



# NORTHERN HOUSING FESTIVAL



## The Debate: Retrofit or Rebuild?

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Policy manager  
Chartered Institute of Housing

**Ben Briggs**

Regeneration manager  
Beyond Housing

**Andrew Burke**

Deputy secretary  
National Housing Maintenance Forum

# Church Lane North Estate Regeneration

Ben Briggs  
Regeneration Manager  
Beyond Housing



Building Communities

## Church Lane North, Eston

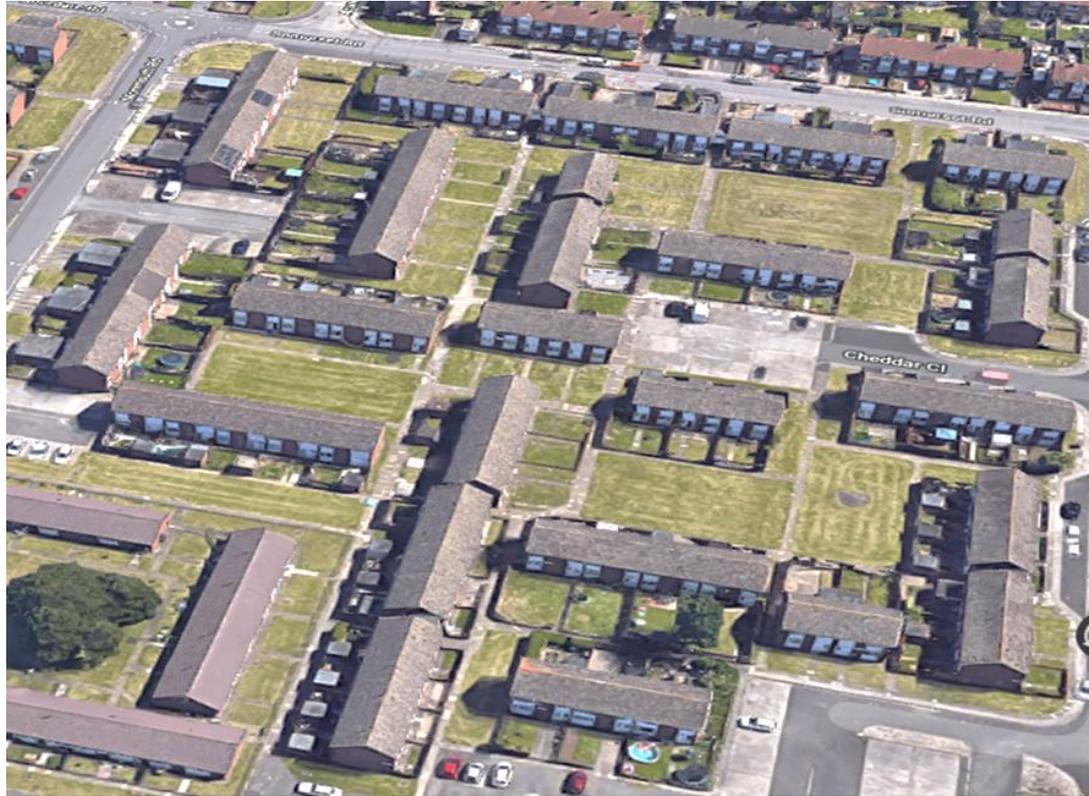
318 homes – 239 rent  
& 79 privately owned

Radburn layout

No on plot parking

Alleyways and poor  
public realm

Crime and ASB



Building Communities



# Asset Profile

Non-traditional  
Poulson construction

1970's build

Poor energy  
efficiency – EPC low  
D

Lack of private  
defensible space





# Perception



Layout of the estate was the top concern for customers

42%

Followed by:



Property  
condition

25%



Anti-social  
behaviour

25%



Fly tipping

13%



Area

19%



Open Space

6%



## Re-Build?

- 79 privately owned properties
- Generally popular area
- Existing stock aligned with housing needs
- **Long established community**
- Cost vs funding
- Easier?!



## Property level:

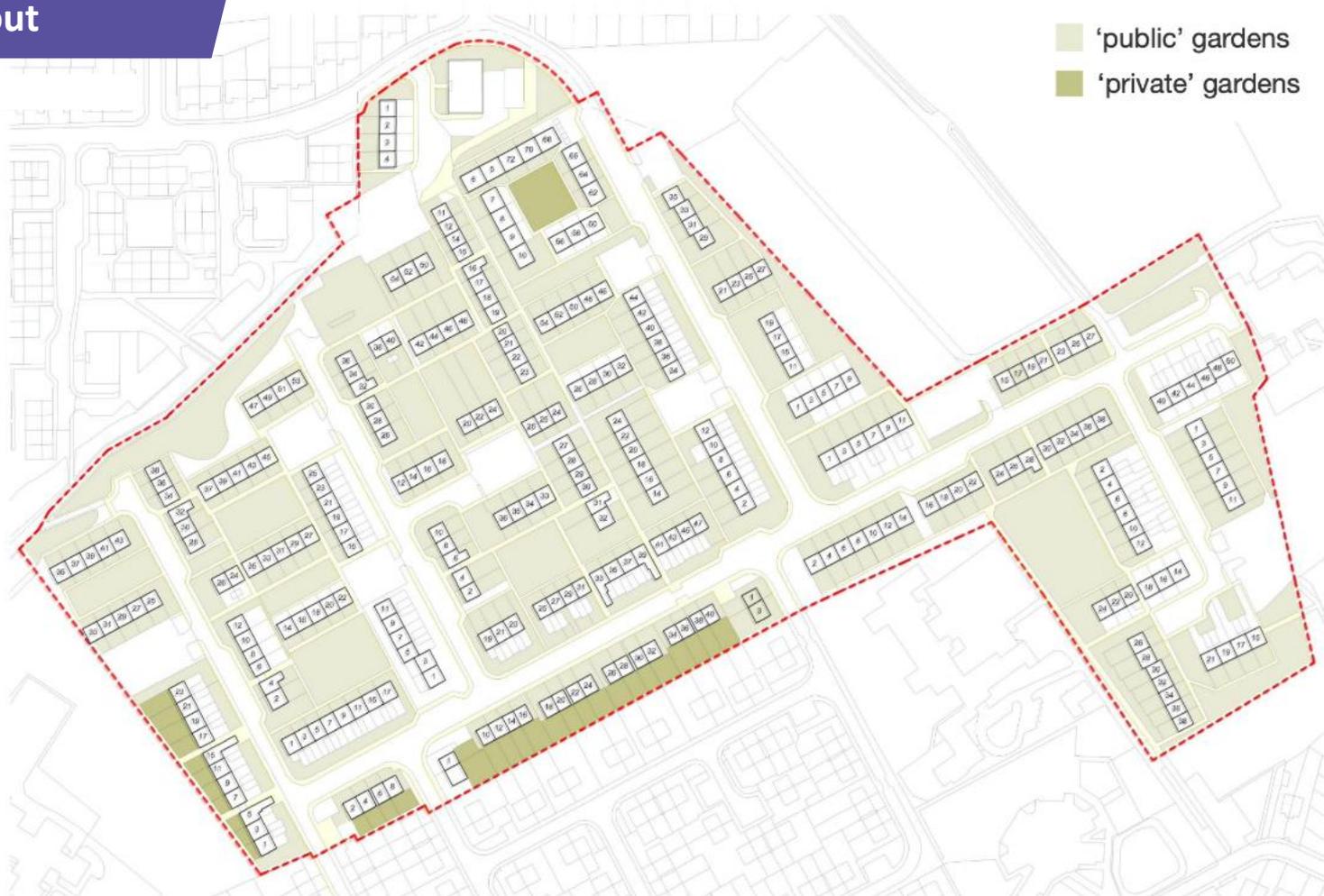
- External wall insulation & roof replacement – now EPC C
- Provided private gardens
- Installed new driveways

## Estate level:

- Selective demolition
- New roads
- 33 new build properties



# Existing Layout



# Master Plan



# The Result



Building Communities

- Asset vs Home
- Customers are a key stakeholder – not a group to consult
- Strengthen and build the existing community



# CIH Northern Housing Festival

## 17 March 2026

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National Housing  
Maintenance Forum

## Retrofit or rebuild?

- Embodied & whole-life carbon, etc
- Cost & time
- Communities & people

*Andrew Burke*  
*Deputy Secretary*  
*NHMF*

NHMF is serviced by





# NORTHERN HOUSING FESTIVAL



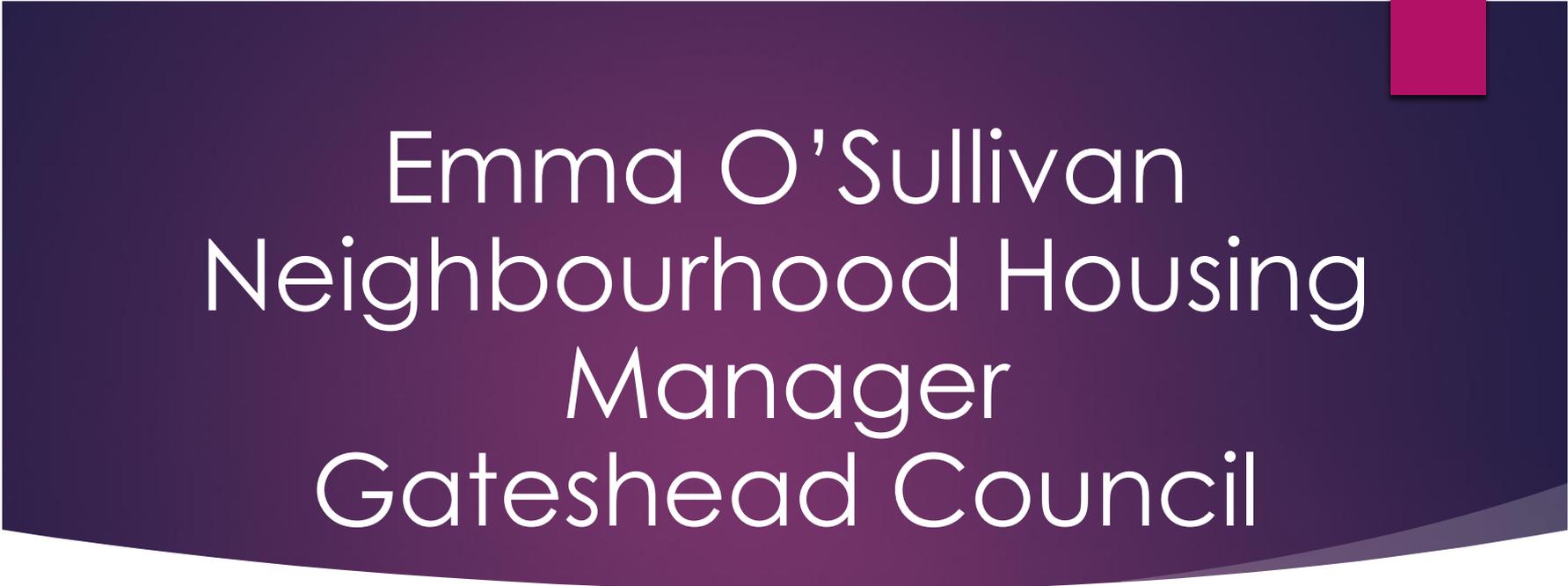
## The Debate: The Competence and Conduct Standard – What does it Mean for Your Role?

**Jill Allcoat**

Strategic engagement manager  
Chartered Institute of Housing

**Emma O'Sullivan**

Neighbourhood housing  
manager Gateshead Council



Emma O'Sullivan  
Neighbourhood Housing  
Manager  
Gateshead Council

THE COMPETENCE AND CONDUCT STANDARD - WHAT IT MEANS FOR MY ROLE

# The Competence and Conduct Standard

- ▶ What it means for my role
- ▶ How it impacts the organisation
- ▶ How it affects our customers
- ▶ Considerations
- ▶ Gateshead Councils Approach

# My role as a Housing Manager...

- ▶ Confidence - I have the right skills, knowledge and behaviours to carry out the role
- ▶ Gives my team confidence in me as a manager
- ▶ Qualification in Housing
- ▶ Making the role a profession
- ▶ Feel valued as part of the organisation
- ▶ Continuous professional development

# For the organisation...

- ▶ Confidence for the organisation- staff have the right skills, knowledge and behaviours and to carry out the role
- ▶ Staff able to provide a high-quality service
- ▶ A culture of professionalism within the organisation
- ▶ A good service leads to the trust from customers
- ▶ In turn lower complaints, higher satisfaction

# For the customer...

- ▶ Confidence in the organisation
- ▶ Trust in the organisation that qualified people are providing a good quality service
- ▶ Customers are treated with respect
- ▶ Frontline staff are empathetic and skilled in listening to customers, as well as having the practical skills and knowledge to deal with issues effectively

# Considerations...

- ▶ Costly for the organisation
- ▶ Lose experienced staff who may not want to go through a qualification
- ▶ More difficult to recruit if a level 4 qualification is essential
- ▶ The benefits outweigh the negatives

# Gateshead Council

- ▶ Mandatory from October 2026, with latest enrolment taking place by May 2029
- ▶ Draft Housing Professionalisation Policy developed
- ▶ Training Provider agreed – Learning Curve
- ▶ 27 roles identified to undertake a qualification
- ▶ Providing training programmes for staff for their ongoing personal development.
- ▶ Some housing officers have started the level 3 qualification, we would hope they progress to level 4 and become the housing managers of the future

# Conclusion

- ▶ The Competence and Conduct Standard is beneficial to the housing sector
- ▶ Professionalising the sector is a benefit to all working in housing, to the organisations themselves and most importantly to the customer

# NORTHERN HOUSING FESTIVAL



## The Debate: Migration and Housing: Challenging Misconceptions

### **John Perry**

Policy adviser  
Chartered Institute of Housing

### **Tom Murtha**

Former chief executive  
& chair

### **Lucy Sexton**

Assistant director of supported and  
specialist housing  
Bernicia

### **Rachael Williamson**

Director of policy, communications and  
external affairs  
Chartered Institute of Housing



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Housing

# Migrants and housing facts & myths

John Perry



# Net migration peaked in 2023, has fallen since then and may fall further



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## UK net migration could turn negative

Net migration, and projection to 2026, based on new tighter visa rules and higher student emigration

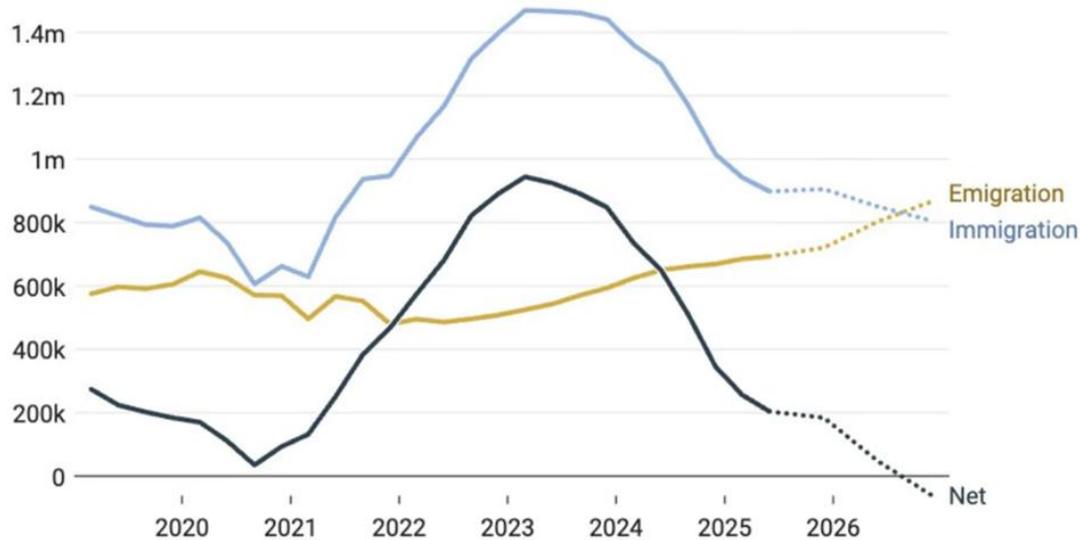


Chart: Tom Calver, Times Data • Source: ONS, James Bowes

# Why is net migration falling?



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- End of 'Post-Covid' effect
- Refugee arrivals – large, but now falling?
- Emigration is trending upwards and will increase as students return home
- Government is restricting work visas, student access, family access for care workers, etc



# Three-quarters of arrivals are students, workers and dependents



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## Most arrivals are students or workers

Visa grants or detected arrivals, year to June 2025, thousands

Students and dependants

435.9

Work

182.6

Work dependants

103.5

Family

71

Other visas

44.5

Small boats

43.3

Safe and legal routes

33.5

Other irregular

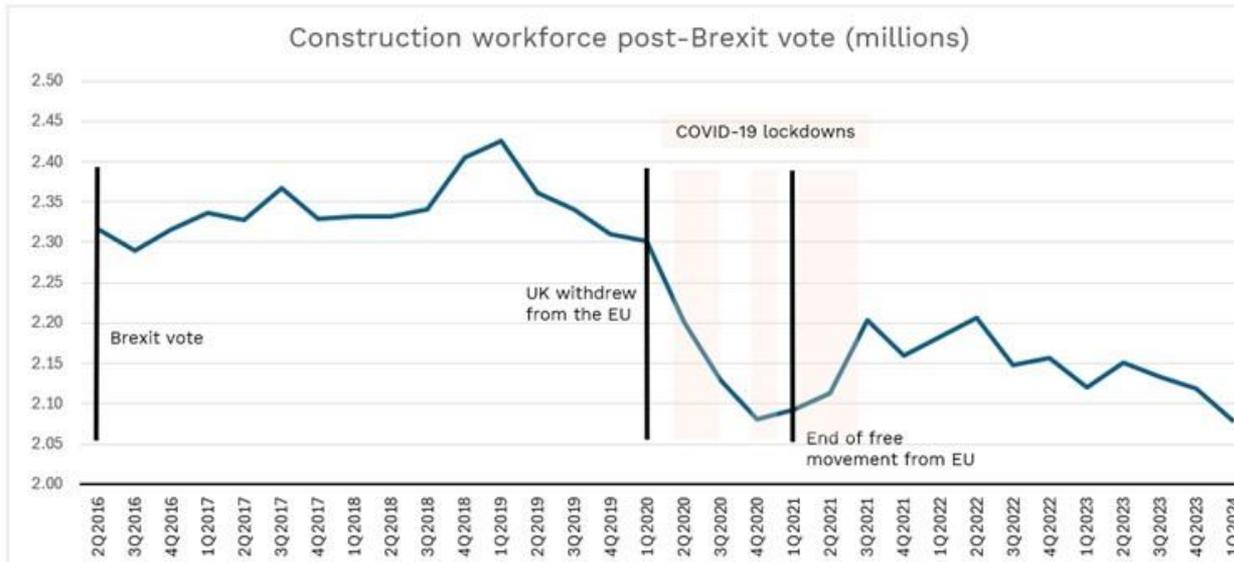
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Guardian graphic. Source: Home Office. Note: excludes visitor visas

# Migration restrictions have serious effects on the labour force



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If we want to build new homes and repair the existing stock, we need building workers

# Lower migration will hit the public finances



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- The UK economy would be 3.6% smaller by 2040 if net migration fell to zero (NIESR)
- A fall in net migration from 300,000 to around 100,000 annually would mean a permanent cut in national income of around £14bn.

<https://observer.co.uk/news/national/article/spooked-by-reform-labour-may-have-cut-net-migration-too-far>

## Labour's pledge to cut immigration tightens party's fiscal straitjacket

HOME WORLD US COMPANIES TECH MARKETS CLIMATE OPINION LEX WORK & CAREERS L



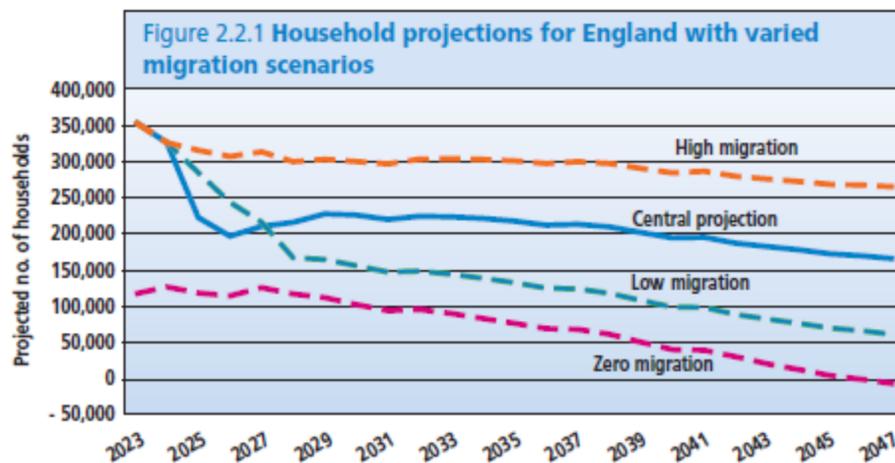
Labour has supported some of Rishi Sunak's measures including a ban on masters students and care workers bringing relatives to the UK © Getty Images

# Does migration boost the need for housing?



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- UK population growth entirely due to migration
- Current forecast of household formation in England – 240k annually (but based on higher, 2022 migration figures)
- Real picture is more complicated/uncertain as households only form when there is need/ability to pay rent or buy



Source: ONS projections, 2022-based, analysed by Pete Redman of Housing Futures Ltd.

# Does migration boost the need for housing?



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Reasons why the impact of migration on housing is time-limited or delayed:

Types of migrant	Typical housing set-up	Risks
Hospitality workers, students	Tied accommodation? Student lettings?	Lose accommodation if lose status
Migrants on visas	No recourse to public funds (3-4m people)	No help if lose their accommodation
Migrants generally who have been in the UK <5 years	Three-quarters are in the PRS; won't become eligible eventually get indefinite leave to remain (lengthy/costly process)	Landlord refusals ('right to rent' checks); poor quality housing; risk of eviction
Ukrainian refugees and some others (e.g. resettled Afghans)	'Homes for Ukraine' (160,000 people) or similar hosting arrangements	Homelessness if hosting ends – but eligible (12,000 Ukrainians so far)
Asylum seekers	Poor quality Home Office accommodation with very limited financial help; most not permitted to work (this may change)	Arbitrary moves; if lose status = become destitute
Refugees given status	Must leave HO accommodation (28 days); eligible, but very short time to secure work, place to live	High risk of homelessness; many non-priority; status now to be reviewed every 30 months

Refugee Action's short video on the real cause of the housing crisis (spoiler: it's not migrants)



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<https://bsky.app/profile/refugeeaction.bsky.social/post/3mflrmygd7c2j>

# Migrant homelessness and limited access to social housing

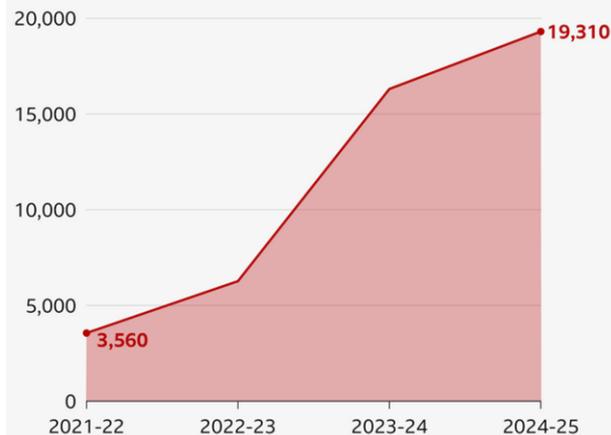


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- Few migrants are eligible for social housing – when they become eligible, they face local connection/residency rules
- That is why 90% of new lettings go to UK nationals (lower in London, given large non-UK population)
- Census 2021 – only 7% of social tenants in E&W had a non-UK passport
- This is why there is rising homelessness/rough sleeping among migrants/refugees (see chart)

## Refugee homelessness has surged since 2021

Households in England granted refugee status who are homeless or at risk of homelessness



Source: Ministry of Housing, Communities and Local Government



# Ten CIH 'asks' of the government



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## Asylum

- 👤 Replace “small boats” with “safe routes” that would entitle new arrivals to accommodation and support
- 👤 End the use of barracks, hotels and other substandard accommodation
- 👤 Include people from abroad in the drive to end rough sleeping and to help victims of domestic abuse – end destitution as a weapon
- 👤 Get people who have been excluded from the asylum system back into it, to avoid destitution
- 👤 Hand back the task of accommodating asylum seekers to local authorities and give them the resources to do it

## Refugees

- 👤 Build on the success of 'Homes for Ukraine' to assist all those arriving from conflict
- 👤 Stop the discriminatory 'right to rent' checks on tenants of private rented property
- 👤 Cut down drastically on NRPF and stop people becoming destitute
- 👤 Allow new refugees 56 days' notice before they have to leave asylum accommodation
- 👤 Reinstate refugee integration programmes

**Above all, build more social rented homes**