

# Felmore and Fore Street Sheltered accommodation consultation – Findings analysis report – October 2023

## Overview

- The consultation commenced on 31 August 2023 and concluded on 11 October 2023.
- 71 responses to the consultation were received. Whilst a specific target was not set for this consultation, the figure is relatively low in terms of statistical reliability and this should be kept in mind. The data provides an indication of feeling but should not be relied upon as statistically conclusive.
- 2 petitions were submitted in respect of proposals at Fore Street sheltered scheme, 1 in support and 1 in opposition.
- The preparation of this report accords with the Council’s Consultation and Engagement Policy standards which state:
  - We will consult before a decision is made - Where consultation and engagement activity relates to a decision to be taken by the Council, such activity will always be undertaken in advance of the decision. Time will be provided to allow due consideration of the findings by those who must take the decision.
  - We will allow sufficient time – ‘...Following the consultation, we will also allow adequate time for the results to be analysed and considered.’
  - We will listen and hear - Responses received as part of a consultation and engagement activity will always be analysed and considered. This will be undertaken in a conscientious and openminded way.

## Key Findings

### Felmore Court

- Overall, the majority view expressed in relation to the Felmore Court proposal was ‘disagree/strongly disagree’:

3. How do you feel about the council’s proposal to seek to change Felmore Court sheltered accommodation scheme to general needs accommodation?

|                            |    |
|----------------------------|----|
| Strongly Support           | 4  |
| Support                    | 11 |
| Neither agree nor disagree | 9  |
| Disagree                   | 11 |
| Strongly Disagree          | 36 |



- There was a medium response rate from residents of Felmore Court (18 out of 33) meaning the data alone cannot be relied upon as a statistically accurate record of existing resident's views, although anecdotally it provides an indication of feeling towards the proposal which was predominantly disagree/strongly disagree with the proposals.
- Of the comments received that disagreed/strongly disagreed with the proposal, the key themes were:
  - Current residents of scheme like how it is and want to keep it as a sheltered scheme
  - Elderly residents have differing housing needs that are met by sheltered accommodation
  - Use these properties to downsize elderly residents into sheltered properties
  - Accessible amenities nearby for elderly residents
  - Safety and security concerns (dominant theme amongst existing residents)
  - Fear of antisocial behaviour and noise disruption perpetrated by a younger demographic
- Of the comments received that expressed support for the proposal, the key themes were:
  - Best use of housing stock, utilising empty properties (dominant theme)
  - Potential for downsizing of properties
  - Cater for whole borough needs

### Fore Street

- Overall, the majority view expressed in relation to Fore Street proposal was 'disagree/strongly disagree':

5. How do you feel about the council's proposal to seek to change Fore Street sheltered accommodation scheme to general needs accommodation?

|                              |    |
|------------------------------|----|
| ● Strongly Support           | 5  |
| ● Support                    | 11 |
| ● Neither agree nor disagree | 11 |
| ● Disagree                   | 10 |
| ● Strongly Disagree          | 31 |

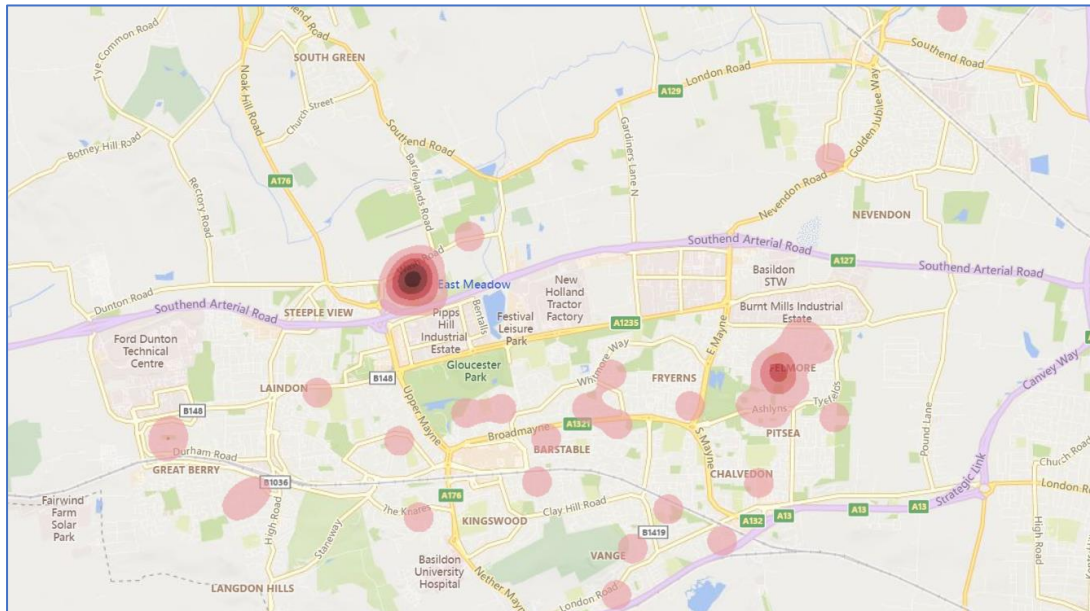


- There was a low response rate from residents of Fore Street (3 out of 27) meaning the data alone cannot be relied upon as a statistically accurate record of existing resident's views.
- A number of residents living near Fore Street (14) were either neutral, disagreed or strongly disagreed with the proposal.

- A petition with 94 signatures from residents living on the estate where the Fore Street scheme is located was received that objected to the proposals. A petition was also received from 8 residents living on the Fore Street scheme which supported the proposal. Whilst the petitions submitted in relation to this matter do not specifically form part of this analysis, it is acknowledged that the petitions do provide an indication of feeling towards the proposals. It should also be recognised that as the petitions were started prior to the consultation period, it is possible that this affected participation in the consultation as people may have felt they had already contributed to the process via signature of a petition.
- Of the comments received that disagreed/strongly disagreed with the proposal, the key themes were:
  - Existing parking problems in the area would be compounded if a younger demographic were housed in the scheme due to the perception that additional cars would come with occupants (dominant theme for respondents living nearby rather than residents)
  - Current residents / nearby residents of scheme like how it is and want to keep it as a sheltered scheme
  - Established community
  - Elderly residents have differing housing needs that are met by sheltered accommodation
  - Use these properties to downsize elderly residents into sheltered properties
  - Accessible amenities nearby for elderly residents
  - Safety and security concerns of/for elderly residents if general needs residents come into community, mostly related to differences in age I.e. younger profile
  - Fear of antisocial behaviour and noise disruption perpetrated by a younger demographic
  - Impact on local school
- Of the comments received that expressed support for the proposal, the key themes were:
  - Best use of housing stock, utilising empty properties (dominant theme)
  - Potential for downsizing of properties
  - Cater for whole borough needs

## Demographic overview

A heat map has been prepared to provide a visual overview of where respondents reside in the borough in relation to the two sheltered schemes, using the postcodes provided by respondents:

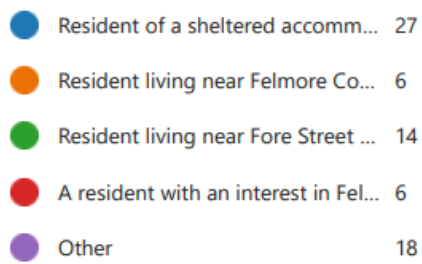


The consultation was of interest to a range of stakeholders, but in particular to those living in sheltered accommodation (27) or residing near Fore Street sheltered scheme (14).

Of the 27 respondents who identified themselves as a resident of a sheltered scheme, 18 reside at Felmore Court, 3 reside at Fore Street and 6 were from other schemes.

More responses were received from those living near Fore Street (14) than those residing on the scheme itself (3), which differed to Felmore Court where a higher response rate was achieved from those residing on the scheme (18) compared to those living near Felmore Court scheme (6)

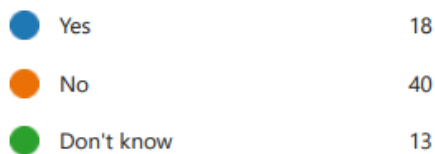
## 2. Are you:



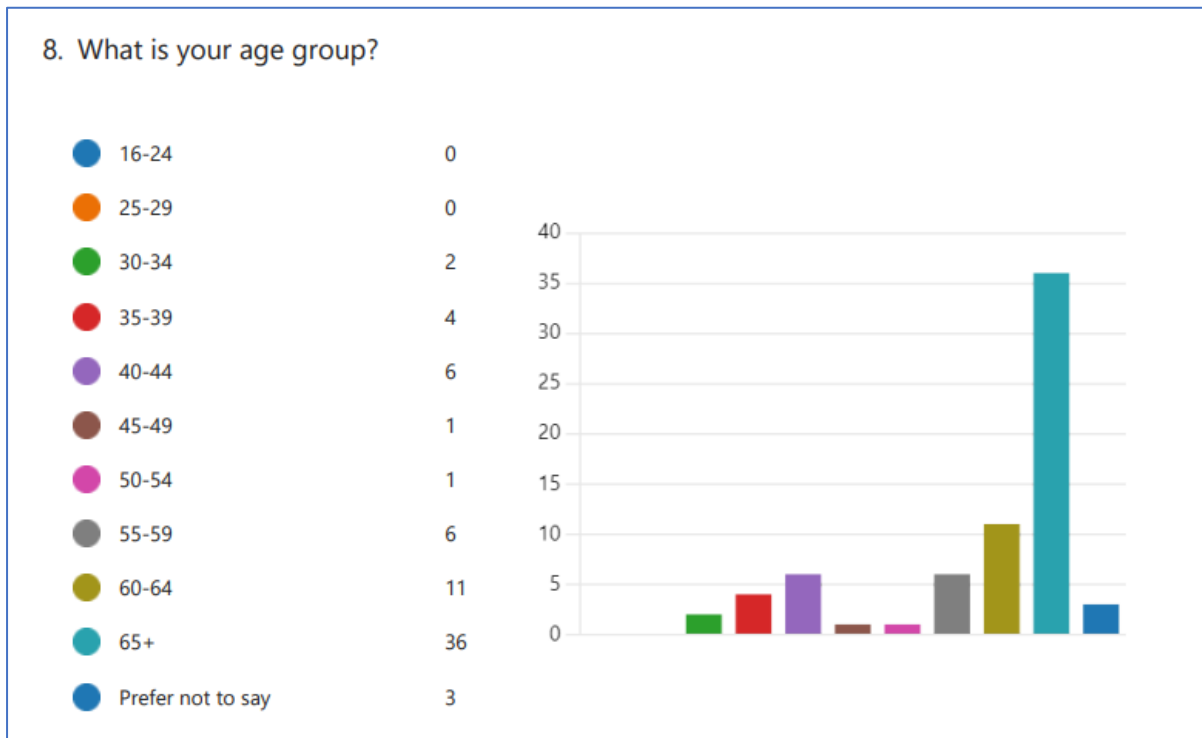
The highest number of responses to the consultation were from those who identified as 'Resident of a sheltered scheme' (27), followed by 'Other' (18). It is also worth highlighting that of the respondents that indicated 'Resident of a sheltered accommodation scheme', 18 were from Felmore Court, 3 were from Fore Street and 6 were from other sheltered schemes.

The majority of participants (40) indicated they were not planning to apply for accommodation within a social housing sheltered scheme in the future, so it could be assumed that their responses were not self-motivated by concern for future availability of sheltered accommodation units at either Felmore Court or Fore Street schemes.

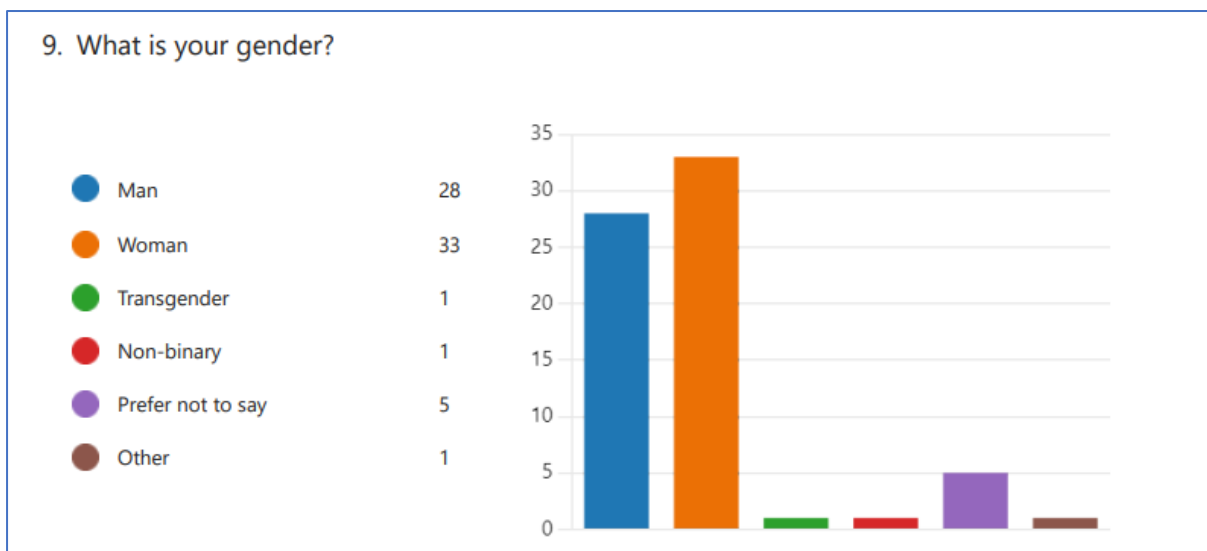
## 7. Are you planning to apply for accommodation within a social housing sheltered scheme in the future?



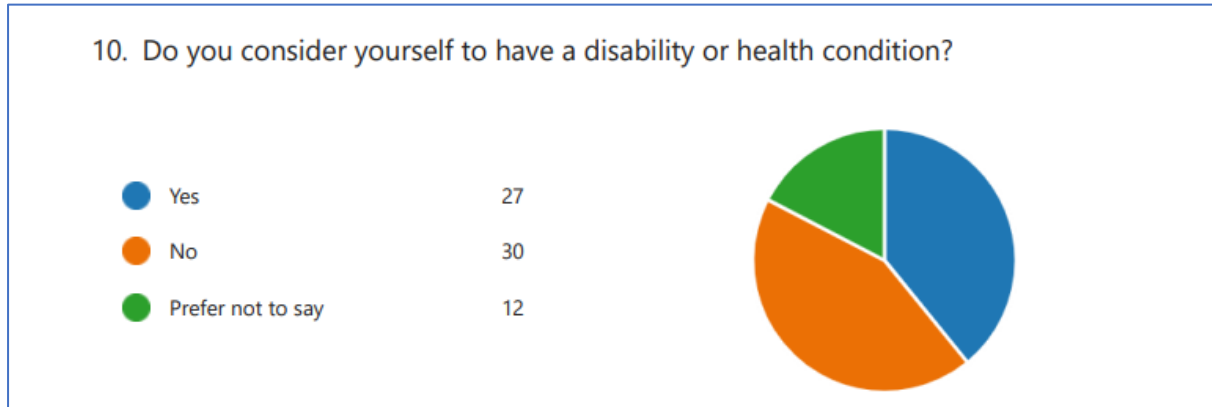
The majority of respondents to the consultation indicated they were aged 65+ (36), followed by 60-64 (11) although representation was achieved against most of the age range:



Slightly more woman than men participated in the consultation, although representation was achieved across all gender categories:



The number of respondents who indicated they had a disability or health condition was comparable to those who did not have a disability or health condition. More participants chose 'prefer not to say' compared to other demographic questions contained in the consultation:



## Sheltered Accommodation – Felmore Court (SS13 1PW)

### Felmore Court sheltered accommodation residents

- There are 33 residents living at Felmore Court sheltered accommodation scheme.
- 18 participants identified themselves as a 'Resident of a sheltered accommodation scheme' with a Felmore Court postcode.
- Of these respondents, when asked 'How do you feel about the council's proposal to seek to change Felmore Court sheltered accommodation scheme to general needs accommodation?' the responses were:
  - 2 – Support
  - 6 – Disagree
  - 10 – Strongly Disagree

The reasons for these views were provided as follows:

Disruption in the scheme the noise from young people with loud music less security on the scheme sheltered housing is for sheltered housing people are old some bed bound any some very frail.

I would like to keep it as Sheltered

I have lived here for over 10 years and I'm very much used to the way it is, I know my neighbours are in an agreement with me and think the way I do.

As a current resident of the scheme you feel there would be no other option than to move schemes should it become general needs

Wish to stay here as Sheltered Housing

I like it just fine how it is

As a current tenant I do not like change nor wish it to happen in this court

I want to stay here as sheltered housing tenant but should you make this GN I would like to move.

Lack of security not feeling safe in my house

Security and quite peaceful if younger people move in this will change

It would be nice to have younger people on the scheme

Security some of us are very frail

Noise security not feeling safe

I will not feel safe In my home

Security not feeling safe. Noise level will go up and younger people bring friends and loud music doors banging make our lives hell

I like it as it is. Not allowing more overs to join the scheme is ridiculous

I love the quiet atmosphere and friendly companionship of living in this scheme. Changing things to general housing will totally wreck the ambiance of the scheme.



The age profile for these respondents was:

- 1 – 60-64
- 16 – 65+
- 1 – Prefer not to say

The gender profile for these respondents was:

- 13 – Man
- 4 - Woman
- 1 – Prefer not to say

### **Resident(s) living near Felmore Court sheltered accommodation**

- 6 respondents identified themselves as ‘Resident living near Felmore Court sheltered accommodation’
- Of these respondents, when asked ‘How do you feel about the council’s proposal to seek to change Felmore Court sheltered accommodation scheme to general needs accommodation?’ the responses were:
  - 2 – Support
  - 4 – Strongly Disagree

The reasons for these views were provided as follows:

Sheltered should be for 50s and over and people with disabilities

Older people that are in need of care or disabled need these properties. Yet again, basildon council is thinking of money and not peoples needs

If more families are housed in appropriate facilities then that would be a good thing

Properties should not be vacant when there is a shortage if the residential was removed then anyone who needs home could use it and money saved from bed and breakfast could be spent elsewhere

At the end of the day it’s who you put in this type of accommodation older people don’t need this !

I do not wish my family's security and wellbeing to be endangered by changing these spaces to general needs accomodation. I went throug this already in Romford and as soon as this happened the criminality rose exponentially. Has the council any plans to increase security in the area? At the moment Felmores Court area is a drug dealing hot spot and nothing is being done about it.

## Sheltered Accommodation – Fore Street (SS15 4JP)

5. How do you feel about the council's proposal to seek to change Fore Street sheltered accommodation scheme to general needs accommodation?

|                              |    |
|------------------------------|----|
| ● Strongly Support           | 5  |
| ● Support                    | 11 |
| ● Neither agree nor disagree | 11 |
| ● Disagree                   | 10 |
| ● Strongly Disagree          | 31 |



### Fore Street sheltered accommodation residents

- There are 27 residents living at Fore Street sheltered accommodation scheme.
- 3 respondents identified themselves as a 'Resident of a sheltered accommodation scheme' with a Fore Street postcode.
- Of these respondents, when asked 'How do you feel about the council's proposal to seek to change Fore Street sheltered accommodation scheme to general needs accommodation?' the responses were:
  - 1 – Strongly Support
  - 2 – Strongly Disagree

The reasons for these views were provided as follows:

The number of parking spaces currently available in Fore Street are not enough for the current residents and come the night time it is horrendous. If the proposed change in the usage from Sheltered to General Use goes ahead, where are the increased vehicles supposed to park?

I have lived at my address for 8 years and feel safe in the small community of similar aged people aged 55 and over. If the General Use proposal goes ahead, I would feel extremely vulnerable if youngsters were to move in.

8 years ago I gave up a 2 bedroom property to come to this sheltered house because I wanted to feel safe and live in a community of similar aged people.

Is it fair that tenants that have lived here for many years now have to share with people of younger generations if the proposals go ahead. Is it fair that younger generations have to share with a population of tenants that are in their late 70s and 80's

Will there be an increase in Anti social behaviour?

The only reason some of the tenants have voted for General Use is because you've decreased their monthly costs.

I hope the council see sense and forget the change of use and let whatever time the elderly tenants have left in this life be a happy one without the stress and anxiety that this is now causing.

As above, I believe if it was for over 50s general needs that would be more acceptable. I strongly believe that the bungalows especially should be for older people. I know our neighbours on the rest of Fore Street would also be happier with older, quieter, more considerate people in their neighbourhood.

The age profile for these respondents was:

- 3 – 65+

The gender profile for these respondents was:

- 3 – Woman

#### **Resident(s) living near Fore Street sheltered scheme**

- 14 participants identified themselves as 'Resident living near Fore Street sheltered accommodation'
- Of these respondents, when asked 'How do you feel about the council's proposal to seek to change Fore Street sheltered accommodation scheme to general needs accommodation?' the responses were:
  - 0 – Strongly Support
  - 1– Support
  - 5 – Neither agree nor disagree
  - 2 – Disagree
  - 6 – Strongly disagree

The reasons for these views were provided as follows:

Noak Bridge has an elderly population and is relative safe with good access to amenities for the elderly. It would be good to continue to offer sheltered accommodation at this site.

Not enough parking on fore street.

Small school intake yearly.

Struggling GP surgery who already cannot see paediatric or elderly residents face to face when needed.

Already settled community with neighbours who look out for our elderly residents.

Conservation area and the standing buildings will need extensive renovation to make them fit for the change of use.

Issues are

- > not enough parking
- > conservation area
- > well established community who look out for their older population
- > small school intake yearly

APPALLING COMMUNICATION FROM THE COUNCIL - THIS AREA IS NOT SUITABLE FOR GENERAL HOUSING FULL STOP !

The property does not suit a younger demographic. There is very little parking and I'm sure the existing residents would like it to stay as is. A change in age could completely upset the current residents and make them feel stressed about the situation. This was developed with an older age group in mind.

Sheltered housing is needed for our elderly and vulnerable who need to feel safe in their environment, this will change if it is changed to general needs

Fore St sheltered housing is well-established in Noak Bridge and very much a part of the community. Older residents feel safe & secure amongst like-minded neighbours. To remove this over 50's/55's status is to remove an integral part of the streets that surround it. We look after our older folk around here; We don't have space for extra cars (where are you proposing extra vehicles are accommodated as Fore St & Bridgecote Lane are already rammed with cars & vans); we have an excellent bus service so few current residents feel the need for a car; NB school is over-subscribed where will potential children be schooled? and with the Croudace development the school will be under huge pressure; there are tenants in Lower St/Crouch/New Waverley who are of an age to downsize their 3/4 bed homes as long as they can stay within Noak Bridge and you are taking away this option for them, some having lived here since the beginning over 40 years ago. I totally disagree and strongly object to this proposed change of use. However I agree that it should separate from Kenilworth Place as it is not used but still paid for by Fore St tenants. It was always a ridiculous notion to expect older people to walk to KP with their washing, to use the kitchen facilities and to sit outside someone else's window in the KP garden - why on Earth would they want to do that?

The site is not designed for general needs and basic facilities shop, post office, Doctor are within the village along with being on a bus route. The properties are small and not suited for families nor is the location suitable for younger single people. The area is already congested with vehicles and a different demographic will only make this issue worse.

There are many older people living in large council houses that could be re-located to the sheltered housing stock thus freeing up family homes for those on the waiting list.

I think it is terrible that you want to change to general living when the people who live in there many for a long time. Parking is awful in my street and younger people will have more cars and where do they park? Outside my house on the pavement or blocking the road so dust carts & ambulances can't get through. It is a stupid proposal and I strongly disagree - leave Fore Street alone

It's not fair on all the residents that live there and feel comfortable with the over 50's sheltered accommodation

Local residents have signed a petition relating to this.

**Respondents who are a 'Resident of sheltered accommodation' (in schemes other than Felmore Court or Fore Street)**

There were 6 respondents that indicated they were a resident of a sheltered accommodation scheme that was not Felmore Court or Fore Street. Opinion on the proposals was:

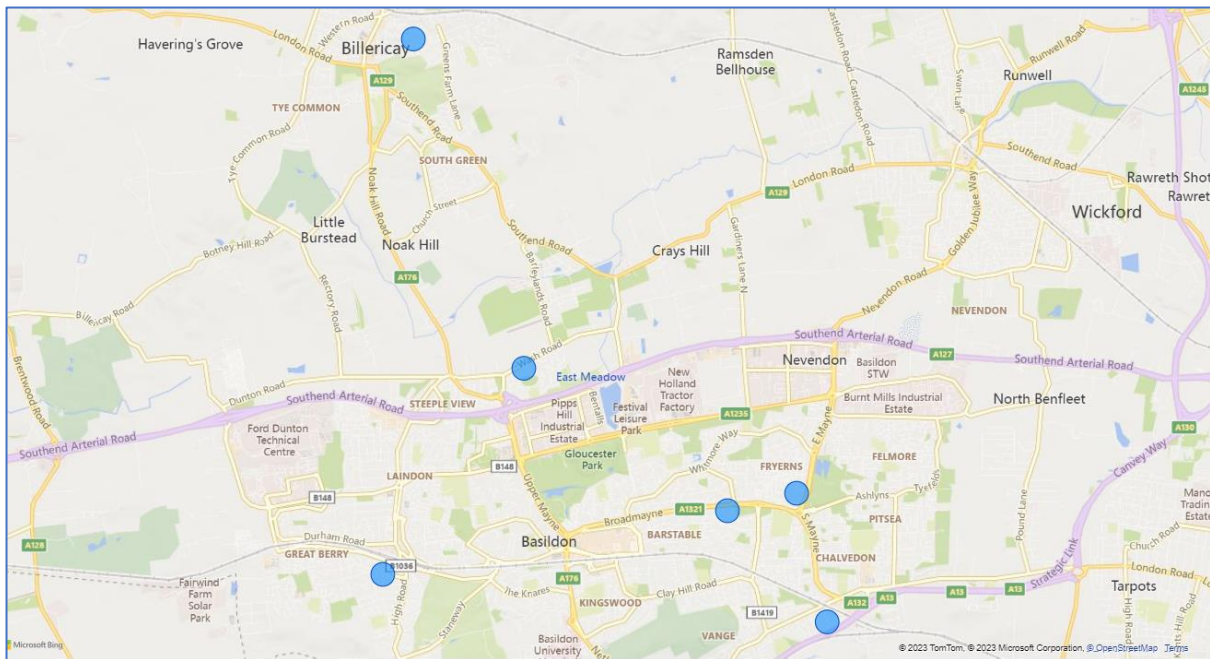
| <b>Felmore Court</b>         | <b>Opinion</b> |
|------------------------------|----------------|
| Strongly support             | 1              |
| Support                      | 1              |
| Neither support nor disagree | 0              |
| Disagree                     | 1              |
| Strongly disagree            | 3              |

| <b>Fore Street</b>           | <b>Opinion</b> |
|------------------------------|----------------|
| Strongly support             | 1              |
| Support                      | 1              |
| Neither support nor disagree | 0              |
| Disagree                     | 1              |
| Strongly disagree            | 3              |

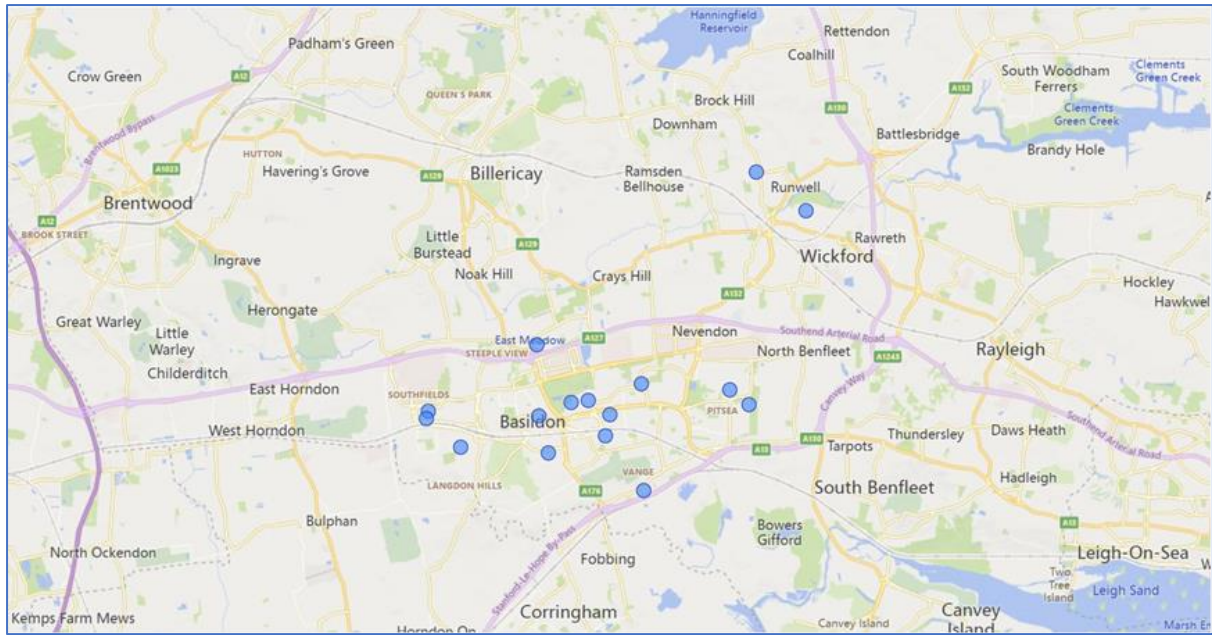
Views expressed by respondents in this category who disagreed/strongly disagreed were concerned with safety of residents, issues with younger people being noisy, disruption and sheltered accommodation meeting the needs of elderly. Those that showed support/strongly supported indicated there was too much unused sheltered accommodation and it made economic sense to use for general needs accommodation.

## **Respondents with 'An interest in Felmore Court and/or Fore Street' and 'Others'**

To better understand responses from those who indicated an interest in Felmore Court and/or Fore Street (6), a heatmap has been produced using the postcodes provided. All respondents in this category either disagreed or strongly disagreed with the Felmore Court proposal, but there was a mixture of views with regards to Fore Street ranging from strongly support (1), neither agree nor disagree (1) to disagree (1) and strongly disagree (2).



To better understand responses received from those who identified as 'Other' (18) a heatmap has been produced using the postcodes provided. It shows that the majority of these responses were from postcodes located south of the A127, across the towns of Basildon, Laindon and Pitsea.



Slightly higher levels of support or neutrality were evident in this category of respondents. This may be due to respondents not having a direct link to a specific scheme. Views expressed by respondents in this category who disagreed/strongly disagreed were concerned with the needs of older people in general. Those that were supportive focused on the broader housing needs of the borough.

| <b>Felmore Court</b>       | <b>Opinion</b> |
|----------------------------|----------------|
| Strongly support           | 2              |
| Support                    | 4              |
| Neither agree nor disagree | 4              |
| Disagree                   | 1              |
| Strongly disagree          | 7              |

| <b>Fore Street</b>           | <b>Opinion</b> |
|------------------------------|----------------|
| Strongly support             | 2              |
| Support                      | 4              |
| Neither support nor disagree | 4              |
| Disagree                     | 1              |
| Strongly disagree            | 7              |