

Housing Diverse Needs Strategy 2026-31

Consultation report

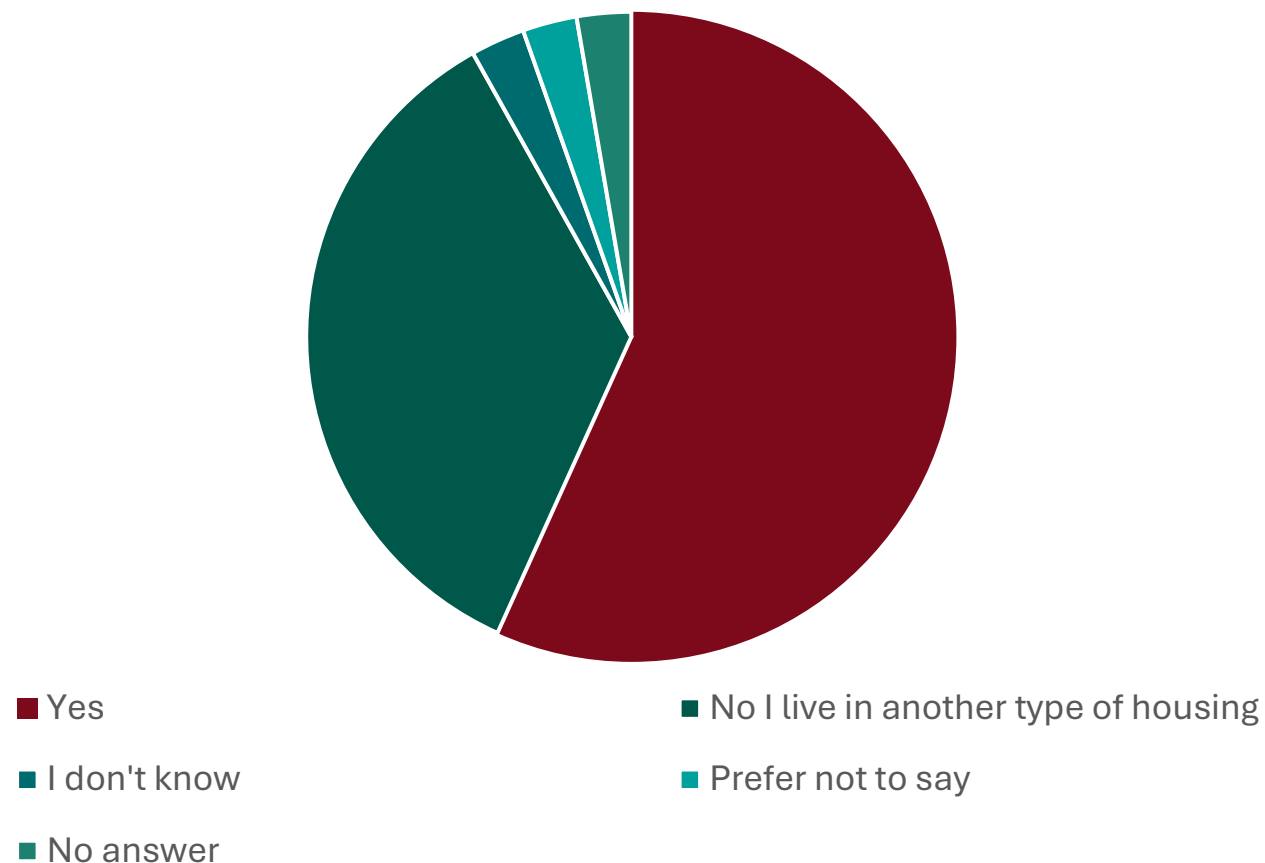
Consultation methodology

- Online survey hosted on the Newham Co-Create platform
- Promoted to residents and voluntary, community and faith sector via email
- Follow-up meeting with residents who had already taken part in an earlier stage of engagement on Thursday 5th February 2026
- Shared with colleagues in Housing, Adults and Health and Public Health for feedback

Participation in the consultation

- 36 responses to the online survey
- In addition to the online survey, we received:
 - One email response from a resident
 - Two email responses from Housing colleagues
 - One email response from a colleague in Adults and Health
- All 40 written responses are considered in the data set out in the following slides
- Of those who took part, either via the survey or by email, 51% were Council tenants
- Two tenants also took part in a workshop to share experiences of accessing services with diverse needs

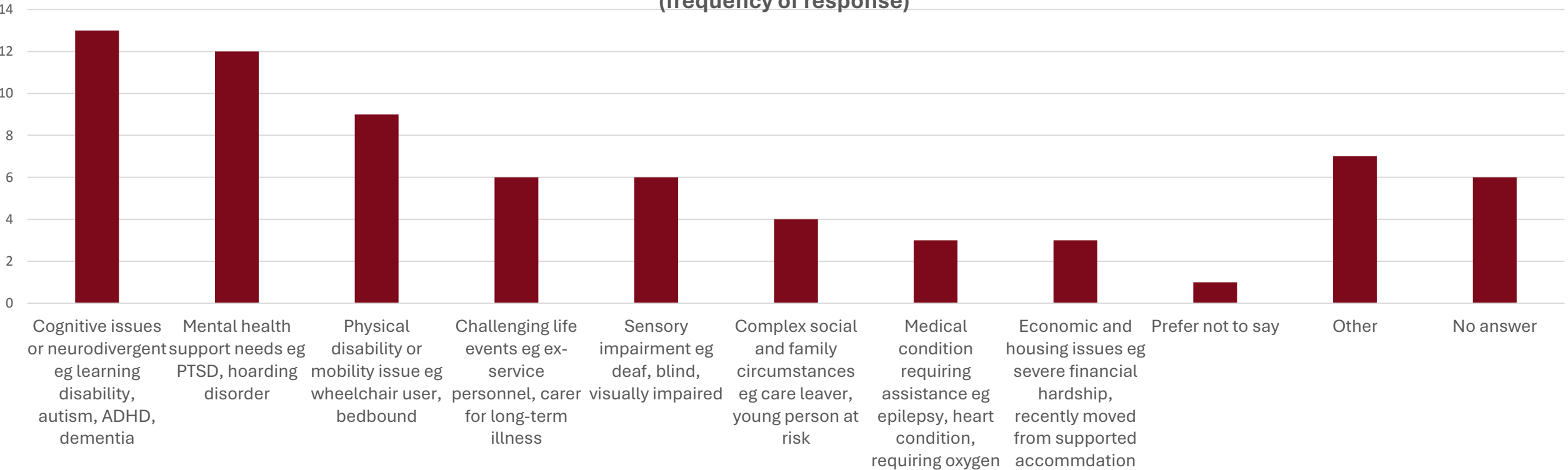
Share of respondents who are LBN tenants



Participation in the survey

29 respondents (81%) reported having one or more characteristics associated with diverse needs

Most common needs cited by respondents
(frequency of response)

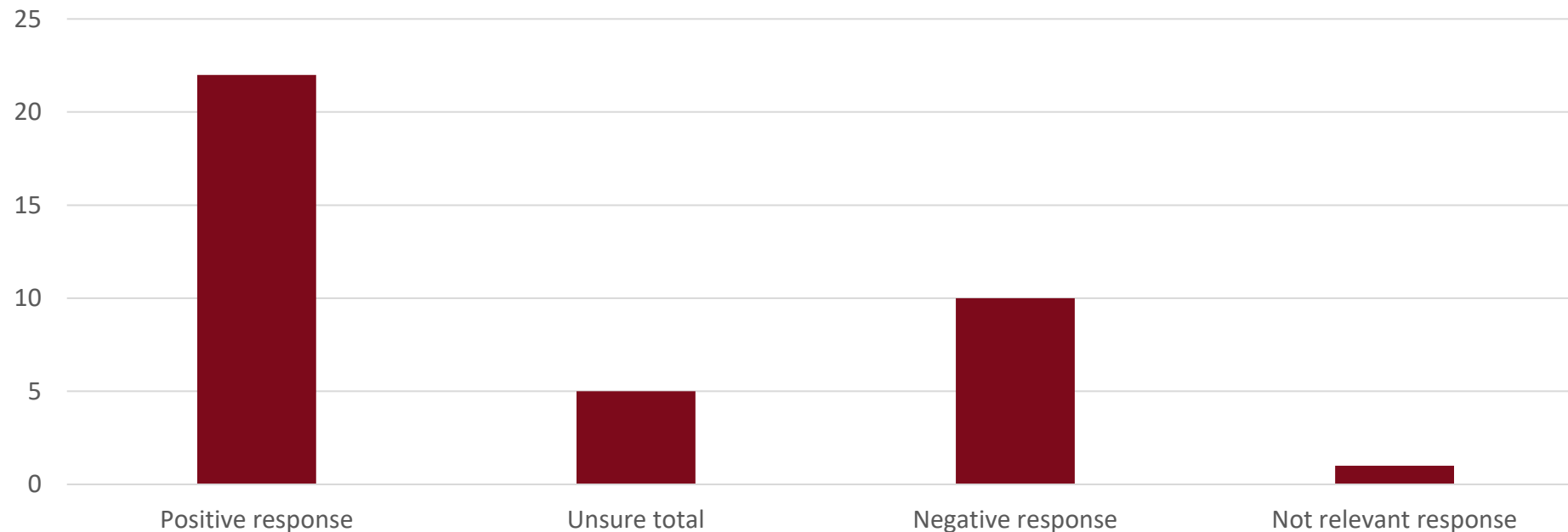


Overview of responses

- Of the 40 who took part, only 38 responded to the written feedback question asking “Do you think the approach set out in the draft Diverse Needs Strategy will make a difference to our tenants with Diverse Needs?”
- The majority of responses were positive, with 22 of 44 sharing a positive response to this question

Overview of Responses:

“Do you think the approach set out in the draft Diverse Needs Strategy will make a difference to our tenants with Diverse Needs?”



Positive responses

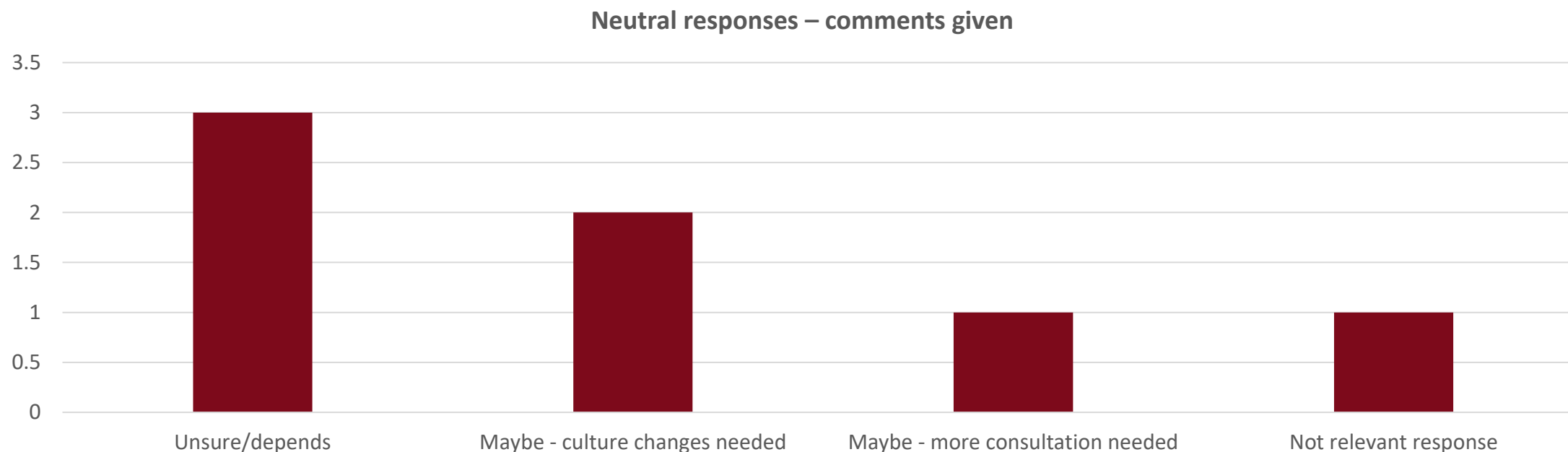
- Of the 22 who provided a positive response, the comments are set out below. Note that totals come to over 22 as some respondents gave more than one comment
- The most common reason was simply to state that it is a good plan, but others caveated their positive responses noting that it requires monitoring (3), needs more consultation (2) and needs staff training (2)

Positive responses – reasons given



Neutral or unsure responses

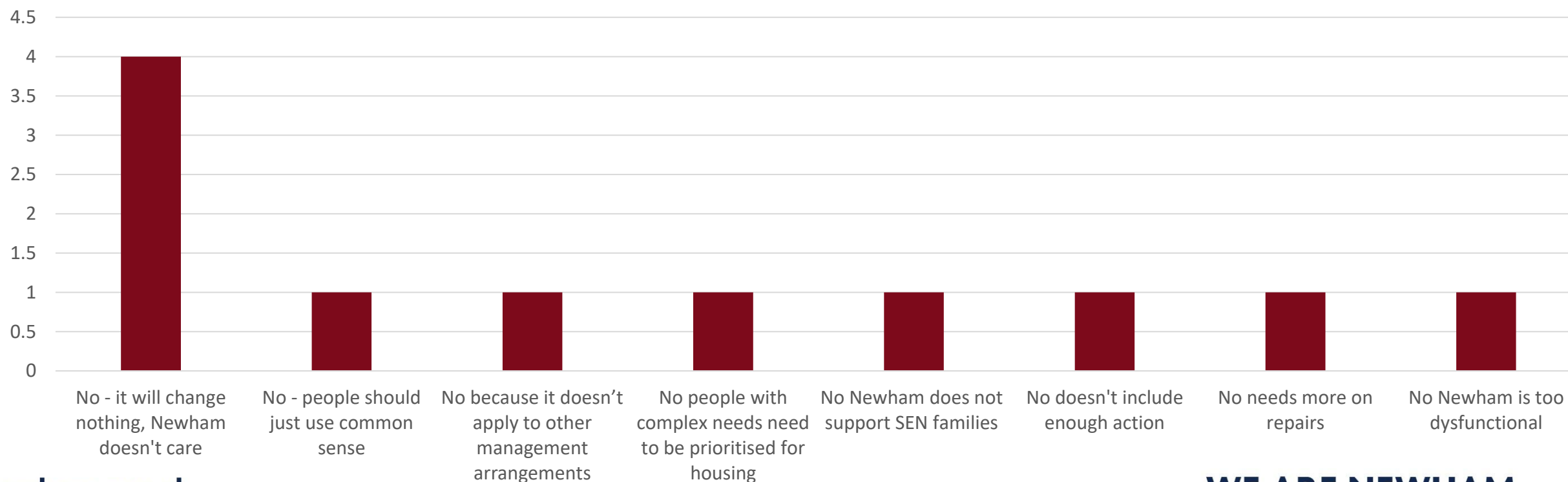
- Of the 6 who have a neutral or unsure response, the comments are set out below. Note that totals come to over 6 as some respondents gave more than one comment
- As with positive responses, it is notable that one neutral respondent highlighted the need for further consultation. 2 respondents flagged the need for culture changes



Negative responses

- Of the 10 who provided a negative response, the comments are set out below. Note that totals come to over 10 as some respondents gave more than one comment
- The most frequent comment was that the Council doesn't care, reflecting ongoing mistrust towards the Council.

Negative Responses – Comments Given



Consolidated suggestions 1/4

Theme	Comment	Council response
Communication and engagement with the Council	Improved response times	We will set out target response times in the forthcoming service standards and communications strategy
	A call back phone system to a caller	We will consider whether this is possible as part of our communications strategy
	Digital exclusion is a problem, ensure people can access information through other routes	We will set out our approach to non-digital communications in our communications strategy
	Having a reporting form that residents can use	We are currently developing a form to allow residents to self-declare their needs
	Forms aren't easy to understand	We will review our forms to ensure they are user-friendly
	Treat people equally without discrimination	We will set out our commitment to equality in all policies and our forthcoming service standards
Neighbourhood support	A good neighbour scheme	We will explore how our new Neighbourhood Champions scheme could enable people to support their neighbours with additional needs
	People should know who their housing officer is	We will ensure that tenants are notified who their Housing Liaison Officer is at sign-up and whenever this changes

Feedback

Theme	Comment	Amendment made
Access to specialists	Consider set up of an Adult Social Care Housing Team or a dedicated Diverse Needs Housing Team as a single point of contact	We already have an Independent Living Team to support tenancy sustainment, and a Care and Support Team to conduct person-centred fire risk assessments and tenancy audits with tenants who have additional needs. We will make this clearer in the strategy.
	Link up also with East London NHS Foundation Trust	We will review our referral processes, including how we work with GPs and hospitals around discharge of tenants
	Assessments should be carried out by medical professionals	Medical assessments for housing applicants around their needs are made through an agency. Medical assessments that inform property adaptations for existing tenants are made by an occupational therapist. We will review these processes to ensure they are fit for purpose
Training and recruitment	Staff training	Staff training is already covered in the strategy
	Ensure there are consequences for not completing mandatory training	We will ensure that mandatory training is brought into the performance management framework so that it forms part of how staff performance is considered.
	Improved recruitment of staff to ensure they are qualified and have right attitude	Ensuring that the Council's approach to diverse needs is built into job descriptions is already covered in the strategy

Feedback

Theme	Comment	Amendment made
Being proactive	Annual reviews of tenants and their needs by questionnaire or visit to the property	In 2024 we re-commenced tenancy audits, regular visits to properties to confirm details about tenants and their households. This includes asking about any new or changed needs.
	Consider hidden disabilities such as ADHD/autism and impact on housing conditions	ADHD and autism are both recognised as conditions that may result in additional needs in the strategy
	Having a broader approach to refurbishment beyond kitchens and bathrooms to improve energy-efficiency and prevent future issues	The Council is developing a long-term improvement programme for all its housing stock to improve energy-efficiency and enable the buildings to remain fit-for-purpose into the future.
Repairs	Improve the way housing repairs are handled	The strategy recognises the need to make changes to our handling of repairs
	Engineer appointments in specific time slots not all day	We will pilot the use of specific time slots for those with additional needs.
	Repairs to be resolved the first time, with tenants only having to ask once	Our existing improvement programme aims to increase the share of repairs resolved the first time.

Feedback

Theme	Comment	Amendment made
The detail of the strategy	More detail needed on governance	Further detail on governance will be added to the strategy
	Include indicative timetable of actions	An implementation plan is being developed to sit alongside the strategy.
	Improved consultation and engagement	Although the consultation period is now finished, we will integrate tenant engagement in our design of a robust performance management framework.
	Continuous review and feedback	The implementation plans for the strategy set out an approach that includes continuous improvement and learning
Management arrangements	Newham should manage homes rather than third parties	This is outside the scope of the strategy
	Take back management from PFI contracts as they are not meeting needs	The strategy sets out plans for diverse needs considerations to be built into
Use of hotel accommodation	Don't make families stay in hotels	Where households must be temporarily decanted for repairs to be carried out, hotels may be used. The household's needs will be considered when making an offer. Use of hotels for homeless families is outside the scope of this strategy.

Learning from the consultation process

- The number of responses seeking further consultation demonstrates that consultation and engagement is important.
- The design of the survey meant that it was not possible to identify which responses came from tenants and which came from the voluntary sector.
- We had a very low turnout at the online session as a result of inviting those who had previously participated – publicising the event more widely may have resulted in a better turnout and richer feedback
- One tenant noted it was hard to find the link to the strategy and another responded having not located and read the strategy at all. In future, embedding additional links to the strategy may increase engagement.
- This learning will support the development of our forthcoming Housing Communications Strategy