitate community involvement/empowerment.</p>	<p>Accepted and amended</p> <p>Accepted – New Action 6.5: Help build 'community capacity' in neighbourhoods to make sure that local views are heard.</p>
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	Outcome 6.4	<p>Greenfields supports this Outcome, but would like to see targets mentioned. We recommend that the whole community is involved and not just leaders. For example, who is a 'community leader' and how would someone find this out? Would those seen as leaders be different depending on which strand of diversity a resident falls into? The last sentence is currently quite passive.</p> <p>The penultimate paragraph in this section may be misleading as written. We suggest that the section sentence is deleted (For example..... that investment.).</p> <p>We suggest that you mention BDC's Community Safety Team specifically, and include 'Planning' as a key partner. Also partnerships with other organisations could be mentioned here.</p>	<p>Accepted – amended wording</p> <p>Noted</p> <p>Accepted</p>
7. Make sure the housing investment supports local economic wellbeing	Context	In the context section a link could be added to the economic development strategy as economic wellbeing relates not only to housing but also to infrastructure. A link could also be provided to the transport strategy.	Noted

	Outcome 7.1	<p>Greenfields supports Action 7.1. We suggest making the language more positive, for example, 'need to make sure' could be changed to 'we will'. For the fourth bullet point, we suggest extending 'larger schemes' to 'all schemes' as smaller schemes may also be economically advantageous to investigate.</p> <p>Scarcity of resources is a concern for Greenfields also. We support Action 7.2 but note the need for an arena to be provided for this to happen. Currently this Action refers to the 2008–2011 Affordable Housing Strategy. As the Housing Strategy extends to 2014 we suggest extending the action points until 2014 also.</p>	<p>Accepted – amended wording</p> <p>Noted – amended wording</p>
	Outcome 7.2	<p>Greenfields supports this outcome and is willing to work with BDC to achieve this. However, we request that the Action title and last paragraph are reworded to avoid the implication that Greenfields will be 'investigated'. Perhaps 'Help and monitor' would be more accurate? Or it could be mentioned that BDC will monitor and learn from Greenfields' investment in this? Also, it is mentioned that BDC explored opportunities for apprenticeships at Great Notley, but it doesn't indicate who you explored opportunities with. Currently it is implied that this was with Greenfields, which is not correct.</p>	<p>Accepted – amended wording</p>

	Outcome 7.3	<p>Greenfields supports the action but doesn't think that the plan matches the title of the action. The title indicates that education establishments will provide training (which indicates IT or other key skills) but the text focuses on Choice-Based Lettings. We suggest changing the text or title accordingly.</p> <p>In the final paragraph of this section, we note that 'tenants' should be written 'residents'.</p>	<p>Accepted – change of wording</p> <p>From: Action 7.3 investigate and monitor training opportunities in our development programme and in Greenfields' investment in its stock.</p> <p>To: Action 7.3: Maximise training opportunities in our development programme and in Greenfields' investment in its stock</p>
	Outcome 7.4	Greenfields supports this outcome.	Noted
8. Improve the use of existing housing	Outcome 8.2	<p>Greenfields supports this outcome but note that '£500 per bedroom' should be changed to 'a financial incentive per bedroom'. The £500 incentive offered is currently correct as noted but this might change between now and 2014. We suggest that Greenfields' successes are reported in this section to encourage other registered social landlords to take part in this scheme.</p> <p>In this section, please define RSL and/or mention it in the terminology for readers not familiar with this term. We note that the TSA have changed their terminology recently, favouring the term 'Registered Provider' over 'Registered Social Landlord'.</p>	<p>Noted and amended</p> <p>Noted</p>

	Outcome 8.3	Greenfields supports this outcome but suggest that BDC consider looking at other schemes to enable older people to move into more suitable, even temporary, accommodation, such as palliative or end-of-line care. We suggest broader consultation with health partners if that hasn't already been done.	Noted – wording amended Noted
	Outcome 9.1	Greenfields support the publication of an SHMA, but query whether it is necessary to do this “at least annually”. If this was done less frequently more resources could be put into action plans instead. This action point currently focuses on what has been done historically. We suggest adding how these results will be used to frame housing services over the next five years. We also suggest providing links to other strategies, such as the planning strategy.	Accepted – amended wording
9. Plan for the future, clarifying the location and type of housing needed	Outcome 9.2	Greenfields supports this action.	Noted – the SHMA was primarily undertaken to inform our negotiations with private developers.
	Outcome 9.3	Greenfields supports this action.	Noted
			Noted

Ref in draft strategy	Subject area	Comments	BDC Response/Action
Section 1: Increase the supply of affordable housing	Housing conditions	A suggestion for properties designed for older people should have space for family of visitors to stay and for storage.	Agreed - Affordable Housing Strategy Chapter 3: Plan to create attractive, secure, sustainable and popular neighbourhoods.
Section 3: Improve the condition of housing, especially for vulnerable people		Accessibility is a key issue: having level access to and within the home and better access to local amenities. For more disabled parking bays and permit parking to be available especially around the town.	Agreed - Affordable Housing Strategy detailing the Lifetime Homes standards.
		Bathroom facilities should be easily accessible with level access showers and available on the ground and first floor in new homes.	Agreed - Affordable Housing Strategy Chapter 3: Plan to create attractive, secure, sustainable and popular neighbourhoods (detailing the HCA space standards and Lifetime Homes standards).
Section 5: Address the housing and support needs of vulnerable people		Services around home adaptations need to be more efficient as currently excessive delays are typical. Strategy should commit to develop more responsive service and recognise the value of this work.	BDC to discuss issues raised with GCH and ECC
Section 3: Improve the condition of housing, especially for vulnerable people		Safety and security highlighted as important and the Housing Strategy should promote secured by design and other home improvements/adaptations to enhance security.	Agreed - Affordable Housing Strategy Chapter 3: Plan to create attractive, secure, sustainable and popular neighbourhoods
		The strategy could do more to promote environmentally friendly living for example tips for households on recycling waste management and supporting the use of alternative heating options.	Agreed - Affordable Housing Strategy Chapter 2: Improve the quality of new affordable housing provisions (details the development of homes that are cheap to heat and have low carbon emissions).

	Under-occupation	<i>Comments were supportive of the strategies approach to under-occupancy.</i>	
Section 5: Address the housing and support needs of vulnerable people	Lifetime homes and neighbourhoods	There was support for sheltered housing and clusters of homes sharing communal facilities.	To consider in greater detail with key stakeholders when up-dating the Affordable Housing Strategy.
		Concern about the reducing number of wardens in sheltered housing.	Noted
		The strategy should specifically consider the needs of those with dementia.	Noted
Section 6: Improve the physical and social environment of our neighbourhoods		The strategy should give more attention to partnership working to provide more community activities which older people can participate in.	Noted
Section 3: Improve the condition of housing, especially for vulnerable people		The strategy should expand the reference to ensuring good information and advice beyond vulnerable people as all groups need access to decent information services.	Reword strategy Action 3.4 in the strategy to read: <i>“make sure that a network of advice is available throughout the district which is accessible to all groups’ especially vulnerable people”</i> .
Section 5: Address the housing and support needs of vulnerable people	Services	The recognition of the importance of practical help and the proposal for wider more co-ordinated delivery of practical services should have more emphasis in the strategy.	Emphasise this point under Outcome 5.3: Supported housing is easily accessible and provides support appropriately.
Section 5: Address the housing and support needs of vulnerable people		It was felt more needs to be done to meet individual needs and preferences, as there are some older people that will need support earlier than others.	Acknowledge this is in the strategy section five under Outcome 5.3: Supported housing is easily accessible and provides support appropriately.
		The strategy could do more to acknowledge the diversity of the district and the need for different approaches to improve access to services.	This point could be emphasised under Action 5.4 “Monitor the number of people with support needs moving into permanent accommodation with some form of support”
		The strategy should encourage the use of assistive devices to support independent living.	Noted
		It was felt that the strategy should refer to	Noted

		additional support for carers to promote independent living in later life.	
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