



Chartered Institute of Housing



 SOUTH WEST 2025

Conference Welcome

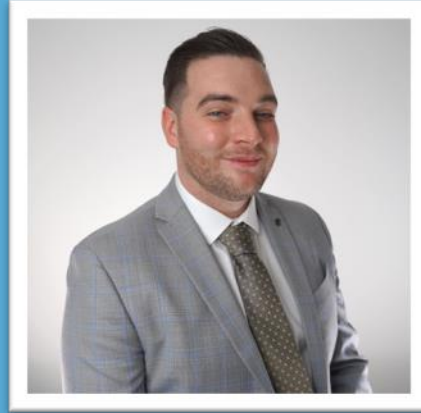


Paul Butterworth
CIH Southwest regional lead
Legal director, Foot Anstey



 **SOUTH WEST 2025**

Conference Welcome



Peter Price-Higgot
Relationships manager Gloucestershire, Wiltshire and
Avon, Aico



 **SOUTH WEST 2025**

Conference Welcome



Gavin Smart
CEO, Chartered Institute of Housing



 **SOUTH WEST 2025**

Opening of CIH South West & Inspirational Talk



Sara Bennett
Head of housing, Brighter
Places Housing Association



Paul Butterworth
CIH Southwest regional lead
Legal director, Foot Anstey



 **SOUTH WEST 2025**



Why choose housing?

Sara Bennett



Cheltenham



Municipal Offices, The Promenade



My journey



My journey



Why choose housing ?



What it meant for me

- Working in Customer Services through to senior roles
- Tenancies, neighbourhoods & homelessness prevention
- Promotion and training from my employer
- Volunteering and Non-Exec Director roles
- Ability to shape and deliver change
- Regulation and the Audit Commission - being 'the best'



Why choose housing ?



Redundancy after 25 years

- Career change into the charitable sector
- New and existing skill sets

Not for me !



Why choose housing?



Back to where I belong.....

- Supported Housing and then into Bristol ...and onto where I am now



Why choose housing?



‘No matter who you are or where you come from, choosing the right career can shape your future. In the housing sector, we do more than provide homes - we create opportunities, build communities and make a real difference in people's lives. Whether you’re just starting out or are looking to make a change, there’s a place for everyone in housing.’

That's why, for this year’s presidential campaign Elly Houtt has developed CHOOSE HOUSING.



Why choose housing?



What stops people (from choosing housing) now?

Why isn't this a career that's discussed more widely?



Why choose housing?



- Its not enough to offer a job – place, people and culture important
- Its more than the job
- Entry level roles / apprenticeships
- Make it safe and secure for your teams
- Commensurate pay, great terms and conditions
- The ability and encouragement to progress
- Making sure the business is appropriately resourced



Why choose housing?



- Training and Development - Professional qualifications
- Supportive Exec, Senior Leaders, Managers and Board
- A business wide understanding and embedding of culture and goals
- Recognising the work that is done - feeling proud
- Lose any blame culture
- Understanding your Equity, Diversity and Inclusion
- Mentoring and succession planning



Thank you for listening





Any Questions?

Sara Bennett - Head of Housing

Sara.Bennett@brighterplaces.co.uk

www.linkedin.com/in/sara-bennett-cihcm-ba-hons-9a611645/



Bridging the gap - Attracting and retaining the housing professionals of tomorrow



Matt Baird
Founder, The Social Housing
Roundtable



Lili Vetter
EDI specialist, Wythenshawe
Community Housing Trust



**Time to go and meet the
exhibitors**

**Please head to your chosen
breakout rooms for 11:25**



CH SOUTH WEST 2025

Time to grab some lunch and
go and meet the exhibitors

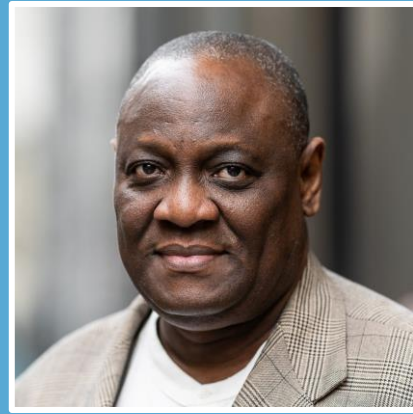


 SOUTH WEST 2025

The Future of Rents



Megan Hinch
Senior policy officer,
CIH



Reverend James Olanipekun
Volunteer tenant
ambassador, Poplar HARCA



Steve Partridge
Director and head of affordable
housing, Savills



Paul Smith
CEO,
Elim Housing



Rents

Paul Smith, CEO Elim Housing



CPI Plus 1% Settlement

Necessary but
not Sufficient

CPI Plus 1% Settlement

Imbeds Inequity and
unfairness

Social Rent Formula

70% of the national average rent in April 2000

Multiplied by relative county earnings (average manual earnings in the county in 1999 divided by the national average manual earnings)

Multiplied by the bedroom weight

Plus

30% of the national average rent (April 2000)

Multiplied by relative property value (Individual property value divided by average property value as at January 1999 prices)

(Then uplifted to take account of inflation)

Rent Chaos



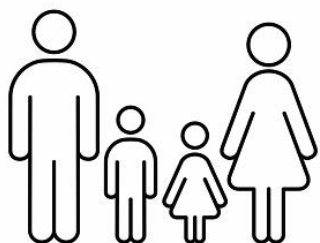
Historic Social Rent

Formula Social Rent

Converted to Affordable Rent

Rent Inequity – CPI + 1%

The less affordable your rent the higher it rises



Existing rent
CPI + 1%
Rent rise
5 years (2% CPI)

£100
£102.70
£2.70
£15.59



Existing rent
CPI + 1%
Rent rise
5 years(2% CPI)

£150
£155.40
£5.40
£24.90

Rent Inequity – CPI + 1%

The more affordable your housing the less extra you get to invest



Organisation 1

10,000 properties Average rent £100
Total Rent £52m
CPI + 1% £53.4M

Additional 5 Years **£1.4m for investment**
£8.0m



Organisation 2

10,000 properties Average rent £150
Total Rent £78m
CPI + 1% £80.1M

Additional 5 Years **£2.1m for investment**
£12.2m

Conclusion

CPI +1% penalises tenants with the highest, least affordable rents

CPI + 1% penalizes organisations with more affordable rents

A long-term rent deal based upon CPI+1 further embeds this inequity



What does the rent settlement mean for residents?

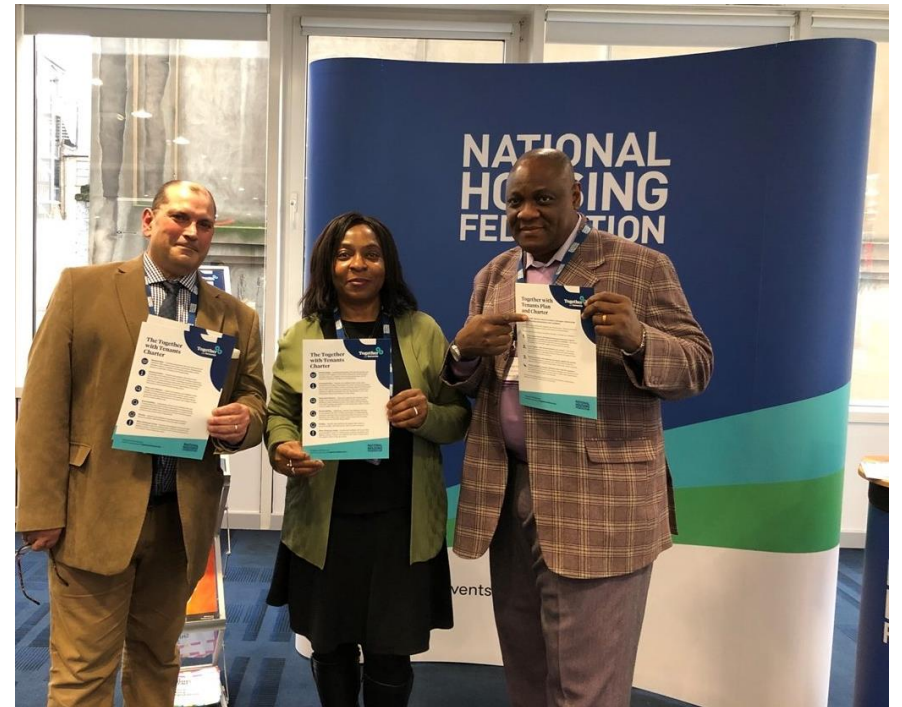
Rev James Olanipekun

Ambassador, Poplar HARCA

Tenant Advisory Panel, National Housing Federation

A tenant's view

- Tenant Advisory Panel Members involved in the rent consultation, organised by NHF
- Tenants broadly supportive of CPI plus 1% proposal
- 10-year settlement would be even better for longer term certainty
- But this needs to go in hand with increased communication from landlords
- Tenants want certainty on our rent, and also to understand how that money is spent, and to see how any increase is reinvested for our benefit
- Policy needs to be informed by tenants, and our concerns factored in



Potential benefits to tenants

- Predictable rent increases enable tenants to plan finances more effectively and reduces stress of unexpected or steep rent hikes
- Cap on rent rises protects tenants during periods of high inflation
- Clear communication around how rent increases are calculated and spent can build trust
- Must deliver more investment in maintaining and upgrading homes, ensuring better living conditions
- Should also enable more community support programmes, benefiting tenants beyond housing



About Poplar HARCA - community-based, community-led

We own and manage over **10,000** **HOMES**

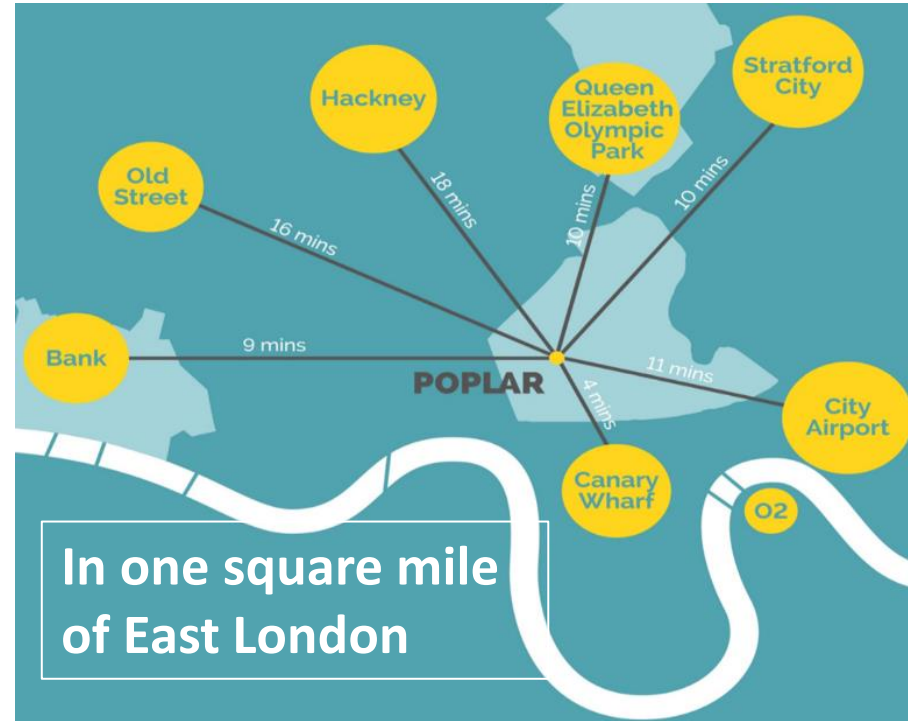
83%



OVERALL RESIDENT SATISFACTION

We invest around **£4m** each year in community regeneration

OVER 1/3 of staff live locally



Leading a **£2.5bn** place-shaping programme



Est. 1998 by residents vote

Where We Are: Tower Hamlets Context



60% BAME - ethnically diverse



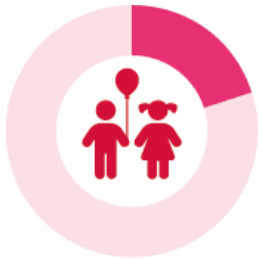
44% older people income-deprived



40% households <£30k income



27% children in income-deprived families



20% <18 years of age



15.8% households overcrowded



12.9% with a disability



4.6% unemployed

How we help tenants with rent costs

Direct support

- Our local model – rooted in the community. We make sure income staff are building relationships with tenants from the start of the tenancy, so they know who we are and are more comfortable coming to talk to us if they have any problems
- Resident-led approach to rent collection, which prioritises sustaining tenancies
- Focus on early intervention - monitor rent accounts and reach out to tenants at the first sign of financial trouble.
- Help residents find solutions before issues get worse and work with them to set up affordable payment plans. Last year we increased the number of payment agreements by 51%
- Support hardship by connecting tenants to grants, food banks and community centres
- Dedicated Welfare and Benefits Advisor to make sure tenants receive the benefits they're entitled to and assist with applications
- Zero legal referrals for debt where resident is engaging



How we help tenants with rent costs

Wider support

- Free employment support and training offered through The Hive – our specialist centre rated outstanding by Ofsted
- Support for enterprise and new businesses through affordable workspace and support programmes e.g. low-cost business rents at Aberfeldy Street and Poplar Works fashion hub
- Cost of Living advice and support
- Money management and welfare advice sessions delivered through our network of community centres
- Helping residents reduce energy costs through smart homes, advice workshops and Energy Champions
- Last year we supported 224 local people into jobs and supported 565 residents with financial advice and payment plans



Homelessness in the Southwest: Working to address the temporary accommodation crisis



Robbie Thornhill
Director of operations, Ara
Recovery 4 all



Melanie Brain
Service director, Cornwall
Council




Matt Dodd
Head of the Devon housing
commission report, Exeter
University



Mike Ash
Freelance senior housing
advisor, Newton Council





Homelessness in the South West: The challenge of temporary accommodation

Mel Brain, Service Director, Community Services
Cornwall Council

 www.cornwall.gov.uk

Cornwall Context



Cornwall is the second largest local authority area in the South West region, covering an area of 3,559 sq. km, and has the longest coastline of all English counties at 697 km. It is an area of many contrasts; with varied landscapes including remote rural, coastal and environmentally sensitive areas, interspersed with villages and historic market towns; where affluence sits alongside some of the most disadvantaged areas in England

697km

Is the length of Cornwall's coastline

historic market towns

30%

of Cornwall is within an Area of Outstanding Natural Beauty

3,559

is the area of Cornwall in square kilometres

environmentally sensitive areas

over **40%** of the population living in settlements of less than 3000 people

Cornwall is the **second largest** local authority area in the South West region

remote rural coastline

230,400 households

villages



Challenges of rural homelessness



Homelessness: Pre- and Post- Covid

Pre-pandemic

- Average 250 households in temporary accommodation
- Average of 24 people sleeping rough per night

Current position

- 930 households accommodated in TA
- 53 people sleeping rough
- 768 main homelessness duties in 23/24

In 2023/24, 54% of those owed a homeless duty had an identified support need

In Cornwall, this was 67%

Homelessness is rarely just a housing issue

In 2023/24, 54% of those owed a homeless duty had an identified support need

In Cornwall, this was 67%

Support need

England

Cornwall

Mental health

12%

13%

Physical health

6%

7%

Domestic abuse

5%

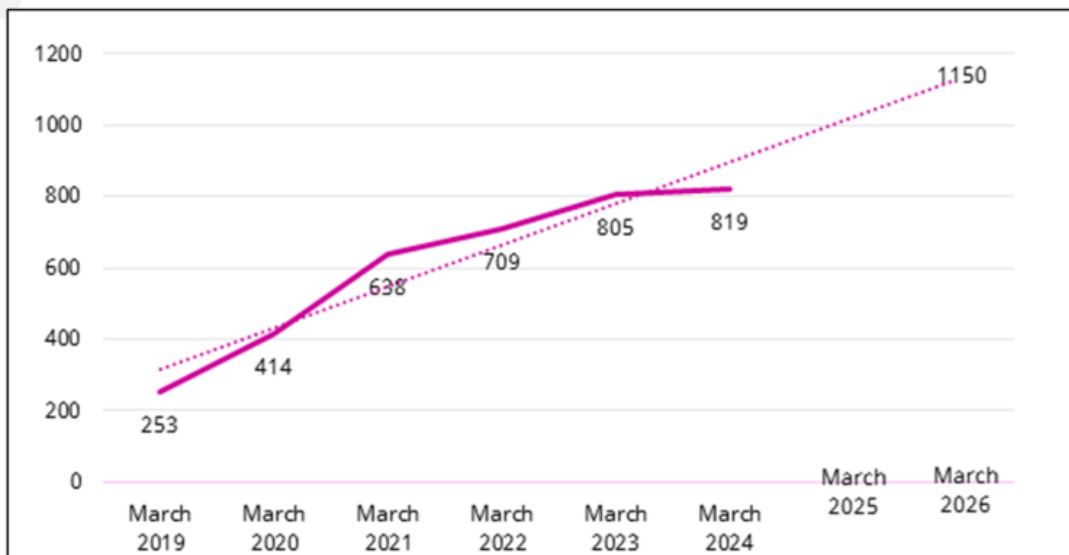
8%

Offending history

3%

3%

Temporary Accommodation Snapshot



% Use of TA by TA Type



- RP Stock
- Own Stock
- Hostels
- Nightly Paid Shared
- Nightly Paid S/C
- PSL
- Refuge
- Other

Homelessness placing 'unsustainable pressure' on council finances, says Public Accounts Committee

COST OF HOUSING HOMELESS PEOPLE SKYROCKETING FOR COUNCILS

Councils demand action on spiralling cost of homelessness

Homelessness pressures 'unsustainable'

Councils face 'unsustainable financial pressure' on homelessness, says watchdog

Homelessness bill doubles in five years to £2.3bn

Homelessness putting pressure on council finances



TA – The Finances

Forgetting what we can charge/recover from the applicant (which has to be 'affordable' to them), the most significant cost of TA is **HB Subsidy Loss**

Cost of Accommodation (Monthly)	HB Paid (full cost)	HB Subsidy Recovered	HB Subsidy Loss (monthly)
B&B Shared Facility	£2129.17	£475.02	£1,654.15
2B Self-Contained in LA mgmt	£589.98	£530.98	£59.00

Assumes B&B at £70 per night

2011 Kernow West LHA rate – 1B - £136.15 a week

Excludes any top-up paid to reflect current rent for managed self-contained

23/24 - £4.4m budget, overspend of £9.778m

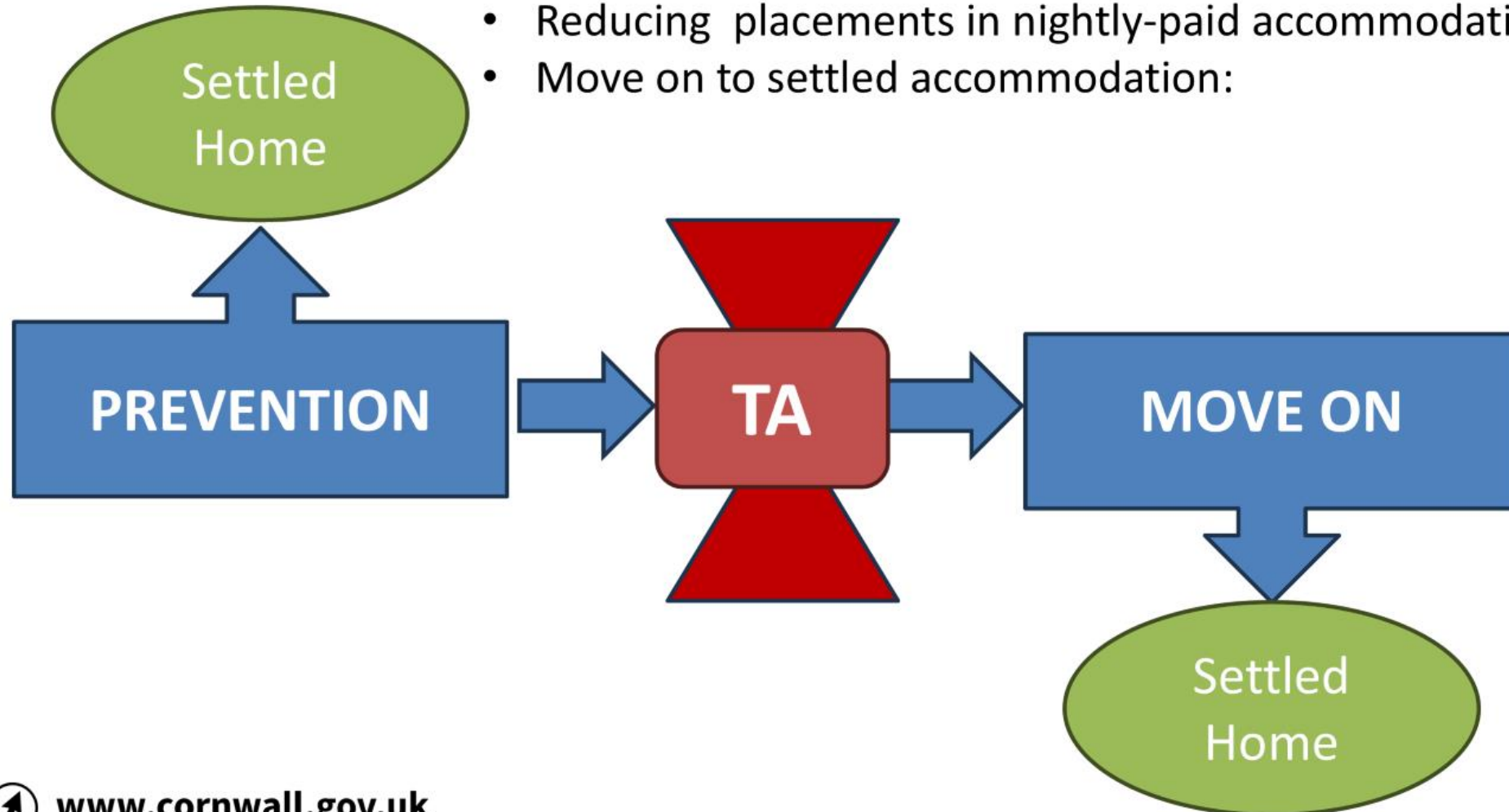
24/25 – Forecast overspend of £1.8m (growth in budget of £6m + demand management interventions)

25/26 – Forecast overspend of £4-5m (based on current demand plus demand management intervention delivery)

So how are we tackling TA?

Focus is on:

- Prevention
- Reducing placements in nightly-paid accommodation
- Move on to settled accommodation:



So how are we tackling TA?



- Supply
- PRS
- Operational Practice



Our asks . . . in case there are influential people here!

- Use of current LHA rates with full subsidy recovery
- LHA rates to be uplifted with inflation annually
- ‘Duty of Collaboration’
- Funding for alternative TA
- Supported housing funding & regulation
- Short term let controls



Conclusion

- Homelessness is rarely just a 'housing' issue
- The housing market is working against us
- Demand and complexity is increasing but supply and affordability are not
- Delivery of new accommodation, whether for temporary or settled provision, takes time
- Homelessness is a critical financial risk for Local Housing Authorities
- There is no golden bullet
- If you work in Housing Options, you must have '**relentless optimism**'!



www.cornwall.gov.uk





Thank you / Meur ras

If you have any questions or comments

Melanie.brain@cornwall.gov.uk

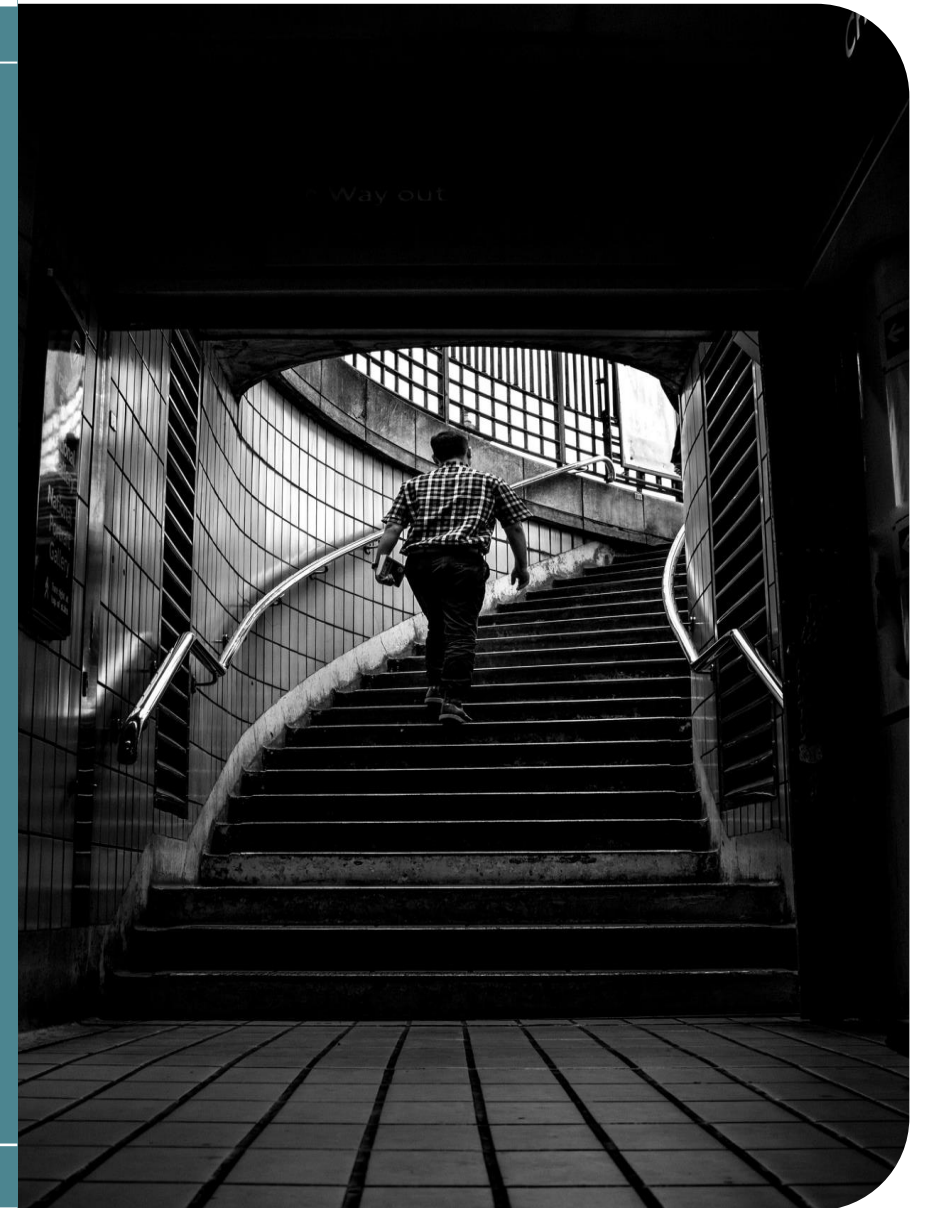




Homelessness in the Southwest: Working to address the temporary accommodation crisis

Robbie Thornhill – Director of Operations

PROVIDING HOPE & BETTER LIVES





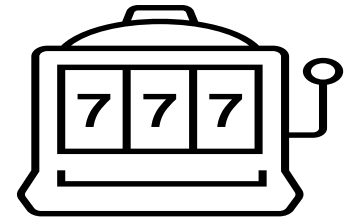
We are a registered charity formed in 1987, providing structured treatment, counselling, housing support, education, training, and employment guidance, as well as many other interventions to provide hope and better lives through recovery.



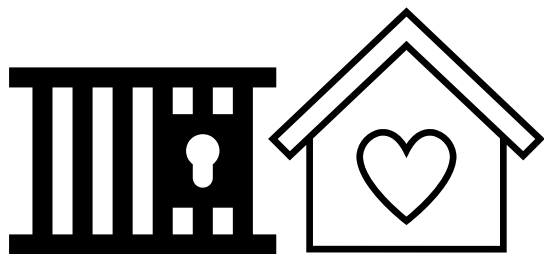
Housing First in Bristol



Specialist Housing Support

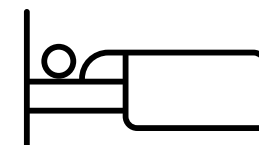


Tackling Gambling Harms



Prison Resettlement

Homelessness Pathway



4



Specialist Housing Support

Our Vision is to promote tenancy sustainment and prevent homelessness in clients with drug and alcohol needs, by providing targeted interventions, promoting inclusivity and social integration, and meeting the needs of marginalised groups


1. Prevent people losing their tenancies and entering TA



2. Prevent people in TA being evicted

3. Get people out of TA and able to sustain suitable property



 HM Government

From harm to hope:
a 10-year drugs plan to cut crime and save lives

December 2021

Housing and housing support are essential to supporting recovery

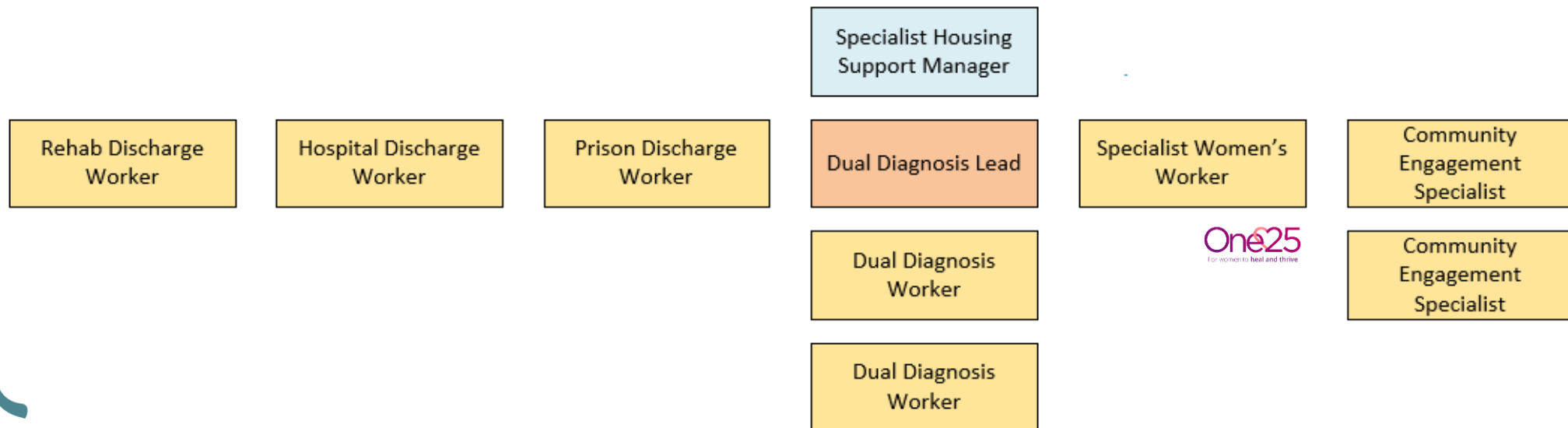
Review Part 2 July 2021



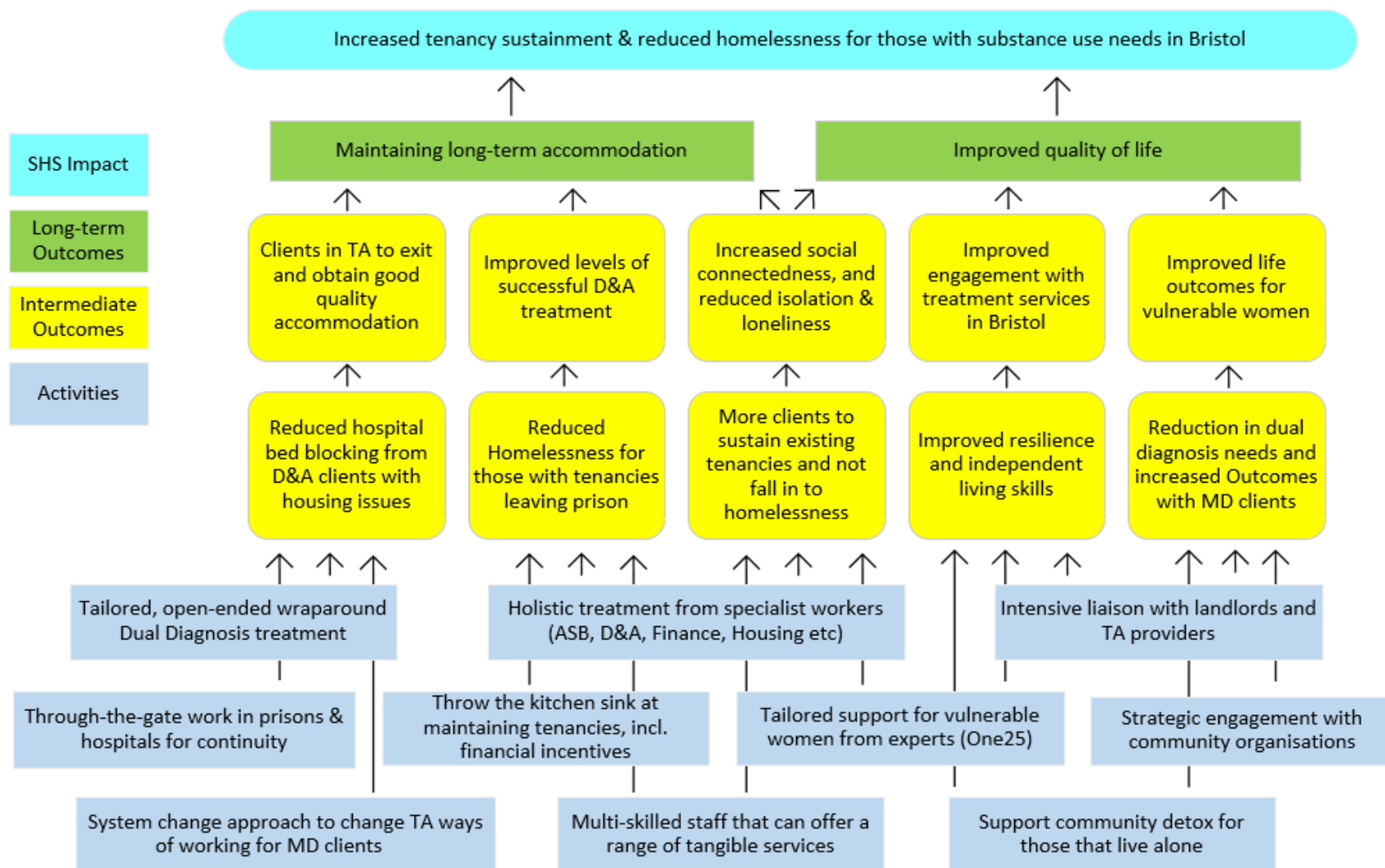
People facing multiple disadvantage are more likely to be in TA

People facing multiple disadvantage are more likely to be evicted from TA

AVOID TA. IF IN TA, MAKE STAY BRIEF AND NON-REPEATABLE



Ara Specialist Housing Support: theory of change



What we achieved:



Substance Use Support, Mental Health, Housing, Finance, Social Inclusion, Reconnecting with Family – sometimes we were the broker, sometimes we did all these roles!

PREVENTION:

- Work with people at risk of losing their LA or PRS property
- Draw-down budget for quick fixes
- Drug & Alcohol recovery work prevented evictions from PRS – also supported move-on from TA to private self-contained

What we achieved:



SYSTEM CHANGE:

- Worked with TA owners & commissioners over flexibility with people facing multiple disadvantage
- Got access for support workers to TA properties – some had ‘no guest’ rules
- Sex workers tend to be out in the evenings – often expectations around staying in a TA property at night

What we achieved:



WIDER SYSTEM:

- Prison Resettlement – Many people lose their tenancies while they're in custody. We worked in the prisons with release boards: no other similar provision through the gate!?
- Southmead hospital – tenancies at risk through substance use. We worked in the hub with alcohol liaison team, and on ASC referrals for frequent flyers

What we achieved:



- ADHD Groups for tenancy sustainment and substance use.
- Community engagement team: give people structure and tackle loneliness – many people in TA feel they have hit rock bottom. We helped them build connections and integrate into the community



Thanks for Listening.

Contact Information:

Robbie Thornhill | Director of Operations

Mobile: 07917 083140

robbiethornhill@recovery4all.co.uk

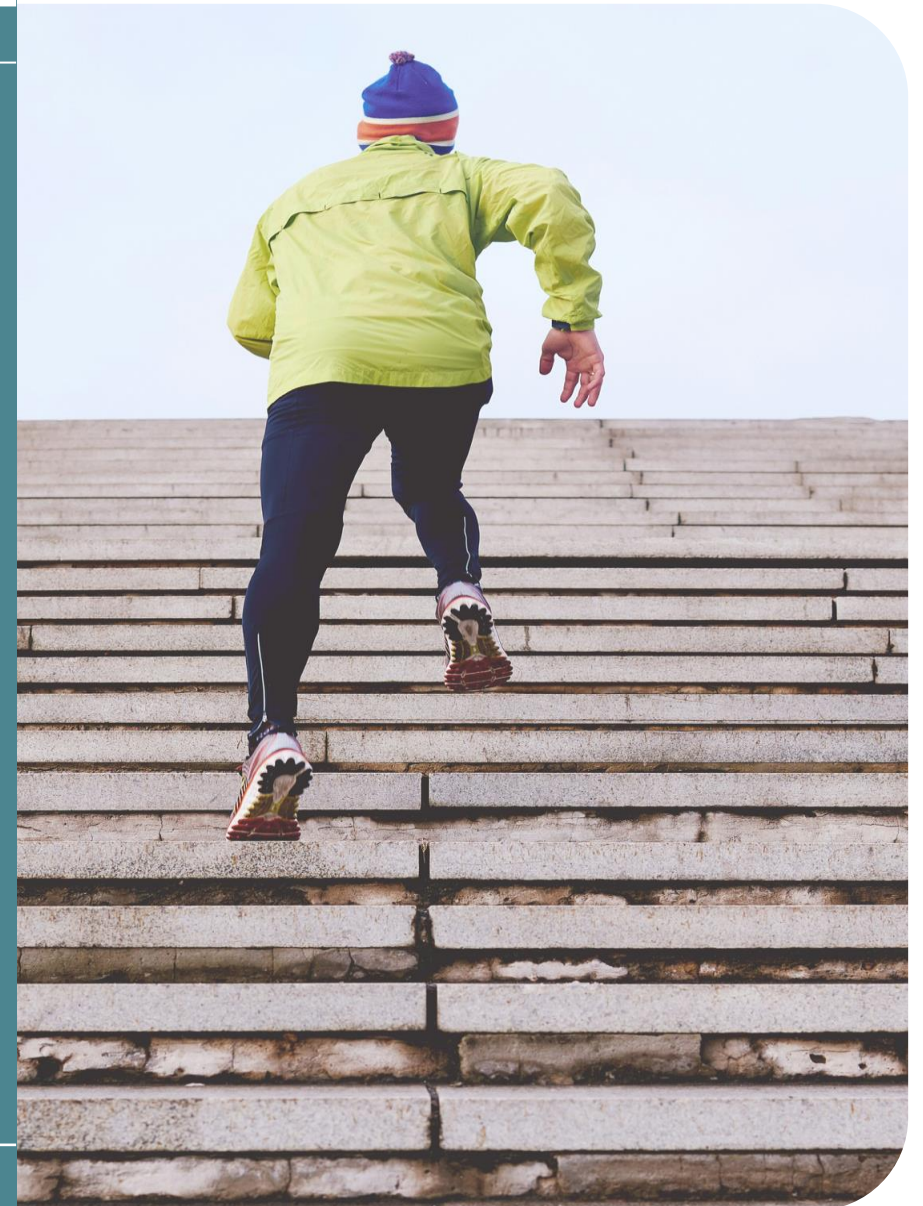
www.recovery4all.co.uk

Charity No. 1002224.

Company No. 2540814



PROVIDING HOPE & BETTER LIVES



**Time to go and meet the
exhibitors**

**Please head to your chosen
breakout rooms for 15:20**



CH SOUTH WEST 2025

Procurement and Social Value



Paul Cartwright
National specification
manager, Aico



Gwen Beeken
Managing lead,
Procure Plus



Maria Schingen
Head of procurement,
LiveWest Homes



Dr Sam Collier
Policy and research
manager, Aico



Procurement & Social Value

Opportunities & possibilities?

- Transparency & understanding
- Evidence
- Review & collaboration

Gwen Beeken
Managing Lead

Procurement and Social Value

CIH South West 2025

Practitioner's Perspective

Expectations

Procurement Act freedoms, transparency & NPPS

Barriers

Definition (Need)

Cost

Evaluation

Contract Management/Realisation

Is SV just a zero-sum redeployment of resources?



SV Synergy

With supply chains

- Aligning with Supply Chain CSR
- Utilising Core Competencies to increase social ROIs
- Changing supply chain operating practices

Across contracting organisations

- Specifying / Evaluating/ Measuring value
- Sharing and trading value
- Optimising value social ROIs



Collaboration

- 10 National Communities of Practice – Procurement Act
- Covering 227 RPs (96% of homes)
- 1 collaborative procurement community (Launch 5th March 2025)
- Vehicle for local/regional/national SV collaboration & synergies





livewest.co.uk

Exhibition drinks reception



 SOUTH WEST 2025

The logo for 'South West' is a white circle containing a stylized 'S' and 'W' intertwined. To its right, the words 'SOUTH WEST 2025' are written in a large, bold, white, sans-serif font with a black outline.



Chartered Institute of Housing



 **SOUTH WEST 2025**