



Rehousing programmes for older social housing tenants in Hackney, London

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About the research

Housing can have a big impact on people’s lives, and on communities. Programmes exist to support people to move to homes that are better suited to their needs and preferences.

In collaboration with Hackney Council, we carried out a study of how well rehousing programmes for older social renters in Hackney, London are working.



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| Downsizing (D) helps tenants move to a smaller property in Hackney | Regeneration (R) commonly relocates tenants in Hackney as their old homes are demolished and neighbourhoods are redeveloped |
| Housing Moves (H) allows relocation to another London borough | |
| Seaside & Country Homes (S) facilitates moves to the coast or countryside | |



Tenants **choose to** move

Tenants **have to** move

We used different **methods**:

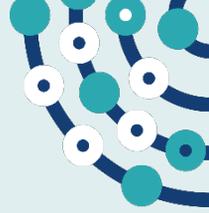
-  **Survey** with rehoused older social renters
-  **Photovoice** with older social renters
-  **Interviews** with professionals
-  **Interview** with an older tenant who had decided against downsizing

Key messages

- Across the four programmes, there are obstacles to rehousing. Much is being done to address those, e.g. through personalised support. This is valued greatly by tenants and needs to be sustained and, where appropriate, strengthened.
- Scope remains for better communication with tenants, including on rehousing options, and the implications of a move.
- Seaside & Country Homes in particular has resulted in welcome outcomes for tenants. Given the shortage in Hackney of suitable properties for tenants keen to move, this programme has much to offer. It is thus important that possible improvements to it (e.g. enhanced support with moving) are considered.
- Regeneration can be disruptive to communities and social networks. At the same time, it presents – sometimes less apparent - opportunities to strengthen communities and improve local environments. The input of residents can play a key part in this. This suggests that in regeneration programmes, community engagement should (continue to) be encouraged and resourced.

About the School

The NIHR School for Public Health and Care Research is a partnership between the Universities of Sheffield; Bristol; Cambridge; Imperial; and University College London; The London School for Hygiene and Tropical Medicine (LSHTM); LiLaC – a collaboration between the Universities of Liverpool and Lancaster; and Fuse - The Centre for Translational Research in Public Health a collaboration between Newcastle, Durham, Northumbria, Sunderland and Teesside Universities.



Key findings

What were the main disincentives for moving through the different rehousing programmes?

- Not enough suitable housing stock; mismatch with tenants' preferences (D, H, S)
- Reluctance to give up (a) spare room(s) (D, R)
- Wish to stay close to neighbours/support networks & familiar facilities/services (D, R)
- Feeling daunted; upheaval (D, S, R)
- Attachment to long-term home (D, R)
- Concerns about implications of switching to a new landlord (R)
- Worries about higher rent & bills (R)

How did tenants experience the process of moving?

- Some felt well supported, others less so

The only help we got was from the housing association we moved to. We got no help from the Mayor of London's office, or from Hackney Council. ... Hackney Council ... were extremely slow in processing our application ... (S10)

Hackney Council were excellent in the way they set up meetings, gave us information, gave us help. Particularly around utility problems, trying to find out who actually I had to contact with regard to my electric meter ... (R043)

- Communication did not always work well

It was only word of mouth that told us about [Seaside & Country Homes]. There was no advertising. (S10)

No one told me there was going to be a service charge, although I did ask before I moved in. (R043)

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What were the key outcomes from moving?

- Seaside & Country Homes: Mainly positive outcomes, e.g. a cleaner & quieter environment; a more suitable home
- Downsizing: Some disappointments, e.g. new homes not as expected, or needing repairs
- Regeneration: Improved & energy-efficient homes. But also disruptive to the community

Seaside & Country Homes

Closer to family & a better social life

We were [at my brother's] for a barbeque ... In their beautiful, amazing garden.



I absolutely love it down here. I've got family here ... My social life has been amazing. It has just been a fantastic move for me ... I've got so many friends now. (S01)

Downsizing

Layout of the home meant being able to accommodate a hobby



... you can see a kiln ... I thought: '... I can do this here. It's all flat.' (D001)

Regeneration

Opportunities for activism & achieving improvements for the community



That's the Wetlands. ... We managed to get it opened ... about 200,000 people a year use it. (R04)

Further information

Please see the project pages on the School for Public Health Research & Cambridge University websites at: <https://nihrsphr.link/46e>
<https://nihrsphr.link/tt4>

Contact the researchers

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