



**CIH HOUSING
BRIGHTON
PEOPLE & PLACE**

Minimum Energy Efficiency Standards (MEES): What Next?

Muhammad Akhtar, senior consultant, DTP

Adam Masters, assistant director, environment, and sustainability, Stonewater

Isobelle Connor, research and public policy manager, Peabody

Ian Gardner, director of housing operations, Wolverhampton Homes





Minimum Energy Efficiency Standards: What Next?

Adam Masters – Assistant Director Environment & Sustainability

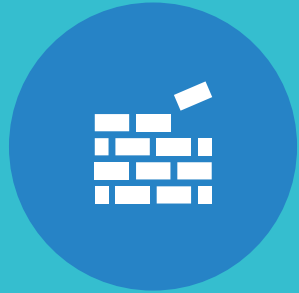
adam.masters@stonewater.org

About Stonewater

- 40,000 homes / 93,000 customers
- Build 1,000 new homes each year
- General needs and specialist accommodation



Grant Funded Programmes



SHDF Wave 1

70 homes £1.5million
programme



SHDF Wave 2.1 (2023/25)

800 homes
£20million programme



WH:SHF Wave 3 (2025/28)

1,620 homes
£37million programme



WMCA Devolved Funding
(2025/28)

250 homes
£2.9million programme

The MEEES Challenge



Long term programmes - EPC C by 2030 & Net Zero



Changing targets & EPC reform

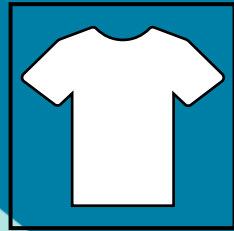


Funding scheme rules

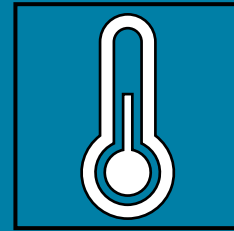
Stonewater's Approach



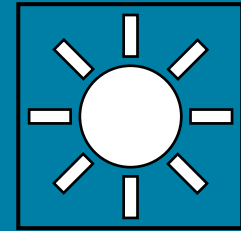
Whole house approach



Fabric First



Efficient Heating



Solar PV

How do we adapt?

1

Deliver an
EPC
Programme

2

Plan
transition
from gas

3

Review “hard
to treat”
properties

4

Align retrofit
& planned
investment

5

Keep doing
the right
thing!

Insulate & Ventilate



+

Efficient heating



=

+

Clean energy



Healthy & Comfortable
Affordable
Homes

Thank You

contact: adam.masters@stonewater.org



**CIH HOUSING
BRIGHTON
PEOPLE & PLACE**

From Insight to Action: How Discover Housing will Engage 10,000 Young People in Housing Careers

Josh Cliff, head of service, Positive Footprints

Rachel Solomon, head of community investment, Peabody



SHAPING BRIGHTER FUTURES

WITH 10,000 CHILDREN





Positive
Footprints
Network

**WHAT DID YOU
WANT TO BE**

WHEN YOU WERE

GROWING UP?

POTENTIAL IS EVERYWHERE

OPPORTUNITY IS NOT



HOUSING WITH EDUCATION

FOR

ASPIRATION



INSPIRING CHILDREN AND YOUNG PEOPLE

WITH

PEABODY





[Video Link](#)



Positive
Footprints
Network





CIH HOUSING BRIGHTON PEOPLE & PLACE

"It's Like Torture": Life in Temporary Accommodation for Neurodivergent Children and their Families

Professor Katherine Brickell, professor of urban studies, King's College London

Rosalie Warnock, research fellow, Kings College London

Rachael Williamson, director of policy, communications and external affairs, CIH





SENSORY LIVES

It's like torture

**Life in Temporary Accommodation for
neurodivergent children and their families**

Katherine Brickell, Rosalie Warnock and Mhairi-Jean Ross

LEVERHULME
TRUST



Structure of talk

Part 1

Background context: child and family homelessness in England

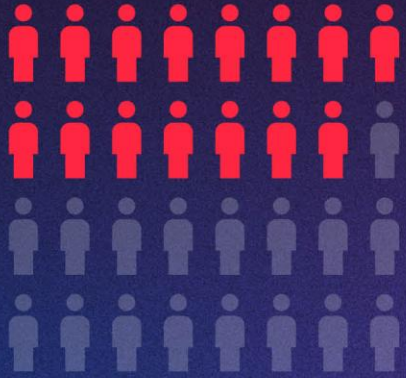
Part 2

Sensory Lives project: aims and methods

Part 3

Findings: National Call for Evidence

Child and family homelessness in England



176,000

Children in England are homeless and living in temporary accommodation*



1 in 21

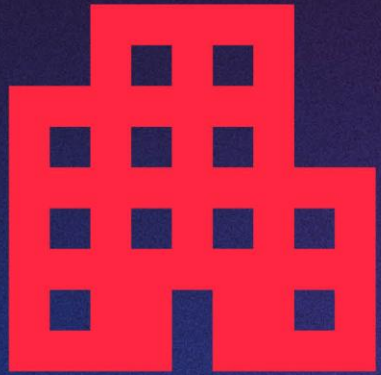
Children in London are homeless and living in temporary accommodation†



400,000

Children are projected to live in temporary accommodation by 2030‡

What is temporary accommodation?



Hotels, B&Bs, hostels, short-stay
Houses of Multiple Occupation,
self contained flats or houses



64% of all households in
temporary accommodation are
households with children*



Children can spend months,
years, or their entire childhoods
in temporary accommodation

No child in a home without a kitchen



Imagine trying to prepare three meals a day for your family with no fridge, no cooker, no hob, no microwave – not just for a week or two but for months on end.

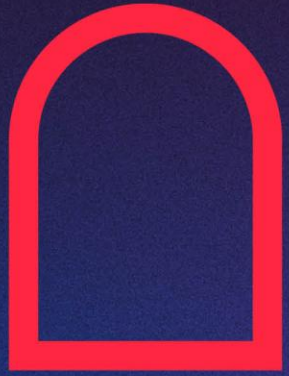
Our families do not have to imagine this, it is their reality.



YOU NEED

TO PACK UP
YOUR WHOLE
LIFE WITHIN
HOURS

Child mortality in TA



104

Children have died with TA listed as a contributing factor between 2019 – 2025*

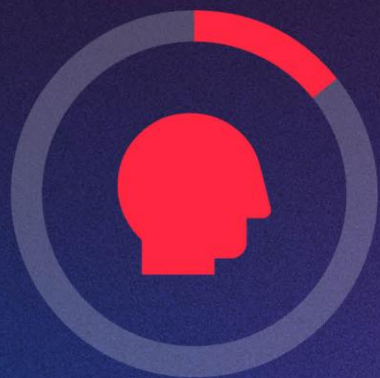


73%

Of these children who died were under the age of 1 year old

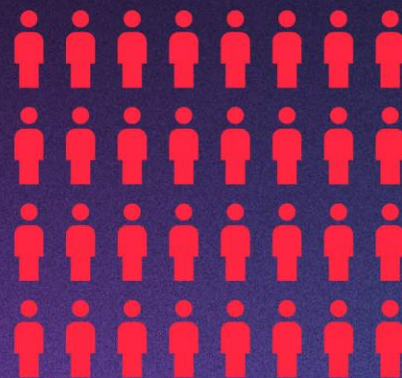
* National Child Mortality Database 2026

Neurodivergent children in TA



1 in 7

Children in the UK are neurodivergent according to DfE estimates*



25,000

Neurodivergent children are living in TA in England at a minimum

* DfE 2025

Sensory Lives project 2025 – 2026

- Semi-structured interviews with parents
- Creative sensory research methods with children
- Co-designed children's mobile playhouse tent



UK-wide National Call for Evidence

- Open May – August 2025
- Call questions co-developed with Sensory Lives participants
- Available in English and Spanish
- Accepted voice notes, photos and written responses
- 61 submissions and 280 individual responses



It's like torture
**Life in Temporary
Accommodation
for neurodivergent
children and
their families**



LEVERHULME
TRUST



neurodivergent
in Temporary
accommodation



Report findings

- Mental and physical health impacts
- Space, safety and safeguarding
- Access to education and SEN support
- The practicalities of TA while on the move

Neurodivergent children in TA

Risks and hazards

PHYSICAL SAFETY



FALLS

Unsecured windows and balconies; lack of childproofing, including staircases; placement in high-rise flats.



OUTDOOR HAZARDS

Placements by busy roads; unsafe gardens not childproofed; broken fences and gates allowing children to escape.



BURNS, FIRE AND CUTS

Gas hobs and cooking facilities in close reach of children; knives stored without safety locks.



STRUCTURAL HAZARDS

Damp and mould causing respiratory issues; infestations; sewage; eating of mould and flaking paint by children with Pica.

SENSORY AND ENVIRONMENTAL



OVERWHELMING NOISE

Thin walls, loud neighbours, fire alarms result in sensory overload and in some cases self-harm.



LIGHTS AND ODOURS

Bright or flickering lights and strong odours result in sensory overload and migraines.



EXTREME TEMPERATURES

Overheated rooms without safe ventilation; extreme cold with excessive condensation damp and mould.



RESTRICTED SPACE

Injuries during stimming or movement; risk to life for infants from co-sleeping and sleeping on unsuitable sleeping surfaces.

PSYCHOLOGICAL AND EMOTIONAL



NO PRIVATE SPACE

Nowhere for retreating and reducing sensory input; increased meltdowns and panic attacks.



CONSTANT SURVEILLANCE

Lack of privacy in accommodation with shared facilities; unexpected checks; heightened anxiety.



VOLATILE RESIDENTS

Risk of aggression in mixed accommodation with shared facilities; lack of security causing profound fear.



MOVES AND ISOLATION

Disruption of routine; anxiety and emotional dysregulation; no-visitor policies; loss of support.

SAFEGUARDING



MIXED-GENDER BEDROOMS

Overcrowding; sharing of children of the opposite sex 10+ years old raising privacy violations and sexual safety concerns.



EXPLOITATION RISK

Mixed accommodation with vulnerable single adults; shared facilities; vulnerability to sexual exploitation.



CRIME EXPOSURE

Children exposed to, and in the proximity of, substance abuse and violence; high-crime neighbourhoods.



COMMUNAL SPACES

Lack of security measures such as functioning locks on doors; lack of working CCTV in communal areas.

Practical safety: space, design and standards



Falls

Unsecured windows and balconies; lack of childproofing, including staircases; placement in high-rise flats.



Burns, fire and cuts

Gas hobs and cooking facilities in close reach of children; knives stored without safety locks.



Outdoor hazards

Placements by busy roads; unsafe gardens not childproofed; broken fences and gates allowing children to escape.



Structural hazards

Damp and mould causing respiratory issues; infestations; sewage; eating of mould and flaking paint by children with Pica.

Practical safety: space, design and standards

'As soon as we got here, she said, "Mummy, one day I'll jump over the window." She has tried to open it. Sometimes you are cooking, she'll sneak and open the door and she'll be looking outside, and that's where I'm scared. You need eyes on her all the time and I can't do that.'

Mother with three children, one of whom is autistic*

Practical safety: space, design and standards



Falls

Unsecured windows and balconies; lack of childproofing, including staircases; placement in high-rise flats.



Burns, fire and cuts

Gas hobs and cooking facilities in close reach of children; knives stored without safety locks.



Outdoor hazards

Placements by busy roads; unsafe gardens not childproofed; broken fences and gates allowing children to escape.



Structural hazards

Damp and mould causing respiratory issues; infestations; sewage; eating of mould and flaking paint by children with Pica.

Psychological safety



No private space

Nowhere for retreating and reducing sensory input; increased meltdowns and panic attacks.



Volatile residents

Risk of aggression in mixed accommodation with shared facilities; lack of security causing profound fear.



Constant surveillance

Lack of privacy in accommodation with shared facilities; unexpected checks; heightened anxiety.



Moves and isolation

Disruption of routine; anxiety and emotional dysregulation; no-visitor policies; loss of support.

Psychological safety

'When you're neurodivergent or supporting neurodivergent children, it's not just about having a roof – it's about routine, regulation, and feeling safe. None of that exists in this situation, and we're doing everything we can to just hold things together.'

Married/partnered neurodivergent mother with two autistic children, currently living in TA, Belfast

A space that feels like home



Overwhelming noise

Thin walls, loud neighbours, fire alarms result in sensory overload and in some cases self-harm.



Extreme temperatures

Overheated rooms without safe ventilation; extreme cold with excessive condensation damp and mould.



Lights and odours

Bright or flickering lights and strong odours result in sensory overload and migraines.



Restricted space

Injuries during stimming or movement; risk to life for infants from co-sleeping and sleeping on unsuitable sleeping surfaces.

A space that feels like home

'All our belongings are still in storage, so the kids don't even have their familiar things around them. We live with the constant awareness that we could be moved at any time, so we can't fully settle, no matter how hard we try. The emotional toll is huge. My son has had panic attacks. The uncertainty, the change, and the lack of stability are affecting not just his mental health, but his whole nervous system.'

Married/partnered neurodivergent mother with two autistic children, currently living in TA, Belfast

Safeguarding and security



Mixed-gender bedrooms

Overcrowding; sharing of children of the opposite sex 10+ years old raising privacy violations and sexual safety concerns.



Crime exposure

Children exposed to, and in the proximity of, substance abuse and violence; high-crime neighbourhoods.



Exploitation risk

Mixed accommodation with vulnerable single adults; shared facilities; vulnerability to sexual exploitation.



Communal spaces

Lack of security measures such as functioning locks on doors; lack of working CCTV in communal areas.

Safeguarding and security

'Hostels in Hackney have a no visitor policy which makes it very lonely for parents and means they then cannot get any practical help at home. For example, a lone parent with a 3 year old with autism and a baby cannot take their laundry downstairs to the washing machine safely whilst managing two children and a pile of laundry. Her choice is to leave them alone in the room sleeping or have the autistic child and the baby run off as she cannot hold both their hands. Both her choices are unsafe.'

Practitioner, charity/third sector, London

Safeguarding and security



Mixed-gender bedrooms

Overcrowding; sharing of children of the opposite sex 10+ years old raising privacy violations and sexual safety concerns.



Crime exposure

Children exposed to, and in the proximity of, substance abuse and violence; high-crime neighbourhoods.



Exploitation risk

Mixed accommodation with vulnerable single adults; shared facilities; vulnerability to sexual exploitation.



Communal spaces

Lack of security measures such as functioning locks on doors; lack of working CCTV in communal areas.

Policy recommendations

1. Pass new legislation
2. Fix the data gap
3. Ensure continuity of education, health and care
4. Improve communication and training
- 5. Improve housing quality and suitability standards**
- 6. Focus on housing allocations, supply, and acquisitions**
7. Provide financial relief

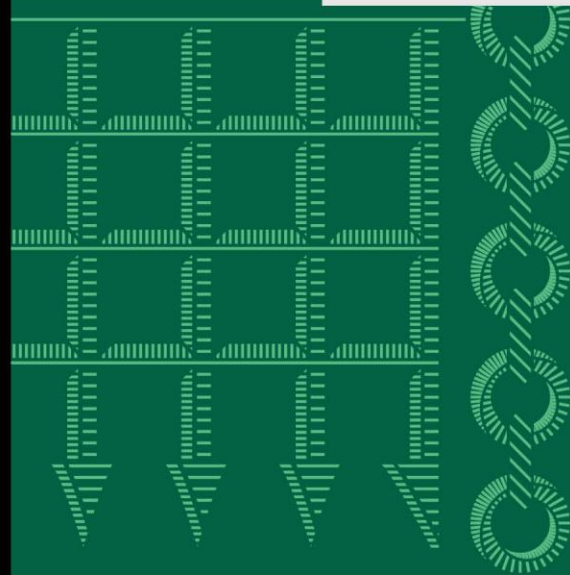


Housing, Communities and Local Government
Committee

Housing Conditions in Temporary Accommodation

Fifth Report of Session 2024–26

HC 1831



Katherine Brickell

katherine.brickell@kcl.ac.uk

Rosalie Warnock

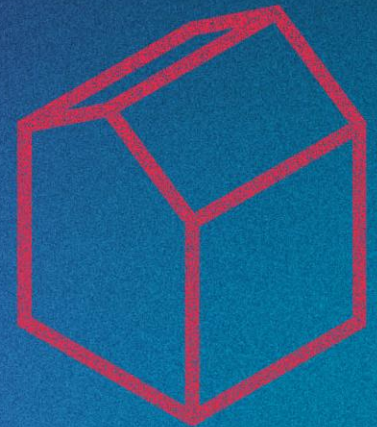
rosalie.warnock@kcl.ac.uk

Mhairi-Jean Ross

mhairi-jean.ross@kcl.ac.uk

Project website

sensorylivesproject.org





**CIH HOUSING
BRIGHTON
PEOPLE & PLACE**

Learning From The Latest Tenant Satisfaction Measures (TSMs) For Service Improvement And Accountability

Stephen Johnson, tenant advisory panel, National Housing Federation

Will Perry, director of strategy, Regulator for Social Housing

Jonathan Cox, director of data, Housemark

Amy Redsull, customer improvement specialist, Sovereign Network Group (SNG)

Sarah Andrews, assistant director of housing and resident engagement, Housing Solutions





Regulator of
Social Housing

2025 TSMs

CIH Brighton Conference

May 2026



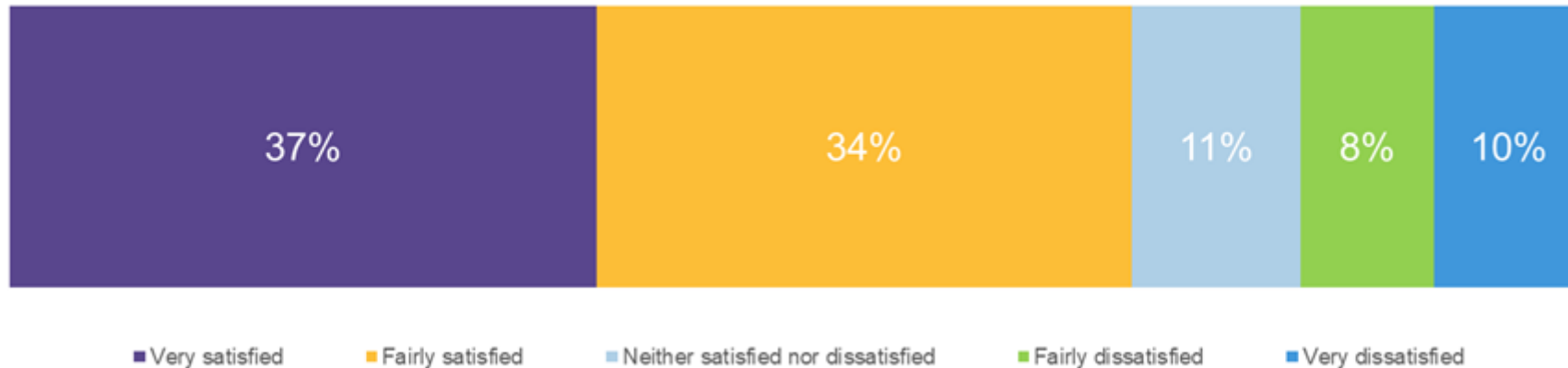
Total number of tenants surveyed by landlords:

499,522

+16,200 on 2023/24

LCRA sector level overall satisfaction: 71%

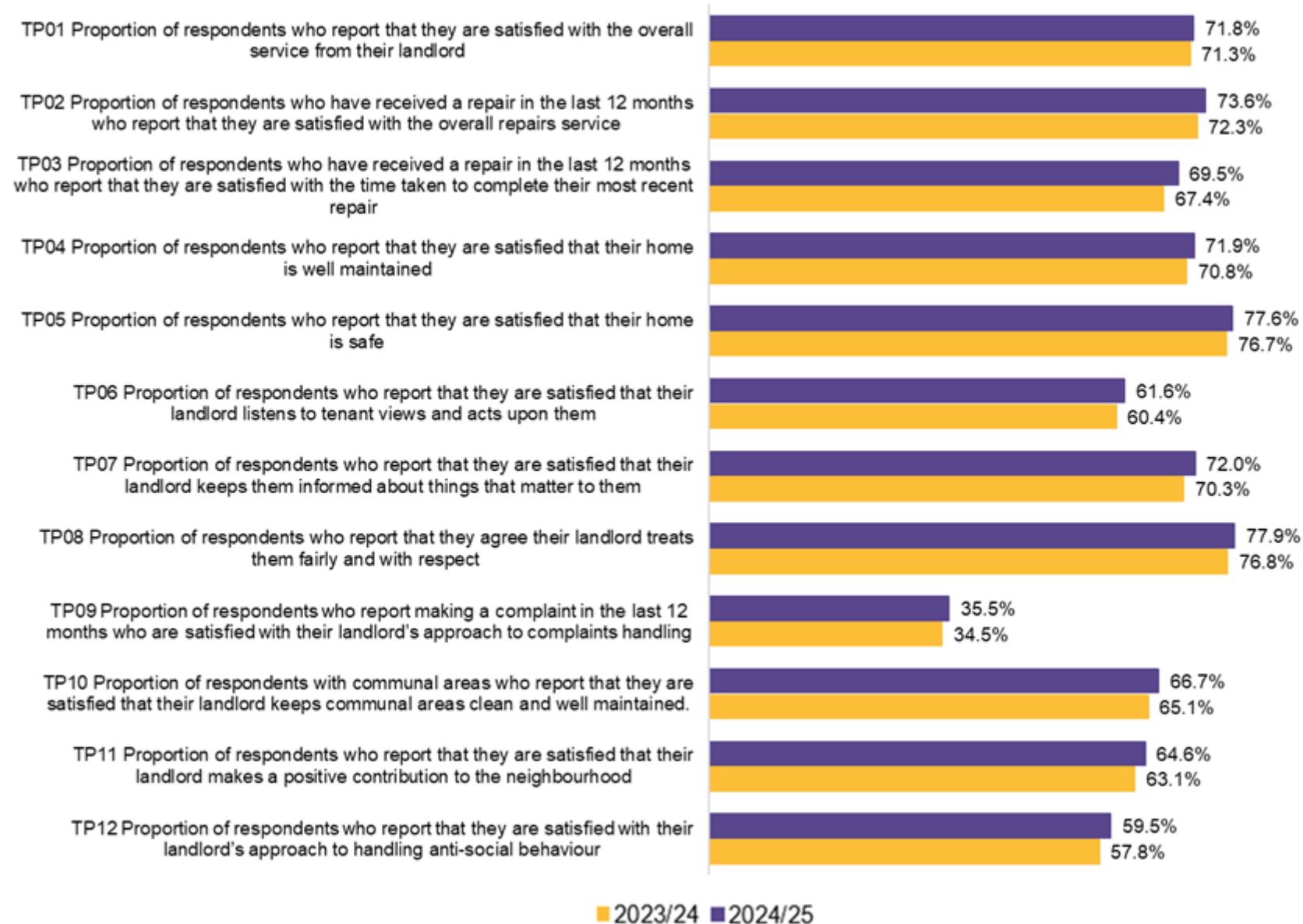
+1pp on 2023/24



Perception TSM results – landlord median



Median perception results- LCRA comparison

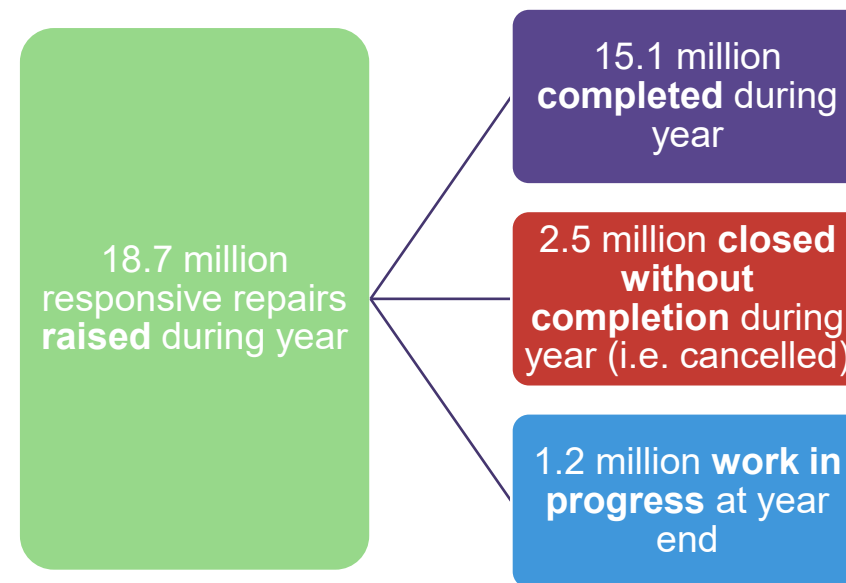


New contextual management information

We have published at a landlord level:

1. A breakdown of what has happened to repairs raised; how many have been cancelled or are still work in progress.
2. Landlord's use of extensions in the complaint handling code.

This information can **supplement the TSMs** and **contextualise** landlord performance.



19%

of stage 1 complaints had a 10 day extension. But there was significant variation between landlords.

What can landlords do with the results?

Make sure they understand their own performance

- What is driving year on year performance? Changes can be due to service improvements but can also be due to the methodology of surveys, improvements to reporting.
- Be prepared to explain performance, including changes, to boards and governing bodies.
- Recognise there can be a lag between changes to services and outcomes – improving satisfaction is a long term endeavour.

Make sure they are effectively communicating their performance

- Consider how to communicate results with tenants. Will depend critically on the tenant profile.
- Communicate areas of challenge as well as success. Be transparent with tenants.

Make suitable comparisons

- Methodology important when comparing results. TSM data includes overall satisfaction by different collection methods for direct comparisons.
- Landlords need to consider who they compare themselves with. Looking for comparisons that will provide useful information rather than those that make it look best.

Dig deeper where they can

- The published TSMs are the starting point. Data held by landlords are rich sources of information. There may be other information that can provide further information, particularly for larger landlords.
- Landlords need to consider what further information and research they publish – transparency is key.

Housemark

Learning from TSMs

Jonathan Cox



May 2026

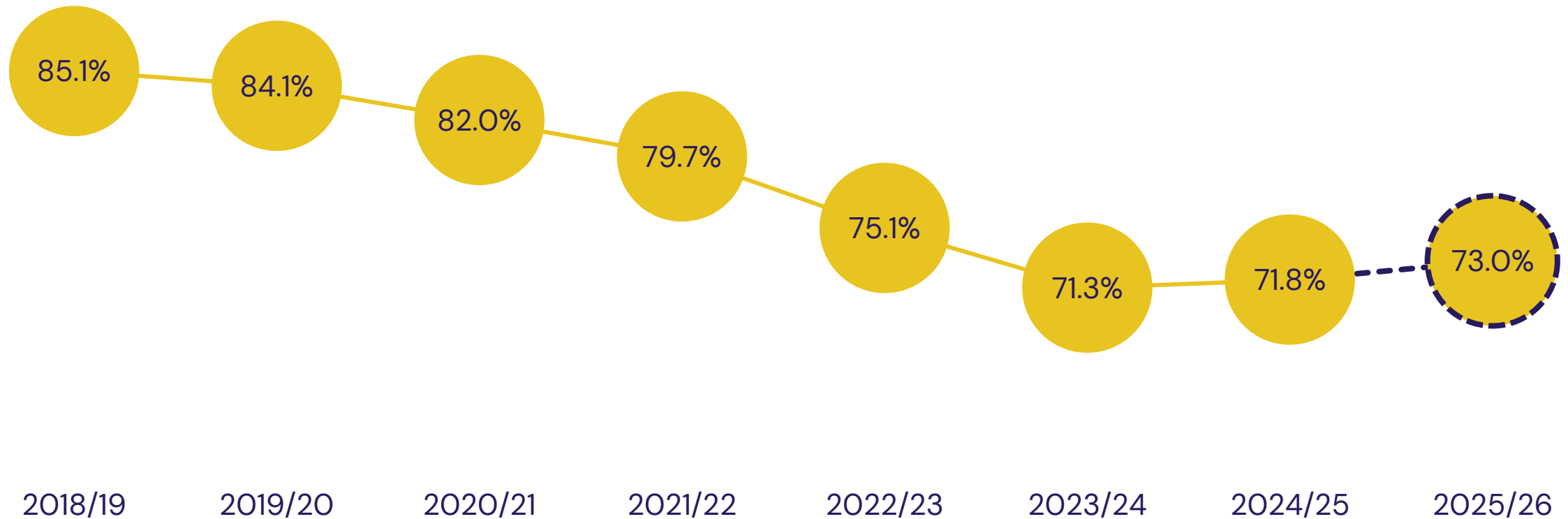
 housemark.co.uk

 data@housemark.co.uk

 linkedin.com/company/housemark

Overall satisfaction trend – sector wide

Median overall satisfaction



Landlord profiles

Still behind...

Fragmented systems and poor data management

Lack of trust in reported performance

Customer journeys poorly understood and processes are clunky

'Real' repairs backlog continues to grow and call wait-times are high

Operational metrics typically underperforming, or picture is unclear with conflicting data

Overall satisfaction still falling

Catching up...

Data strategy underway

Culture has improved and data is mostly trusted

Good knowledge of stock and some knowledge of tenants

Service improvements have been made with more scheduled

Lead metrics are showing some improvement

Some operational metrics are taking a short-term hit

However, not yet seeing improvements in overall satisfaction

Leading the way...

Invested wisely in business transformation over a year ago

Now have mostly integrated systems providing a single version of the truth

Good data governance in place and trust is high

Able to demonstrate VFM

Lead and operational metrics compare favourably

Overall perception is improving (up to 4 percentage points adjusted)



**CIH HOUSING
BRIGHTON
PEOPLE & PLACE**