

THE SOCIAL HOUSING TENANTS' CLIMATE JURY REPORT

July - September 2021

“WE ARE A GREAT AND DIVERSE VARIETY OF INDIVIDUALS FROM THE NORTH OF ENGLAND THAT HAVE JOINED TOGETHER VIRTUALLY IN OUR OWN HOMES TO LEARN ABOUT AND DISCUSS CLIMATE CHANGE AND ITS IMPACTS ON OUR LIVES, OUR FUTURE, AND THE FUTURE OF THE PLANET.

WE HAVE ALL BEEN AWARE FOR A LONG TIME THAT CLIMATE CHANGE IS A PROBLEM, BUT THIS PROCESS HAS BROUGHT THE ISSUE TO THE FORE AND MADE US ALL UNDERSTAND THE URGENCY OF THE SITUATION.

IT’S BEEN AN EDUCATION AND IT’S BEEN EYE OPENING.

CLIMATE CHANGE NEEDS TO BE TAKEN SERIOUSLY, NOT JUST FOR NOW, BUT FOR FUTURE GENERATIONS. WE FEEL THERE IS TOO MUCH TALK AND THE TIME HAS COME FOR ACTION.

WE, THE SOCIAL HOUSING TENANTS JURY, HAVE BROUGHT TOGETHER DIFFERENT LEVELS OF KNOWLEDGE, EXPERIENCE AND DIFFERENT OPINIONS TO CREATE SHARED UNDERSTANDING AND SHARED SOLUTIONS IN THE FORM OF RECOMMENDATIONS THAT WE HAVE ALL WORKED HARD TO CREATE AND AGREE UPON.

WHEN YOU LOOK AT OUR RECOMMENDATIONS, GO FORWARD WITH AN OPEN MIND, LISTEN TO WHAT WE HAVE TO SAY AND ABOVE ALL – LET’S TAKE ACTION AND ACT TOGETHER.

THIS IS REAL. THIS IS URGENT. LISTEN TO THE PEOPLE. WE HAVE SPOKEN.”

The Social Housing Tenants’ Climate Jury, September 2021



Acknowledgements

Thank you to the members of the Social Housing Tenants' Climate Jury, who placed their trust in the process and us as facilitators. This diverse, inspiring group of tenants from across the North of England came together week after week to share their opinions and experiences with each other and us in the hope that their efforts, openness and commitment might make a difference to their Housing Association and communities.

About the authors

The recommendations produced by the members of the Social Housing Tenants' Climate Jury are reproduced here in their own words. The remaining content was written by Andy Paice, associate of Shared Future. No legal responsibility can be accepted for any loss or damage resultant from the contents of this document. It does not necessarily represent the view of Shared Future in relation to particular policy or projects.

About Shared Future

We are a community interest company working across the UK. Our aim is to provide an excellent service that makes a difference to communities and individuals and works towards a fairer, more equal society. Our mission is to move those we engage with towards greater individual and collective authority and autonomy, by supporting their ability to act wisely, confidently and in community with others. Since setting up Shared Future in 2009, we've built a team of experienced practitioners with a diverse range of skills. We work together on worthwhile and stimulating projects that reflect our personal values.

sharedfuturecic.org.uk

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The Social Housing Tenants' Climate Jury was commissioned by the Northern Housing Consortium and supported by First Choice Homes Oldham, Karbon Homes, Salix Homes, Thirteen Group, and Yorkshire Housing.



CONTENTS

Click on title to view page

Introduction	4
Commissioners' Words	4
Background	5
Recruitment and Participation	7
The Sessions	9
Jury Statement	25
Recommendations	26
Next Steps	33
Appendix 1-3	
Jury Member Evaluations	33
Commentator Questions	33
Recommendations in depth	33

Jury statement

Introduction

This is the report of the Social Housing Tenants' Climate Jury commissioned by the Northern Housing Consortium (NHC) in partnership with five Housing Associations: First Choice Homes Oldham, Karbon Homes, Salix Homes, Thirteen Group, and Yorkshire Housing.

The overarching theme of the Jury was to explore how to tackle, in homes and neighbourhoods, the incredibly challenging and complex issue of Climate Change.

Prominent within this inquiry was the current and pressing issue of retrofitting homes in social housing with materials and technologies to improve energy efficiency and reduce carbon emissions.

In June 2021 seven thousand five hundred letters were sent out to randomly selected households from the tenant bases of the five Housing Associations to register interest in taking part in the Climate Jury. From those that responded a final thirty tenants were recruited by random stratified selection.

The profile of the Jury membership reflected the diversity of the population of tenants from across Housing Associations in the North of England. Over ten sessions from the end of July to the end of September 2021 the group met to answer the question "How can tenants, social housing providers, and others work together to tackle climate change in our homes and neighbourhoods?"

The jury worked hard, listening to each other and sharing experiences and opinions. To help them with their task, they received presentations from nineteen 'commentators' (similar to expert witnesses in a legal jury) as well as Housing Association representatives and tenants sharing lived experiences.

In order to ensure the process was robust, fair and unbiased an Oversight Panel was formed to agree the recruitment methodology, the overarching question and the identity of the commentators. This panel met parallel to the jury and was made up of a range of project partners and stakeholders and experts representing national, regional and local governance, the civil service, the tenant voice agenda, retrofit practitioners, academia, and the charitable sector.

The process was designed and facilitated by the social enterprise Shared Future. This report explains the process followed and, in their own words, the conclusion of the Jury responding to the Jury question in the form of a statement and a series of recommendations.

Commissioners' Forward

A quarter of the North's carbon emissions come from our homes. If we're to meet the challenge of net zero, that needs to change. That means changes to our homes – our personal spaces, which mean so much to us.

Having tradespeople in your home – even very considerate ones - can be a disruptive experience. It can feel worth it, if you have a lovely new kitchen or bathroom to look forward to. But the prospect of swapping a heating system you're familiar with for a new technology your landlord says will cut carbon emissions is a different proposition.

When we spoke to Northern Housing Consortium members, - Housing Associations, councils and ALMOs across the North - they told us that decarbonisation was as much a tenant engagement issue as an asset management issue: 'these are people's homes'.

WE CAME TO THE CONCLUSION THAT TACKLING CLIMATE CHANGE IN THE NORTH'S HOMES AND NEIGHBOURHOODS NEEDED TO START BY LISTENING TO THE PEOPLE WHO LIVE IN THOSE HOMES AND NEIGHBOURHOODS.

That's where the Social Housing Tenants' Climate Jury began. Five Housing Associations - First Choice Homes Oldham, Karbon Homes, Salix Homes, Thirteen and Yorkshire Housing – worked with the NHC to bring deliberative democracy to social housing for the first time.

30 social housing residents from the North of England – the Jury - have given up their time to question experts and deliberate with each other, with the aim of answering the question: "How can tenants, social housing providers, and others work together to tackle climate change in our homes and neighbourhoods?"

The work set out here is the Jury's. Shared Future CIC have facilitated the process, and an expert Oversight Panel has ensured its integrity. Social landlords have been at arms-length – we wanted the Jury to have the autonomy to tell us exactly what they thought.

And they have! Whether it's on energy efficiency, on renewable heating, on costs and affordability, on minimising disruption, and on how we use decarbonisation as a catalyst to improve our neighbourhoods – it's all here. I'd like to say a huge thank you to the everyone involved in the process, but particularly to the 30 jurors for their time, energy and commitment.

For our part, the NHC is committed to disseminating the Jury's recommendations widely and supporting our members to implement them. I urge all our members to take the Jury's advice – 'go forward with an open mind, listen to what we have to say and above all – let's take action and act together'.

I couldn't put it better.

Tracy Harrison



Tracy Harrison
Chief Executive,
Northern Housing Consortium

BACKGROUND

The Northern Housing Consortium, as a membership organisation representing the views and interests of housing organisations in the North of England, sought to bring together partner Housing Associations to place the voice of tenants at the heart of the collective challenge of tackling climate change.

Homes account for around one quarter of the North's carbon emissions. To meet the challenge of reaching net zero carbon emissions, over one million social rented sector homes across the North will require retrofit measures and the sector is likely to be a retrofit early adopter.

Citizens' assemblies and citizens' juries on climate change at a local government level are increasingly being adopted as a way of ensuring that citizens are at the centre of local government responses to climate change. Learning from processes in Leeds, Kendal, Warwick, Lancaster, Oxford, Camden, Newham, Devon and other similar processes suggest that climate assemblies and juries can create a mandate for action on climate change.

Following the Citizens' Jury model a 'Tenants' Climate Jury' was identified by NHC as an appropriate format that would provide in depth learning and deliberation and produce a legitimate set of recommendations grounded in a representative, inclusive process. It would also be a way of creating a mandate that from the outset would embed the tenant voice in the design and delivery of domestic retrofit measures.

Beyond considering the right approach for retrofit, the Jury was equally seen as an opportunity to hear the collective voice of Social Housing Tenants on what needs to happen in a general sense to tackle the climate crisis in homes and neighbourhoods.

The Community Interest Company Shared Future, who have run over 30 similar processes on a range of topics, were commissioned to run this process.

What is a Tenants' Jury?

The Tenants' Climate Jury is a first of its kind, an example of a Citizens' Jury consisting entirely of tenants living in social housing in the North of England.

Many authorities, agencies and organisations across the world have started to recognise the importance of involving members of the public in helping make important and difficult decisions.

Moving beyond voting and involving people in deliberation is at the centre of the Citizens' Jury process and is crucial to its success.

'Deliberation includes exchanges between two or more people around a common topic with back and forth reactions to each other's views, puzzling over an issue to work something out collectively, the sharing of reactions, trying to understand the position of others, a willingness to be persuaded by another's position. There is the possibility of disagreement, conflict and argument and discussion of that disagreement. Ideally all this discussion should lead to a consensual resolution or of conclusion to the question being explored' (Davies et al 2006).

It is the democratic right of citizens to participate in decisions that affect their lives. Designing processes grounded in citizen deliberation can increase trust in policy decisions leading to greater buy-in and results in better quality decisions that have taken into account a diversity of opinions, values and needs.

The Tenants' Jury followed exactly the same deliberative process as Citizens

Assemblies or Juries which bring together a diverse group of usually between 20-50 members of the public in the case of Juries or larger numbers in the case of Assemblies. They are randomly chosen to work through an issue, share ideas and eventually come up with a set of recommendations.

The Jury participants are supported by experienced facilitators, who help make sure everyone has a fair say and that the task is achieved. As part of this deliberative process, there is also input from external people who can offer particular expertise, we call these people commentators.

Structure of the Tenants' Climate Jury

The Jury worked for some twenty-eight hours, starting on Tuesday 27th July and finishing on Tuesday 28th September 2021. There were eight Tuesday evening sessions (of two and three quarter hours) and two (three-hour) Saturday morning sessions with a two week break at the end of August. There were also a few 'homework' tasks given to the Jury outside of the sessions.

The Tenants' Jury was delivered online using the Zoom platform. This enabled the geographically dispersed Jury members to come together easily and safely over the summer of 2021 with concerns over the spread of Covid 19 still lingering.

During the sessions the Jury members were supported by the Shared Future team of four professional facilitators and two technical support.

Oversight Panel

One of the main ways a Citizens' Jury gets its legitimacy is through the perception that it is a balanced, rigorous, and impartial process. The establishment of an Oversight Panel is an effective way of making sure there is independent, transparent scrutiny, leading to integrity and trust amongst decision makers and the wider public.

The Oversight Panel for the Tenants' Climate Jury was appointed in May 2021, by the Northern Housing Consortium. It brought together a range of project partners and stakeholders, experts representing national, regional and local governance, the civil service, the tenant voice agenda, retrofit practitioners, academia, and the charitable sector

Their role was to:

- ensure that the Jury process was robust and fair;
- set the question which the Jury would seek to answer through their deliberations;
- agree the process of tenant recruitment;
- identify suitable commentators to present to the Jury and to push for implementation of the recommendations.

The panel met five times over the duration of the Jury. At the time of writing this report it was due to meet a sixth and final time to review the Jury's work.



Who attended the oversight panel meetings?

The following people/representatives from organisations attended at least one meeting:

- Project Partners:**
- Brian Robson, Executive Director (Policy and Public Affairs), Northern Housing Consortium
 - Liam Gregson, Member Engagement Manager, Northern Housing Consortium
 - Anne-Marie Bancroft, Customer Engagement Manager, Salix Homes
 - Liam Turner, Director, Customer Service and Assets, Salix Homes
 - Philip Pollard, Assistant Director Customer and Community Engagement, Karbon Homes
 - Sam Granger, Head of Environmental Sustainability, Thirteen Group
 - Susan Godbold, Customer Insight and Engagement Manager, Yorkshire Housing
 - Emma Davison, Chief Operating Officer, First Choice Homes Oldham
 - Simon Davies, Energy Efficiency & Sustainability Manage,First Choice Homes Oldham

- External Experts:**
- Lord Best
 - Matt Harrison, Project Director – Social Housing Decarbonisation Fund, Department for Business, Energy and Industrial Strategy (BEIS)
 - Chris Burton, Main Fund Delivery Lead: Social Housing Decarbonisation Fund, BEIS
 - Jenny Osbourne, Chief Executive, TPAS
 - Marianne Heaslip, Associate Principle, URBED
 - Dr Danielle Densley Tingley, Senior Lecturer in Architectural Engineering, University of Sheffield
 - Matt Copeland, Policy Manager, National Energy Action
 - Callum Smith, Policy and Economy Advisor, North of Tyne Combined Authority
 - Karen Lythe, Assistant Director Strategic Housing, Doncaster Council
 - Rashidah Owoseni, Customer Committee member, Salix Homes

- Shared Future CIC (present in an advisory capacity):**
- Pete Bryant, Director
 - Jayne McFadyen, Director
 - Andy Paice, Lead facilitator of the Tenants’ Jury

The Question

Part of the role of the Oversight Panel was to decide upon the overarching question which the Jury would consider.

Rather than eliciting a raft of general measures to reduce carbon emissions the Jury was commissioned from the outset to focus on issues of retrofitting existing homes. As well as this, the Oversight Panel acknowledged the need for the Jury to consider issues such as wider neighbourhood improvements, job creation and the role of tenants, Housing Associations and others in tackling climate change.

In considering these criteria, in its first meeting the panel decided upon the following as the jury question:

“HOW CAN TENANTS, SOCIAL HOUSING PROVIDERS, AND OTHERS WORK TOGETHER TO TACKLE CLIMATE CHANGE IN OUR HOMES AND NEIGHBOURHOODS?”

Observers

As part of the Jury’s commitment to transparency a number of spaces were made available for people wishing to observe the Jury process live in action. This was in addition to recordings of session presentations being made available to watch on the NHC website.

All observers were briefed to remain silent and turn their cameras off during the large group conversations, not to participate in any of the small group discussions and not to approach or contact any member of the Jury at any point. They were invited to speak with each other and the Shared Future team when Jury members were not present.

Observers who took up this offer included senior leaders from the social housing sector, tenant representatives, the Regulator of Social Housing, local authority officers, members of the Oversight Panel, and NHC staff.

Evaluation

Shared Future facilitators conducted a short survey amongst Jury members in order to collect their views on the experience and quality of the process. A summary of this evaluation and its results is included in Appendix 1 of this report.

RECRUITMENT AND PARTICIPATION

One of the defining features of a Citizens' Jury is the way that participants are selected. An assembly or jury gains part of its legitimacy through random selection and the idea that in theory, every citizen has an equal opportunity to take part through what is sometimes called a 'civic lottery'.

For the Tenants' Jury rather than randomly selecting citizens from a particular locality it was determined that tenants would be randomly selected from the five participating partner social landlord associations: First Choice Homes Oldham, Karbon Homes, Salix Homes, Thirteen Group, and Yorkshire Housing.



The recruitment method was a modification of principles used successfully in previous Citizens' Juries working with the Sortition Foundation. Typically this organisation sends out between 4000 and 10,000 letters (depending on the size of the Jury or Assembly) to addresses across a single locality using the Royal Mail database and stratify the responses.

In this case of the Tenants' Jury, GDPR considerations meant that NHC member social landlords acting as project partners would not be able to hand over an equivalent database of tenant data to Shared Future.

Instead an innovation of the sortition (random selection) process was devised. The project partners issued invitation letters on behalf of the project to a random sample of their tenants. Those wishing to take part in the project were invited to confirm directly with Shared Future, thereby consenting to be contacted.

Each of the five partner Housing Associations sent out 1500 invitation letters to random households in the second half of June (7500 in total) to which any household member could respond via a registration web page or freephone number.

Each address received a brief letter and some frequently asked questions. The letter made clear that participants would not need any specialist skills, knowledge or equipment to take part, the commitment required and that each participant would receive £250 in vouchers as an incentive to ensure wider participation.

The provision of financial incentives as part of the process helps encourage those who may not normally engage to be heard. Tenants who were interested were invited to either call a freephone number or go online to register their interest.



7,500 tenants across the North were invited to express an interest in joining the Jury. This is an example of a letter sent to Karbon Homes residents.



There were 162 responses to the invitation of which thirty subsequently received an invitation to join the Jury. A process of stratified sampling was used to select the thirty invitees. Participants were selected by the Sortition Foundation so that the final profile of the Jury as much as possible reflected the diversity of the social housing population in terms of:

- Age (16+)
- Gender
- Ethnicity
- Property type
- Number of bedrooms
- Highest Education level
- Disability
- Attitude towards Climate change

Matched against demographic statistics from:

Age
Ministry of Housing, Communities and Local Govt - English Housing Survey, Social rented sector, 2017-18

Gender
Ministry of Housing, Communities and Local Govt - English Housing Survey, Social rented sector, 2017-18

Ethnicity
Govt figures for Social housing lettings in England: April 2016 to March 2017

Disability
Ministry of Housing, Communities and Local Govt - English Housing Survey, Social rented sector, 2017-18

Type of Housing
English Housing Survey 2019 to 2020

Attitude to Climate Change
BEIS Public Attitudes Tracker (March 2021)

In early July a stratified selection of 6 residents per partner Housing Association were chosen, notified and given all the necessary onboarding and IT training they might need to participate in the sessions.

Three members of the Jury who were originally recruited were no longer able to take part due to changes in work patterns or changes in circumstances. Shared Future contacted people on a reserve list who matched the required demographics and invited them to join the Jury.

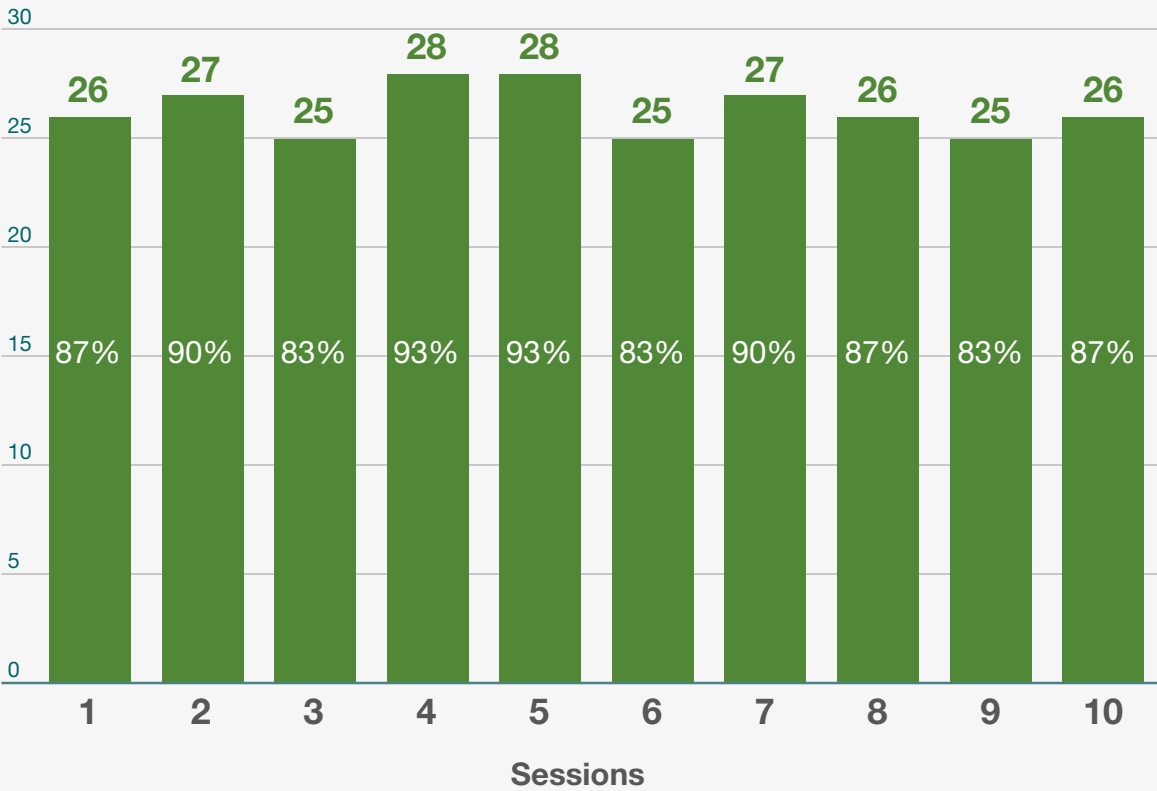
Two of these participants joined in session 3, they were briefed individually and they received the information that the remaining Jury members had received during the first 2 sessions.

The third Jury member joined during session 4 due to a problem with the device lent to him by his Housing Association. He was kept up to date weekly with the information he had missed and he attended every other session.

During the Jury process two members had to withdraw, one was hospitalised and one had urgent family commitments that meant they were no longer able to take part. Both members were kept informed of the Jury’s progress and were sent the paperwork weekly to ensure that they still felt part of the process and were able to follow the videos online and take part in the recommendation voting process if they wanted. As these two participants did not withdraw from the process until quite late into the sessions it was not possible to replace them with new members as too much deliberation had already taken place.

Attendance

Jury attendance breakdown was as follows:



THE SESSIONS

In the first two meetings of the oversight panel the following broad structure for the jury was agreed. It was communicated to the Tenants as a visual representation of the process in their welcome packs they received prior to starting the Jury. The Jury took place as shown below.

Oversight panel members were invited to make suggestions for who may be best placed to act as commentators for sessions 2, 3, 4 and 5. Potential commentators on a long list were then approached to check their availability. In session 6 the Jury reflected on what questions still needed to be answered and what themes they wanted to hear more about. Based on this the Oversight Panel put forward suggestions for commentators who were invited to speak in sessions 7 and 8. The final sessions 9 and 10 were devoted to drafting and finalising the recommendations.



An online deliberation

All Jury members were spoken to over the phone in advance of the first session, firstly to start to build a relationship with members of the team, secondly to summarise the purpose and workings of the Jury, thirdly to reassure participants and answer any questions, and finally to start a conversation about access to technology (both in terms of confidence levels, skills and equipment).

During these initial conversations it became clear what support some members might need in order to be able to take part online. 7 tablet computers were provided to Jury members (four from First Choice Homes Oldham, one from Yorkshire Housing, one from Salix Homes and one from Thirteen Group), as well as two dongles, which enabled internet access in their homes. These were provided by the Housing Association engagement teams. 1:1 coaching on the use of Zoom was provided for 12 participants. For the first 4 weeks of the process eight participants needed assistance from the technical team to join the call.

Printed versions of any documents shared with Jury members were provided to seven people who were unable to access online documents.

Many of the Jury members felt confident using Zoom, but, for a significant number, confidence levels were much lower. Efforts were made by the technical team and facilitators to make sure that this digital divide impacted as little as possible on the quality of deliberation. The chat function was disabled and online tools such as Google Docs, Jam Boards and Miro (online sticky boards) were only used by facilitators, not participants. A group conversation guideline discussion in Session 1 was another aspect of putting in place structures that helped to make sure those with little or no previous experience with Zoom would not be negatively impacted.

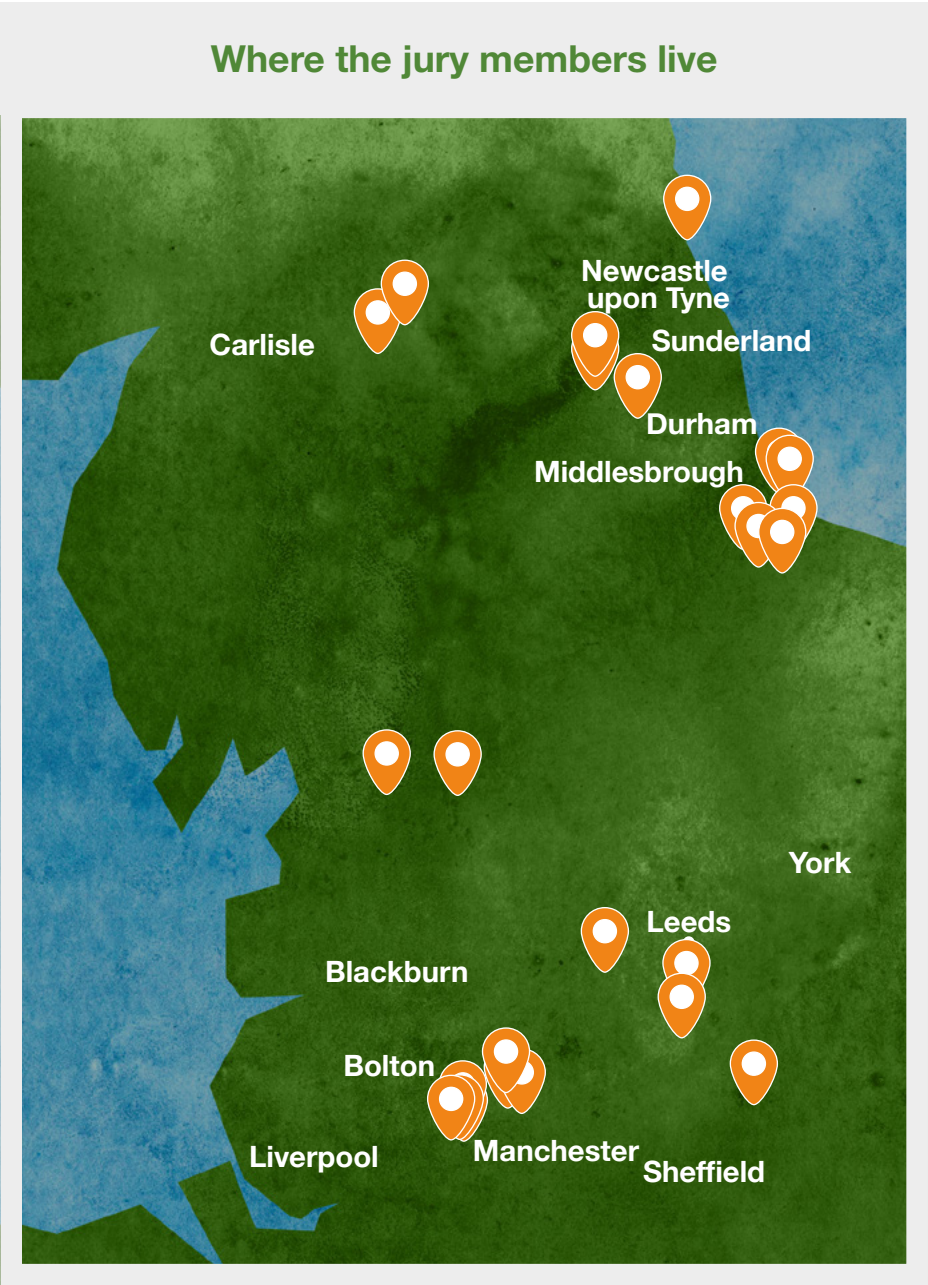
Jury members joined the first session of the Social Housing Tenants’ Climate Jury on the evening of Tuesday, 27th July, 2021. They were welcomed by facilitators who checked they were able to connect on Zoom. Then in 4 small groups consisting of between six and eight participants, each with a facilitator the Jury members shared with each other their thoughts on the following questions:

- What are you most looking forward to about taking part?
- What are you least looking forward to about taking part?

The members then moved into the main room for a brief introduction from Shared Future facilitators before hearing from Tracy Harrison, the Chief Executive of the Northern Housing Consortium. Despite a fierce storm interrupting the Wifi connection she opened the Jury with brief remarks as to why the NHC alongside partners First Choice Homes Oldham, Karbon Homes, Salix Homes, Thirteen Group, and Yorkshire Housing, decided to establish the Social Housing Tenants’ Climate Jury.

Tenants were able to ask questions about the Jury before moving on to a mapping activity in small groups. In advance of the first session, each Jury member was sent a large paper map with some of the places that Jury members are from marked on the map.

Part of the aim of the first session is to create a relaxed mood and for people to start to recognise that their voices, experiences, and opinions will be valued throughout the process. The mapping activity was used to help realise some of these aims.



Tenants were invited to share with each other where they are from and to talk a little bit about where they are. Group members were then encouraged to use the map as a starting point for a conversation about what locally is ‘helpful in trying to tackle climate change and what is not helpful in trying to tackle climate change?

They were also each asked the number of years of experience they had living as tenants with Housing Associations. This was to calculate a total for the whole group which was worked out and shared by session 3.

Before the end of the first session the Jury were invited to think about the skills they could draw on that would help them in their task as a Jury: different ways of learning, [creative thinking](#), critical thinking and recognising one’s own biases. Participants also viewed a clip from a video on critical thinking from the New Democracy Foundation in Australia.

The members returned to their home groups to reflect on the key things that would help them all work well together as a Jury and achieve their task and to come up with a list of requests for commentators and facilitators to help them learn best. These were used to create a set of guidelines that were finalised in session 2.

Finally in preparation for hearing evidence about Climate Change in the next session, the Jury’s first piece of homework was given: to read through the webpage from the [BBC What is climate change?](#) A really simple guide, watch its short videos and notice what thoughts and feelings they had, ready to be shared in the next session.

SESSION 2

This session took place on the Saturday morning immediately following the first session. It started with facilitators summarising the suggested guidelines produced from the small group discussions in the previous session.

Conversation Guidelines

The following guidelines were written by facilitators drawing on notes taken from the discussions in Session 1, where members were asked to reflect on the key things that would help them all work well together as a jury and achieve their task and to come up with a list of requests for commentators and facilitators to help them learn best.

In Session 2, Jury members were asked to read through them and check that they were happy with them, and make any suggested additions or edits.

The following are the group guidelines headings:

- a. Let's not interrupt or speak over others (raise your hand?)
- b. Check yourself and your own judgements
- c. Respect each other and our differences
- d. Listen to each other
- e. Help each other with Zoom
- f. Stick to the topic
- g. Hold back if you speak too much, step forward if you don't
- h. To overcome our biases we should look at things from every angle.
- i. Small groups are good and allow you to be heard
- j. No such thing as a stupid question, just ask

Requests to Commentators:

- a. Help us to make sense of the topic and link it to our overall question
- b. Be straight and tell the truth
- c. Explain things in a language we understand
- d. Please don't rush your presentations

Requests to Facilitators:

- a. Send some info to give background so people know what's going to be talked about in the session
- b. Step in if someone is over-dominating and encourage others to come forward
- c. Let us know when we need to take notes
- d. Remind us when we don't stick to guidelines

The requests to Commentators were used to brief all the people that came to speak to the Jury.

In Session 2 after discussing their thoughts looking at the BBC homework webpage in small groups, the Jury heard from their first two commentators on the following topics:

What is Climate Change?



Professor Sir Brian Hoskins

Chair and Founding Director, [The Grantham Institute for Climate Change and the Environment](#), Imperial College London

What are the Impacts of Climate Change Globally and in the North of England?



Dr Stephen Blenkinsop

Senior Researcher in Climate and Climate Change, School of Engineering, Newcastle University



Video footage of their presentations and those of all the Jury's commentators can be seen [here](#).

After the presentations from the first two commentators, the members were placed into small randomly selected groups. They were asked to consider two questions to prompt conversation:

- Anything struck you about what you have just heard?
- -What messages do you take from the presentations?

Within their small group the members were then encouraged to think of questions for the commentators. These were recorded by facilitators in a shared Google document. Facilitators checked with participants if they felt happy to ask their question in a big group (if they didn't feel comfortable doing this, the facilitator asked the question on their behalf).

A large group question-and-answer session with both commentators enabled the groups to ask the priority questions and any that weren't answered were sent on to the commentators to create documents that would later be sent on to the Jury. This process was followed for all commentator sessions and all questions asked to Commentators can be found in Appendix 2.

Jury members were divided into new randomly selected groups for the next activity, a chance for them to 'dig deeper' into the issue through the use of a problem tree. Small group facilitators shared their screen showing the trunk and roots of a tree.

Members were then asked to consider the problem 'climate change has

become an emergency', written on the trunk of the tree. The members were invited to consider what might be the root causes of the problem. Facilitators wrote these on post-it notes placed onto the roots then repeatedly probed through the question 'why is that?' in an attempt to unpack some of the root causes, which were also recorded.

The problem tree analysis attempts to unpack the complexity of the issue, helping citizens to identify key issues, arguments, and stakeholders. This process of analysis helps build a shared sense of understanding and enables participants to move into a deeper systemic analysis of the challenge.

Examples of the questions

1. How can we have an impact on what happens at the next level of decision making? How can we make a national impact?
2. What could local councils and Housing Associations do to help in the region
3. Why do you think there is a lack of urgency in government actions?
4. How do you feed this knowledge down to others in a way that they understand? Is there a way that it could be conveyed in a positive way? How do we make this information more accessible for everybody?
5. What would you suggest to protect our coastline?
6. What does he think would be the most effective thing to change first in housing as there are so many things to consider?
7. Why don't they bring down the cost of transport and make it more reliable if they want people to use them?
8. Can we make an impact by using less energy and water?
9. Problems seem to be in the consumerist economic system. Is that something we can change — is it something we should — and how can we?
10. What can we learn from other countries that have more progressive policies and action on climate change?
11. Gas central heating causes a lot of CO2 emissions but most houses are fitted with this. How are we going to get around this?



At the end of the session the tenants took part in a visioning activity designed to encourage participants to think into the future and imagine a positive vision for twenty years' time. The activity encouraged people to think about what kind of place they want to live in and how our neighbourhoods and communities should look and feel.

A visualisation activity led by one of the facilitators encouraged people to imagine themselves twenty years into the

future, leaving their home in the morning and visualising what lay around them. What they could see, what the buildings looked like, where people gathered, what people were eating, where they were working, how people were travelling, what was happening in the street, what they could hear, what they could smell and how it felt.

Following the visualisation, each Jury member was encouraged to spend five minutes on their own with pen and paper

sketching out their vision (or writing key thoughts). Participants then joined small groups to share their visions and discuss the essential elements, any connections between what they thought about and climate change. Facilitators took notes from the small group sharing of visions. The common themes from the visions were then compiled into a visual and shared with participants later, in session 6 of the Jury process.

Common themes from the visioning activity – Session 2

More natural energy regeneration and solar panels distributing solar energy around using communal generators.

More green and natural spaces, parks, trees, open fields. Wild flowers for bees, trees planted, allotments and green houses for grow your own.

More communal areas encouraged. Places to sit and child friendly areas.

Changing habits - less waste, learning to cook etc. More focus on well-being.

Businesses and local authorities etc working together, putting effort into planning properly. Creating buildings that are there to last with good materials.

Accessible and affordable public transport. Electric Public transport available cheap and regular so cars not needed. Electric transport and cars.

Not starving kids. More employment. Rely less on technology.

Clean environment, good activities for kids so they know how to care for neighbourhood, good sense of community.

Being able to do things locally. Local resources, local shops and services. Local manufacturing. Affordable Community HUB's

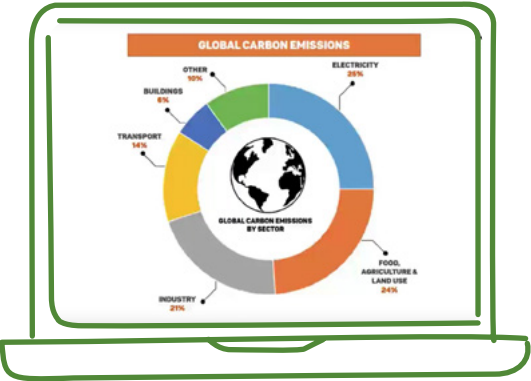
SESSION 3

The next session began with a recap on the whole process ahead of the Jury. Also the facilitation team had by this time calculated the approximate number of years of experience living as tenants which turned out to be 351½ years! This number was shared as something that would give the tenants clout for their final recommendations.

Then two commentators were introduced to give the Jury some context and background knowledge to help them better understand where the carbon emissions are coming from generally and then specifically in housing.

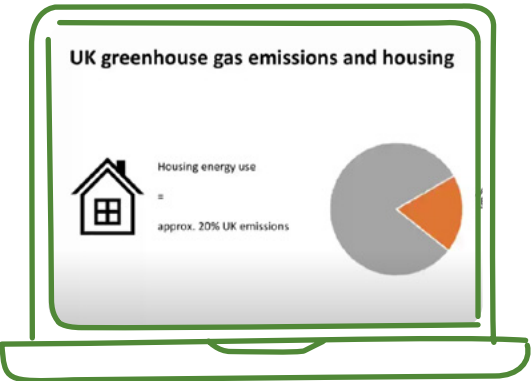
As with every commentator intervention participants were encouraged to take notes and to use a 'red card' sent to them in their welcome pack to stop or slow down a commentator if there was anything they didn't understand (such as acronyms, complex terms etc.)

The main areas of human activity that contribute to climate change.



David Barns
School of Chemical and Process Engineering, University of Leeds

How housing contributes to climate change.



Dr Julie Godefroy
Sustainability Consultant & Technical Manager of Chartered Institution of Building Services Engineers

The jury then moved into small group discussions where they had the opportunity to do 2 things:

- Ask questions to the two commentators who rotated around the rooms spending time answering questions
- When there were no commentators in the small groups they reflected on what they’d heard and thought about the important points and issues they wanted to remember that would help them later on when making recommendations, which were noted down by facilitators.

Examples of the questions

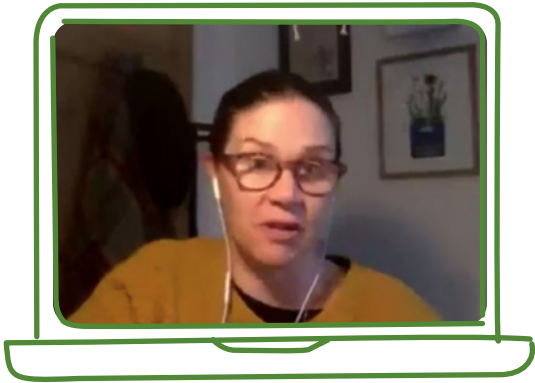
1. [Increased electricity use] Are we just creating a huge problem for the future?
2. What’s the UK target for reducing emissions?
3. Why cant we manufacture in this country and save emissions in this country?
4. How to protect the vulnerable families that are impacted by climate change?
5. Why are we still installing houses with gas boilers? Why are they not changing this?
6. Is using a pressure cooker or a slow cooker more efficient than using your oven?
7. If we get rid of gas and electricity, what replaces it and what’s the cost and who pays?
8. Julie demonstrated interesting graph with findings and what we need to do. But is there a conduit that feeds that into the decision makers?
9. Heating - what will be put in homes in place of gas radiators?
10. Which renewable energy source is the best, and can it replace fossil fuels?
11. Is it consuming less or is it technology that will save us or a mix of both?

Questions not asked during the session, but subsequently shared with the commentators:

1. How does renewable energy save money?
2. Are the nuclear power stations helping to cut down emissions? Or are they adding to the problems?
3. What’s the long term plan for renewable energy?
4. Change is complex — it often appears to be us footing the bill. Are the government going to be putting money behind these changes?

This was followed by:

How change happens at different levels for tackling climate change



Dr Victoria Johnson
Principal Consultant, Social Profit Calculator

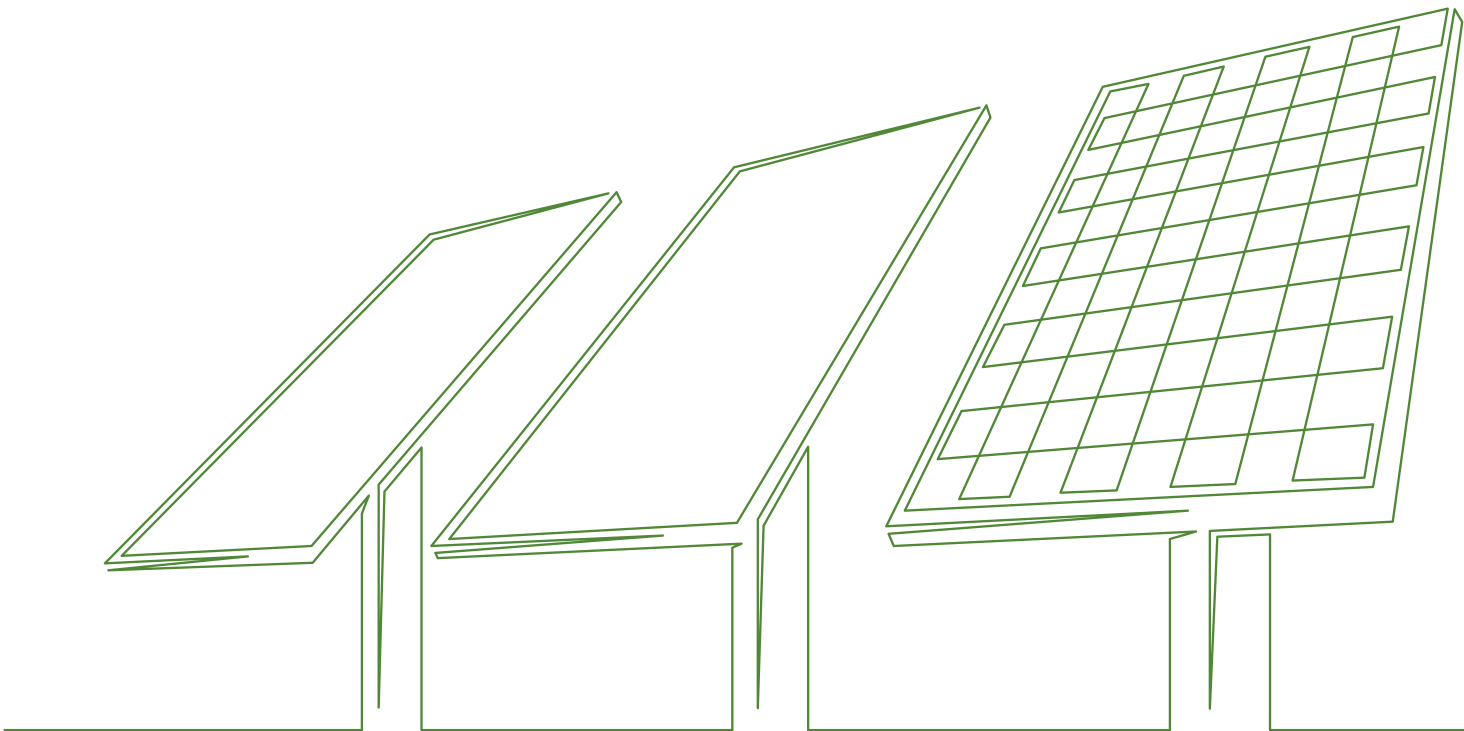
After Dr Johnson’s presentation, the members were placed into small randomly selected groups. They were asked to consider two questions to prompt conversation:

- Anything struck you about what you have just heard?
- What messages do you take from the presentation?

Returning to the main room each group asked Dr Johnson their priority questions in a large group session.

The final part of the evening was another discussion in small groups to share their early thoughts on how to respond to the Jury question: “How can tenants, social housing providers, and others work together to tackle climate change in our homes and neighbourhoods?”

This provided an opportunity for them to start to contemplate the task ahead in terms of creating recommendations. At this stage nothing particular was expected of those early thoughts; they could take the discussion wherever they wanted to go - it could be about housing, retrofit or any other measures to tackle climate change.



SESSION 4

This was the session in which the Jury members started to be introduced to the idea and practice of 'retrofit' in existing homes to reduce energy use and carbon emissions.

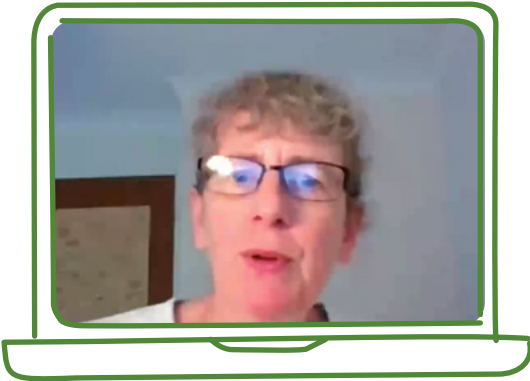
Three commentators presented to the Jury after which they went into small groups to have a chance to ask questions to them directly.

Insulating homes – the 'Fabric first' approach to retrofit to tackling climate change.



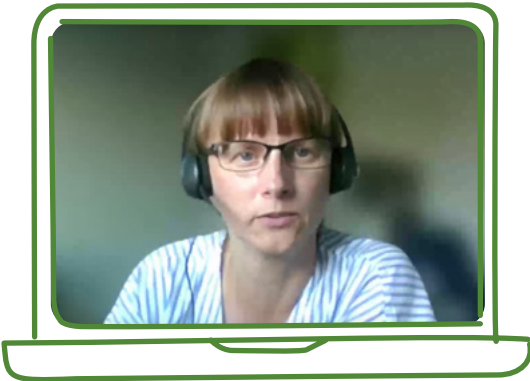
Nicholas Harne
Assistant Director for Neighbourhoods and Housing,
Hull City Council

An overview of retrofit in social housing to tackle climate change.



Dr Clare Hanmer
University of East Anglia and Research
Associate, Centre for Climate Change and
Social Transformations

Air source heat pumps and tenants' experiences.



Helen Ball
Sustainability Manager, Broadacres
Housing Association

Both Nicholas and Helen also shared videos with the Jury showing installation of external wall insulation and of tenants' sharing their experiences of having heat pumps installed.

After a round of questions and answers with the 3 commentators in small groups whereby the commentators were moved from one Zoom breakout to another, the tenants finished the evening reflecting on what information they had heard that they felt was important. This was noted down by the facilitators on Jamboards.

Given that the following session would also deal with domestic retrofit the groups were also asked "What unanswered questions (on retrofit issues) do you still have?" These were then passed on to the commentators presenting the next week to be addressed by them.

To finish in the main room a volunteer jury member or facilitator reported back what each group had felt was important information from the session .

Examples of the questions

1. Are you limited by size for the heat pumps? Do you need to have bigger ones for bigger houses?
2. How durable are the outside pumps and how do they cope with the weather and dust getting inside it?
3. Can the heat pump be used to cool as well, e.g. as an air-con unit?
4. If a tenant was interested, is there any funding?
5. Can you heat the house if you just turn it on or off when you need it and still work efficiently?
6. Are the heat pumps fixed up against the property? Would they be easy to take away, as there could be a risk of them being stolen?
7. How long does the external wall insulation last ?
8. Is the external cladding fire resistant?
9. With the external cladding — when it goes on brick, does it not need rendering? And what about damp proofing later on?
10. Properties that have the right to buy causes and issue for consistency — is that something that is being considered?
11. Costs of installing — how do councils afford to do this? 10k–35k is a straightforward wrap — how can we afford that?
12. What's the difference between air source and ground source heat pump?

Questions for Helen Ball

1. Do you make sure residents are aware of all of the work that needs doing?
2. Can you still have a pre-payment metre?
3. The temperature will be less than with gas — how does it work with baths?
4. Could the heat pump unit be boxed in or covered up? Worried about theft and vandalism.
5. Have you experienced any problems with vandalism and theft?
6. What if you live in a flat and there's nowhere to put the unit? .
7. Cost of running. They produce less heat than gas, so are they more expensive?
8. Are the units made of metal? Can they easily be stolen?
9. Are they noisy?
10. How often do they need servicing?
11. Is everything done together (insulation and installation of heat pumps)?
12. If they break down, who pays for it?

SESSION 5

This was a particularly full session with presentations from four commentators, questions and answers with them in small breakout groups and then another round in which tenant guests from Housing Associations came in to share their lived experience of retrofit.

The four presentations and commentators were:

Retrofit and the role of landlords and tenants in tackling climate change.



Professor Anne Power

Emeritus Professor of Social Policy,
London School of Economics

Government funding for retrofit in housing.



Chris Burton

Team Leader, Integrated Delivery Team - Social
Housing Decarbonisation Fund at [Department for
Business, Energy and Industrial Strategy \(BEIS\)](#)

What are the ‘Co-Benefits’ of Climate Change action?



Dr Neil Jennings

Faculty of Natural Sciences, The Grantham Institute
for Climate Change.

Costs of retrofit for the consumer



Matt Copeland

Policy Manager, [National Energy Action](#).

In order to effectively answer the Jury question the Oversight Panel felt it would be important for the Jury to hear a number of real life examples of how retrofit is happening for tenants. In the previous week they had heard about air source heat pumps and about external cladding as possible solutions. In this session the guests that came in shared their real life experiences of those solutions, some of which had been positive and others less positive.

The tenant (or tenant representative) guests were:

- Brian and Mr & Mrs T from Hull, who had external wall cladding fitted on their homes
- Jason and Mike, tenants of Salix homes, who shared their insulation and heat pump experiences.
- Natalie Fletcher, the Customer Liaison Officer at Broadacres Housing Association shared some of their tenants experiences with air source heat pumps.

The Jury was able to have frank discussions and ask questions of the tenant guests in small breakout rooms.

As a homework exercise the jury were reminded their question also concerns tackling climate change in ‘our neighbourhoods.’ So the activity proposed was to “take a walk in your own neighbourhood, or if it’s difficult for you to take a walk have a good look out of your window and look with your eyes and ask yourself - what’s going on around here that could be helpful in tackling climate change? What’s not so helpful in tackling climate change?”

The members were encouraged to take photos of what they saw to be emailed in or sent via Whatsapp. These would be collated and presented back to the Jury later in the process.

Questions for Professor Anne Power:

1. Will there be certain rules in place to regulate the types of insulation?
2. A man from the Government said 3.8 billion into retrofit — doesn’t seem a lot of money?
3. What are the primary obstacles to retrofit?
4. Existing homes should have been brought up to date.
5. Homes that cannot be upgraded — what does she class as these homes?
6. Housing Association needs more accountability for way treating properties and tenants — why isn’t it being done better already?
7. Is it all going to be effective to keep us warm?

Questions for Dr Neil Jennings:

1. Are the same materials going to be used in every household or will it vary?
2. Will they be tested over and over again to ensure they are at a standard?
3. How do we get this information out more?
4. Would it be better for Gov to take this over and make it a national skills priority?
5. What about normal people — what can we do about it as social tenants? In our life, who do we?

Questions for Chris Burton:

1. Are they looking at who they are giving the contracts to? Is there a level playing field?
2. What are the options for blocks of flats?
3. What about the private sector?
4. Where does the rest of the money come from to retrofit?
5. Local authorities bid for funding. How do the Housing Associations bid — separately or with councils etc? Is it better to bid solo or in tandem?

Questions for Matt Copeland:

6. Landlords could increase their rent, would there be a cap on how much they would be able to increase it by?
7. Why would it benefit landlords and cause them to keep rents lower?
8. Various meters might be needed — solar panels, heat pumps etc. Will meters have a standing charge?
9. What if there's a power cut? Is there no backup?
10. How much can a property save if they change heating to pump? .
11. How is it decided which areas are focused on first?
12. Will tenants be rehoused?

Questions not asked during the session, but subsequently shared with the commentators:

1. What are the Economic effects of greenhouse gases on Landlords and tenants?

Tenant Guests

Questions to Brian

1. You mentioned fewer costs, do you know how much you saved?
2. Did you have a choice to opt out?
3. Was it stressful at all?
4. Was there any mess?
5. Can we be moved out? Noise for external wall cladding?

Questions to Mr and Mrs T

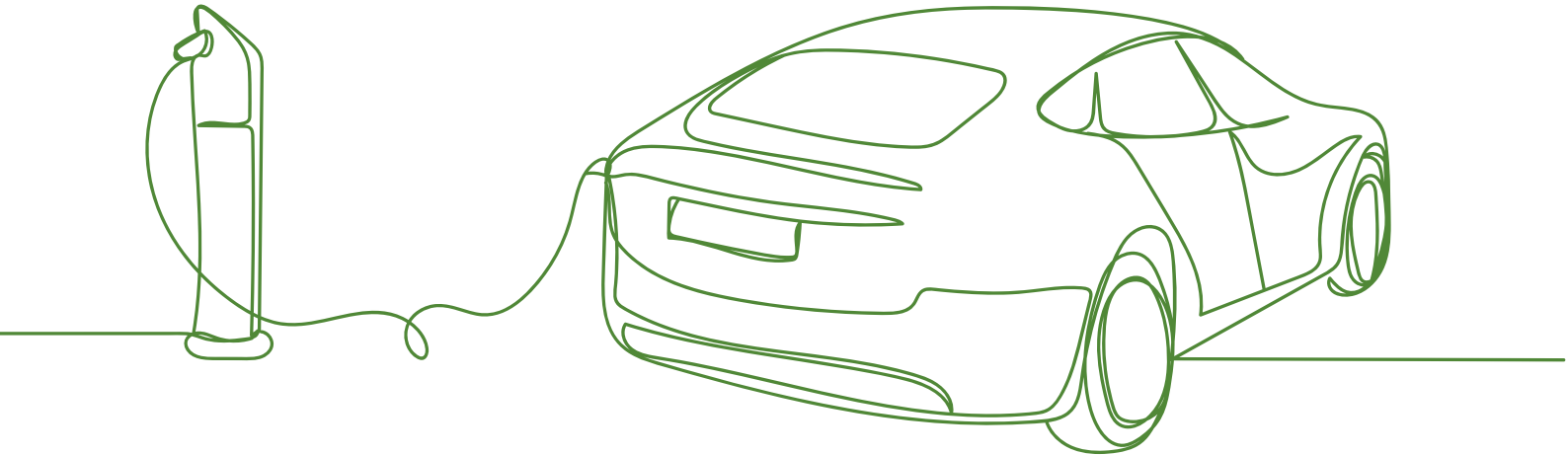
1. Were you kept up to speed with what was happening as you mentioned delays?
2. Some homes on estate are privately owned - has everyone upgraded?
3. Some haven't upgraded - does that impact on the estate?
4. How long did it take?
5. Do you think rent will go up? Would you be happy to pay a bit more rent - would it be worth it?
6. Were you in the property in the full 6 months of the installation?

Questions to Natalie Fletcher

1. Does your Housing Association provide an onsite manager?
2. Do bills go down?
3. What's the best energy supplier to be on?
4. Concerns about how it works on different home shapes, different types of roof etc.
5. How much do people save if they change heating system to pump, monthly?
6. What were the objections?
7. Does it often happen that they got stolen? Do they need insurance from hooligans?

Questions to Jason and Mike

1. If you have had a bad service, shouldn't they move you til it's sorted?
2. Were you told you'd save money?
3. Important to have a site manager - people on hand to manage did you have that?

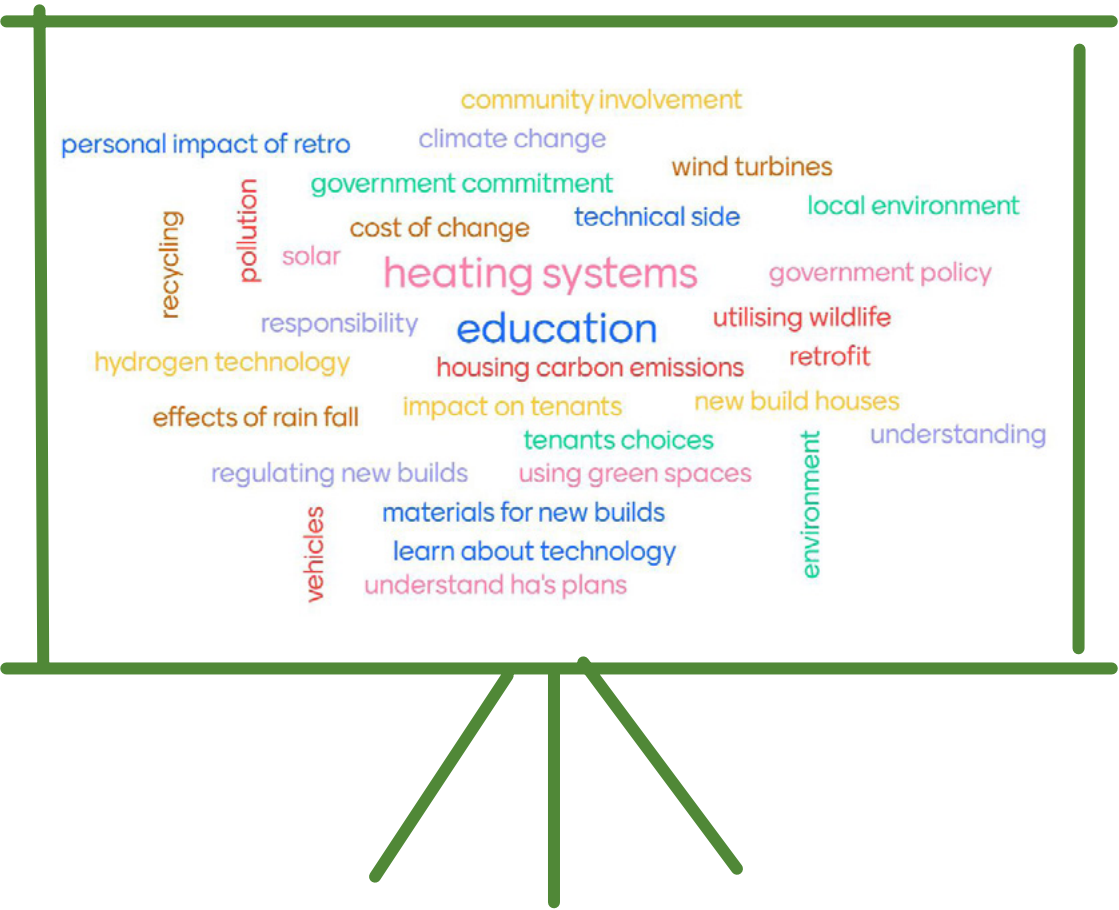


SESSION 6

This session was the second on a Saturday morning and was approximately half way through the whole Jury process and just before a two week summer break. It was therefore designed as a chance to digest everything they had experienced, learnt and received thus far.

Instead of listening to more commentators, members were given space to talk about whatever they wanted to in relation to the Jury question or Climate Change in general. They were given space to share thoughts and feelings about climate change, their local area, ways to tackle climate change, anything to do with retrofit or even about the Jury process itself. It was left up to them.

To enable people to be able to talk with others interested in similar themes in small groups they were asked what they'd like to talk about. The topics were entered into a Mentimeter interactive presentation using very few words. This generated a word cloud from which 4 overarching themes were identified by a facilitator during a break.



Four broad themes were identified:

- A. The Environment
- B. Retrofit and impact on tenants
- C. Education, Government and Big Business
- D. Retrofit and the different types of technology

The poll resulted in 4 rooms being created:

- 1. Different technologies of retrofit
- 2. Everything else (including costs of retrofit)
- 3. Education and Raising Awareness
- 4. The urgency of the issue

Tenants were asked to choose a theme with a letter and they were allocated into groups with others who wanted to discuss the same topic. Open discussion took place and facilitators recorded comments in Jamboards.

After this there was a round of sharing what had been discussed in the main room.

This was also a session to review what had come up in previous sessions. On the Miro board in small groups, the facilitators screen shared some of the work the Jury had done previously such as the problem trees, the common themes from the future vision exercise and a list of all commentators with their photos and presentation titles was shown. Jury members were asked what they remembered and what felt important to them.

It was also important to use this session to elicit everything the members felt they needed to hear in future sessions to go deeper into the issues.

A brainstorm activity moved on more specifically to thinking about tackling climate change in homes: What are the important themes that have come up in the sessions so far?

These were posted onto the Miro board and then clustered into themes which were used as a basis for creating a Zoom poll as a 'temperature check' to see where their interest lay for going deeper.

Moving into these different groups according to their interests the tenants responded to these questions:

- What have you heard from sessions 4 & 5 or from your own experience for this theme that we should be getting down now?
- What are the questions you still have for this theme? Things that remain to be answered
- Is there anything about tackling climate change in the home outside of what we've already discussed or learnt from commentators that you think we still need to cover in future sessions?

The responses that emerged were clustered into themes and used after the session to take to the Oversight Panel who then suggested commentators who would be able to speak to those themes in the later sessions.

As homework, over the break of two weeks the exercise of walking in their neighbourhoods and taking photos of what was useful and not so useful in tackling climate change was reiterated to make sure as many participated in this as possible.

SESSION 7

It had been envisaged that commentators would present on themes related to tackling climate change in neighbourhoods in an earlier session but due to logistical difficulties in finding the commentators in mid August this session in early September was devoted to them.

Tenants had also requested that they would like to hear from the representatives of their Housing Associations on what their current climate change strategies were. That was arranged for this session.

In the main room tenants also talked through a screen share of the photos they had sent in regarding what was useful and not so useful in tackling climate change in their own neighbourhoods.

Tenants took it in turns to share stories of their local area and lives. Making the Jury something more than the simple consumption of facts and figures and having moments where members can share aspects of their lives helps to create a cohesive atmosphere which in turn reinforces their ability to work together as a group.



The commentators and presentations for this session were:

Neighbourhoods for the Future



Professor Dr Maarten Hajer
University of Utrecht

Tackling Climate Change in our neighbourhoods



John Willerton
Principal Urban Designer, [Planit IE](#)

Tenants had small group questions and answer sessions with the two commentators and notes were recorded by facilitators.

Then representatives from the partner Housing Associations came in to present on:

- current Strategy or thinking on tackling climate change in their housing stock
- the challenges Housing Associations are facing in putting this into action

They were:

Sam Granger

Head of Environmental Sustainability (Thirteen Group)

Simon Davies

Energy Efficiency and Sustainability Manager
(First Choice Homes Oldham)

Richard Bould

Technical Manager (Yorkshire Housing)

The tenants were able to ask questions directly to the three representatives in a panel style discussion. Unfortunately not all partner Housing Associations were able to field a representative at this specific session, written updates were provided however with Karbon Homes and Salix Homes updating the Jury on their sustainability strategies via documents that were sent to the tenants.

Questions for John Willerton:

1. Public engagement, who's going to manage it and look after it?
2. The examples looked wonderful, but how do people with disabilities and older people manage?
3. Urban design and 1tminute cities, are other areas having the same conversation?
4. Do we need more hedgerows? Should we be planting them and trees etc in our gardens?
5. How do we educate people? How do we get the message across and share it?

Questions to the Housing Associations representatives

1. Housing Association's have to bid through local councils to get grants. Do you think that's fair and should they be able to bid directly for it?
2. What will be expected of private landlords and owners for making their homes more energy efficient?

At the end of the session the Jury returned to small breakout rooms to reflect on the following questions:

- What did they feel was important in what they heard this evening?
- Are there any recommendations that are coming up for you now or important points they want to have recorded to feed into recommendations?

Responses were written down by facilitators on sticky notes on Jamboards to be recorded for future use.



Video footage of their presentations and those of all the Jury's commentators can be seen [here](#).




SESSION 8

This session was set up to respond to the questions that had emerged in session 6 and before.

Commentators were invited who were suggested by the Oversight Panel. They were briefed on the specific questions the Jury had been asking.

In response to these questions the commentators gave the following presentations:

Overview of Retrofitting Housing (technologies, pros and cons of different approaches)




Professor Philip Steadman

Emeritus Professor of Urban Studies and Built Form Studies, University College London

A brief small group breakout session enabled the tenants to come up with a series of questions for Professor Steadman which were asked directly in the main room.


The Impact of Retrofit on Tenants



Aneaka Kellay

Engagement Lead at Carbon Co-op

Collaboration between Housing Associations



Martyn Broadest

Director of Home, Connect Housing; and Commissioner, Yorkshire & Humber Climate Commission

After the presentations the Jury split into two groups to do two rounds of questions and answers with Aneaka Kellay and Martyn Broadest.

Questions for Professor Philip Steadman:

1. Lots of emphasis on using heat pumps, what effect will the demand have on the earth and on electric supplies? Will it create more problems in the future?
2. What can be done to reduce the cost of electricity? Prices are not reducing to match the lower cost of installation. Why aren't we seeing this?
3. What evidence is there of the suggested new technologies being trialled and what impact it's having for tenants?
4. What should be our priorities in implementing these changes- what's the best way?

Questions for Aneaka Kellay:

5. When it comes to fuel poor and elderly people that aren't digitally savvy, what assistance is there?
6. How can we trust the contractors that the Housing Associations are going to use?
7. Are thee government setting standards or are they local standards?

Questions for Martyn Broadest:

1. Skills required — what happened to the apprenticeship scheme? Why can't they be reintroduced? (Employers only take on apprentices if they know work is there).
2. Have you got plans to share your learning with other Housing Associations?
3. Sounds like the main challenge is for contractors and Housing Associations to communicate well, how do we make sure that happens?
4. What support is there for homeowners to be part of these retrofitting initiatives so it can be a community approach as opposed to just social housing tenants?
5. New technology goes with finance — how will it benefit tenants who are on low income?
6. How did you begin the collaborations with other Housing Associations? Can it be done out of the area and should the government be bringing it all together rather than everyone just doing their bit?

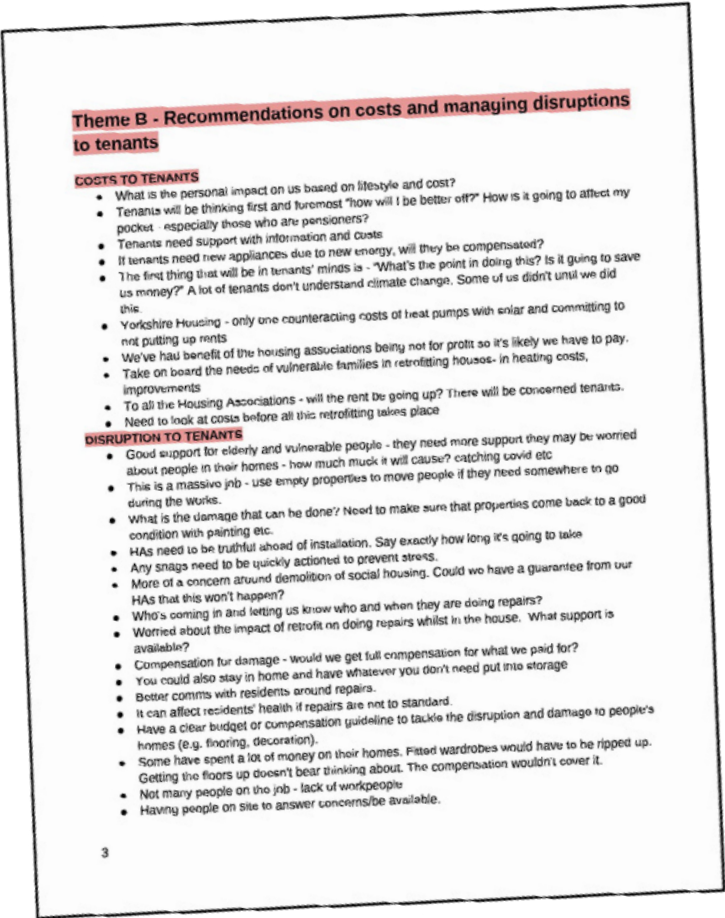


Video footage of their presentations and those of all the Jury’s commentators can be seen [here](#).

In the final part of the evening the Jury moved towards the recommendation stage. The process ahead for making recommendations was explained: there would be four themes under which members would make recommendations and in the final session there would be an opportunity to write ‘any other’ recommendations that didn't fall under those themes plus a final Jury statement.

In small groups members reviewed all of the different topics and comments that they as a Jury had made in previous sessions. The facilitators had summarised these various topics and comments into four overarching themes that were proposed as being the four final themes under which the Jury could make recommendations. They checked to see if they seemed right to the Jury and if there were any concerns with these four themes.

At the end of the session the Jury were asked to think about the recommendation themes, check to see if they were ok with them and if they were to choose their 1st and 2nd theme preferences for going into groups to draft recommendations in the next session. A set of four printed pages were sent out with all four themes and all the topics and comments that had been made relating to them to help members choose and to start thinking about recommendations.



SESSION 9



Lord Callanan
Parliamentary Under Secretary of State at the Department for Business, Energy and Industrial Strategy

Session 9 was opened by [Lord Callanan](#), the Parliamentary Under Secretary of State at the Department for Business, Energy and Industrial Strategy who gave a brief talk about his role and challenges and opportunities presented by the need to cut carbon emissions in social housing. This was followed by a large group questions and answers round in the main room.

Questions for Lord Callanan:

1. Social Housing Decarbonisation Fund works out as £3.8billion set aside for 1.8 million homes, that’s an average of £2K per property over 10 years. What about the other 90% of funding — who is going to fund that at £20K per property? If that falls to housing associations, how will it impact tenants and those already in poverty?
2. Was reading COP26 today — was surprised to see nothing in the documents about housing retrofit and how that will be coped with in the future. Admire about the fund etc, but nothing in there to highlight it as one of biggest decarbonisers?
3. Qualified tradesmen — what’s to stop them applying and then subcontracting to cowboys?
4. Thought about a payment plan for people who can’t afford the upfront cost?
5. Sounds very passionate — are we going to get the same amount of interest? Your boss (PM) isn’t going to take any notice — can’t trust a word he says! You can’t guarantee the backing of your boss. Can you?
6. Watched programme about Grenfell. Horrified! Lowest tender was chosen and no come back on it. I know the review is ongoing but people who spoke but have no faith that there will be any redress. Also listened to PM trying to answer Laura Kunssberg and he was sidestepping. He’s gone back on other manifestos so what guarantees have we got?
7. Trying to make a better affordable living, we’re still building houses that aren’t properly insulated. Plus landlords putting the rent up. What can be done?
8. Getting electric cars coming out. A lot of people are not allowed because don’t have parking to recharge. Will that be put into building schemes?
9. Question about holding people to account?

Then drafting recommendations began in earnest with tenants allocated to the groups they had chosen. It was possible to allocate everyone to either their first or second choice of theme.

Four themes for drafting were identified:

Theme A

Recommendations on retrofit technology

Theme B

Recommendations on costs and managing disruptions to tenants

Theme C

Education, Raising Awareness, Communications and Housing Association Collaboration

Theme D

Tackling Climate Change in our neighbourhoods

There were 3 specific stages to the session:

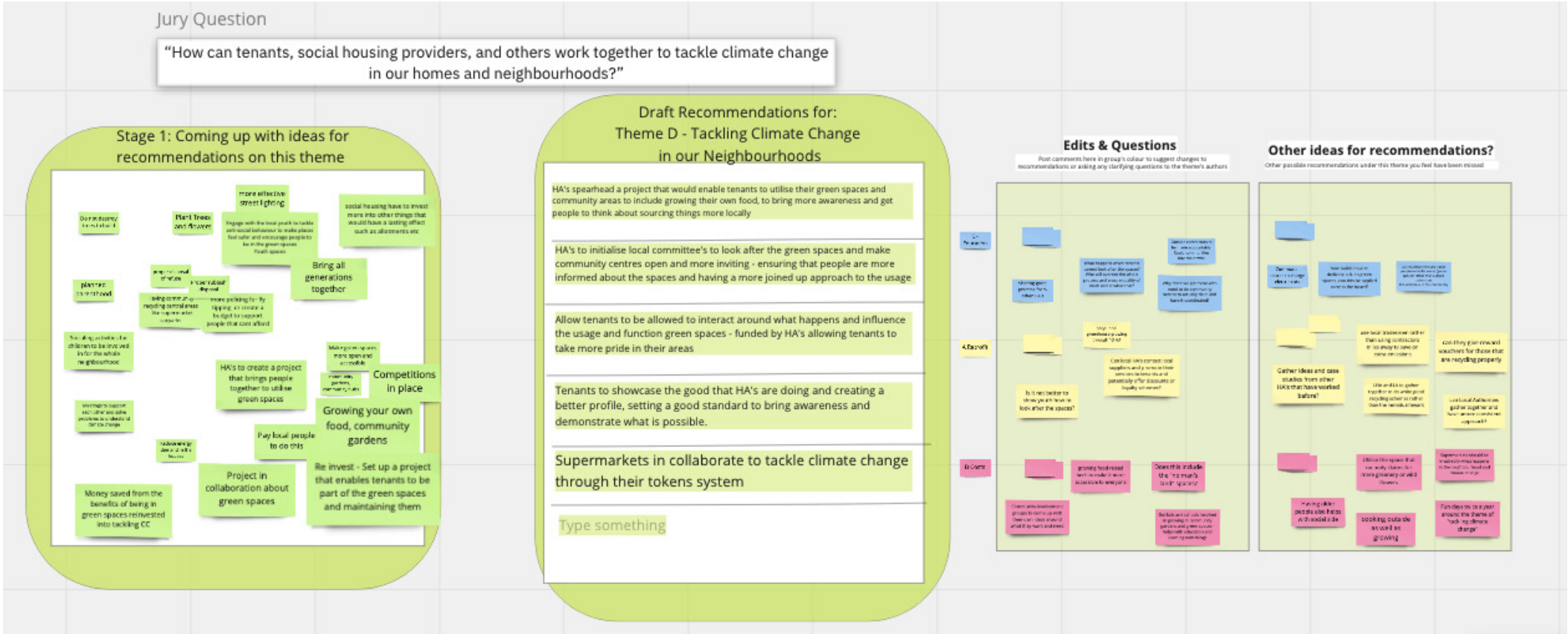
1. Each themed group focused on their theme and started to come up with ideas for recommendations. Then they focused on what the group felt were the best ideas and drafted a series of recommendations under their theme.
2. In the second stage all the other groups came round to see each others’ work.
3. They suggested edits, left questions or came up with entirely new ideas for recommendations.
4. In the third stage the groups returned to the work they started on in their chosen theme and reviewed all of the comments from other groups and where possible started to redraft or change the recommendations. It was explained that at the end of the whole process there would be a voting stage and that the recommendations would be listed in terms of voting rank in the report. This was to prompt tenants towards being open to the comments of others.

This way the whole Jury was involved in shaping all the recommendations.



Video footage of their presentations and those of all the Jury’s commentators can be seen [here](#).

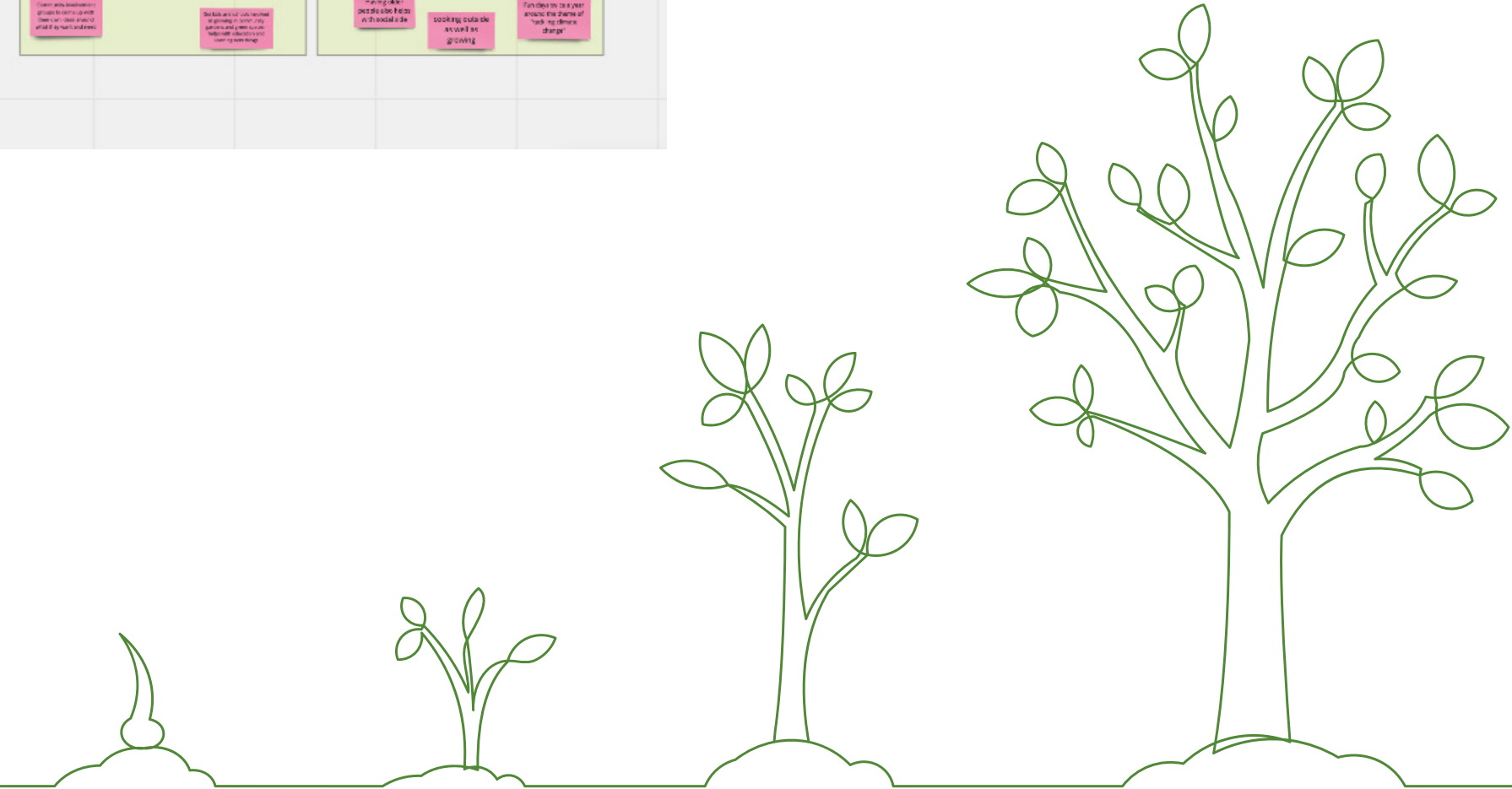
Each group had a colour assigned to it and worked on separate Miro boards that were screen shared by the facilitators. They looked like this:



All of the draft recommendations produced during the session were shared with the Oversight Panel the next day who made comments to give feedback regarding the recommendations. The comments from the Oversight Panel and from the peers in other groups were all emailed and posted the day after ready for the final session. Each group only received the comments to their particular drafted recommendations so as not to overwhelm them with too much information and paper.

At the end of the session the members were told their homework would be to check these documents, read the comments from the Oversight group and think about what could be changed or improved next week in the final session when they came to finalise the recommendations.

At this session the Jury were also presented with an ‘Other Asked Questions’ document. This collated the questions the Jury had raised on topics that provided important contextual information in answering the Jury question, such as decarbonisation across tenures and new build housing, but fell outside of the Jury’s immediate focus. This document is available as Appendix 3.



SESSION 10

This final session presented Jury members with their last opportunity to shape the recommendations.

Each group went into their respective themed groups to consider all the suggestions and comments. Ultimately they were the ones who would decide what to accept and reject. This had been made clear that they were the Jury and the ones who decided what they felt was right based on everything they had heard, learnt and knew.

Facilitators prompted the jury with checking questions such as:

- Does the recommendation make sense, is it clear?
- Will it have an impact on carbon emissions and tackling climate change?
- What do you want to get out of this recommendation? Why do we need it?

Once the recommendations had been finished they were read out by each group in the main room.

Jury members were then invited to join one of the following groups:

- Writing a statement from the Jury that accompanies the recommendations. It was suggested that such a statement could sum up the feeling of the Jury and its overall conclusion.
- Writing the 'any other' recommendations that didn't fall under any particular theme but which nevertheless answered the Jury question.
- Reflecting on the recommendations and thinking about how they would like to vote.

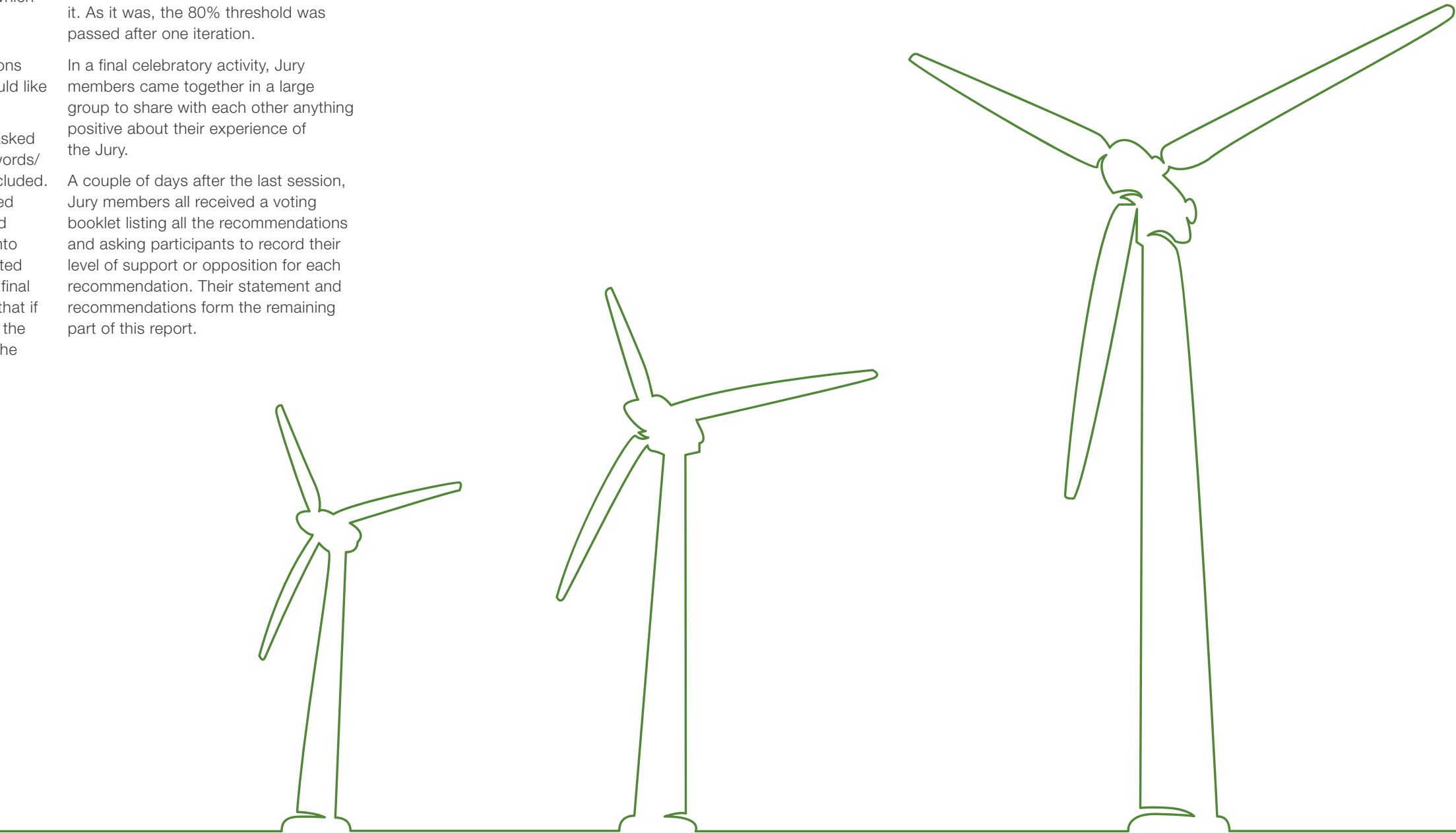
The statement writing group was asked for some ideas for sentences/keywords/phrases that they felt should be included. One of the facilitation team recorded people's inputs and then attempted to group them and arrange them into a statement. This was then presented back to the Jury for comment and final editing. A commitment was made that if 80% of the Jury members support the statement it would be included in the final report.

Jury members were asked to vote in an anonymous poll to describe their feeling about the statement (either strongly support/support/neither support or oppose/oppose/strongly oppose).

Facilitators had agreed that if the statement had not reached 80% support the group could reconvene to edit the wording with the hope it would be more acceptable to those who voted against it. As it was, the 80% threshold was passed after one iteration.

In a final celebratory activity, Jury members came together in a large group to share with each other anything positive about their experience of the Jury.

A couple of days after the last session, Jury members all received a voting booklet listing all the recommendations and asking participants to record their level of support or opposition for each recommendation. Their statement and recommendations form the remaining part of this report.



JURY STATEMENT

In the final session, Jury members were given the opportunity to join a Jury statement writing group.

With the support of a facilitator, the group shared their thoughts on what should be included. Their draft statement was shared in the plenary with the entire Jury membership to go over and edit together and then to check for support (through an anonymous Zoom poll).

The statement was included in the final voting booklet. The Jury statement received 100% support in this voting. Of 23 Jury members who completed the voting, 22 participants strongly supported it and 1 participant supported the statement.

“WE ARE A GREAT AND DIVERSE VARIETY OF INDIVIDUALS FROM THE NORTH OF ENGLAND THAT HAVE JOINED TOGETHER VIRTUALLY IN OUR OWN HOMES TO LEARN ABOUT AND DISCUSS CLIMATE CHANGE AND ITS IMPACTS ON OUR LIVES, OUR FUTURE, AND THE FUTURE OF THE PLANET.

WE HAVE ALL BEEN AWARE FOR A LONG TIME THAT CLIMATE CHANGE IS A PROBLEM, BUT THIS PROCESS HAS BROUGHT THE ISSUE TO THE FORE AND MADE US ALL UNDERSTAND THE URGENCY OF THE SITUATION.

IT’S BEEN AN EDUCATION AND IT’S BEEN EYE OPENING.

CLIMATE CHANGE NEEDS TO BE TAKEN SERIOUSLY, NOT JUST FOR NOW, BUT FOR FUTURE GENERATIONS. WE FEEL THERE IS TOO MUCH TALK AND THE TIME HAS COME FOR ACTION.

WE, THE SOCIAL HOUSING TENANTS JURY, HAVE BROUGHT TOGETHER DIFFERENT LEVELS OF KNOWLEDGE, EXPERIENCE AND DIFFERENT OPINIONS TO CREATE SHARED UNDERSTANDING AND SHARED SOLUTIONS IN THE FORM OF RECOMMENDATIONS THAT WE HAVE ALL WORKED HARD TO CREATE AND AGREE UPON.

WHEN YOU LOOK AT OUR RECOMMENDATIONS, GO FORWARD WITH AN OPEN MIND, LISTEN TO WHAT WE HAVE TO SAY AND ABOVE ALL – LET’S TAKE ACTION AND ACT TOGETHER.

THIS IS REAL. THIS IS URGENT. LISTEN TO THE PEOPLE. WE HAVE SPOKEN.”

RECOMMENDATIONS

The score for each recommendation is based upon a calculation of the level of support each recommendation received. If it received a ‘strongly support’ vote it received two points and a ‘support’ vote, one point.

No.	Theme	Score	Recommendation
1	A – Recommendations on retrofit technology	40	There is a need to take into account the urgency of the issue of climate change and installation programmes need to be quicker. Protocols need to change to speed things up. (Whilst also taking the greatest of care that mistakes are not made which would have to be undone later on).

Degree of support for recommendation				
Strongly support	Support	Neither	Oppose	Strongly oppose
17	6	0	0	0

“TIME IS CRUCIAL BUT THERE IS ONLY ONE CHANCE TO GET THINGS RIGHT AND SO CARE HAS TO BE TAKEN TO ENSURE THE PROGRAMMING GOES RIGHT THE FIRST TIME”

Jury member comments on recommendation 1

No.	Theme	Score	Recommendation
2	B – Recommendations on costs and managing disruptions to tenants	40	<p>Housing associations need to work with contractors to ensure work is completed to the highest standard. An independent person or body to be appointed as a point of contact for tenants, to provide oversight to work, to hold parties to account & mediate any issues.</p> <p>We recommend when a job is considered complete, we want an independent inspection to sign it off and agreed by all parties. It would be good if some independent inspectors could be tenants so that tenants have a voice. (Some inspectors don't have a clue what the tenant wants. Housing Associations could work together to train tenant inspectors and these could inspect partner Housing Associations to keep the independence).</p>

Degree of support for recommendation				
Strongly support	Support	Neither	Oppose	Strongly oppose
17	6	0	0	0

“THIS IS REALLY IMPORTANT AND WILL GIVE RESIDENTS REASSURANCE THAT THE WORK WILL BE CARRIED OUT TO A HIGH STANDARD.”

Jury member comments on recommendation 2

No.	Theme	Score	Recommendation
3	B – Recommendations on costs and managing disruptions to tenants	39	<p>The potential for disruption is huge. Tenants need to have clear and timely information about:</p> <ul style="list-style-type: none">– Timescales and duration of work exactly what will happen– Expectation of tenants input i.E. Can't take time off work etc, preparation for access.– Costs-with regard to energy bills, rents, and any cost that arises as a result of the planned works including re-decoration.– We think retrofitting is key to meeting our climate targets, but disruption is a very real concern for people. Tenants need to feel supported and have a trusted contact. Particular attention needs to be allocated to elderly, those with children, those with additional needs. <p>The Housing Association needs to work with tenants to decide what timely and appropriate is and offer information in a range of ways, in a way that is understandable by all e.g. in comic strip style.</p> <p>All homes are different and all tenants are different, it needs to be the Housing Associations responsibility to communicate well.</p> <p>We need a named person who we can ask questions about the work and who will get back to us.</p> <p>A dedicated 24hr phone number and a tenants representation group who can work together to advocate for people and build trust. We want a regular team rather than a new tradesperson every day.</p> <p>Housing Association could set up a pot of money to help people who may experience fuel poverty as they adjust to new technologies</p>

Degree of support for recommendation				
Strongly support	Support	Neither	Oppose	Strongly oppose
17	5	1	0	0

“HOUSING ASSOCIATION'S AND TENANTS MUST WORK TOGETHER IN ALL ASPECTS OF RETROFITTING; TENANTS SHOULD BE TOLD WHAT PLANS THERE ARE AND BE REASSURED THEIR INTERESTS ARE TAKEN INTO ACCOUNT. FULL DISCLOSURE, FROM BOTH SIDES, ON ALL MATTERS WILL HELP EFFICIENCY, LESSEN DELAYS AND BE MOST COST-EFFECTIVE.”

Jury member comments on recommendation 3

No.	Theme	Score	Recommendation
4	A — Recommendations on retrofit technology	38	The best quality of technology should be used. There should be monitors to see that it is working to the highest standard and efficiency. The EnerPHit (the Passive House certificate for retrofits) and/or the AECB Retrofit Standard should be the standard(s) for Housing Associations.

Degree of support for recommendation				
Strongly support	Support	Neither	Oppose	Strongly oppose
17	4	2	0	0

“IT IS IMPORTANT FOR US TO SEE THAT THE CHANGES WE MAKE ARE SHOWING A DIFFERENCE. ALSO HAVING A CERTAIN STANDARD WILL GIVE PEACE OF MIND.”

Jury member comments on recommendation 4

No.	Theme	Score	Recommendation
5	C — Education, Raising Awareness, Communications and Housing Association Collaboration	38	<p>Housing associations need to ensure good communication with tenants before, throughout and after any work carried out. Ensuring tenants are fully informed of work to be carried out beforehand and a good level of aftercare support and training provided for a period of time when completed.</p> <p>Communications and relationships between tenants’ forums and landlords’ groups need to be established in order to help tenants understand the benefits of adopting new technologies and the changes they may need to make to adapt to them.</p> <p>As part of this partnership, there needs to be an explanation of the newly developed framework known as the PAS2035 documentation being introduced to accompany the ‘retrofit’ work.</p>

Degree of support for recommendation				
Strongly support	Support	Neither	Oppose	Strongly oppose
16	6	1	0	0

“I BELIEVE THIS POINT IS KEY TO SUCCESS ALSO. IF YOU DON’T COMMUNICATE THEN NO ONE WILL KNOW WHAT'S GOING ON AND LOSE TRUST.”

Jury member comments on recommendation 5

No.	Theme	Score	Recommendation
6	C — Education, Raising Awareness, Communications and Housing Association Collaboration	38	Housing Associations should collaborate with each other and Local Authorities and agencies. They should share their progress in implementing carbon reduction measures, update each other on any delays and problems and share information on how they are solving them.

Degree of support for recommendation				
Strongly support	Support	Neither	Oppose	Strongly oppose
17	4	2	0	0

“I THINK THAT HOUSING ASSOCIATIONS AND LOCAL AUTHORITIES SHOULD SHARE NOT ONLY THEIR SUCCESSES, BUT ALSO WHERE THEY HAVE FAILED. THIS CAN SAVE NOT ONLY TIME AND MONEY, BUT MORE IMPORTANTLY, CAN SAVE OUR PLANET.”

Jury member comments on recommendation 6

No.	Theme	Score	Recommendation
7	C — Education, Raising Awareness, Communications and Housing Association Collaboration	38	Raise awareness with everyone in our communities about how we can tackle climate change through a range of communication channels. E.g. websites, social media, local community champions, offline activities & Housing Association magazines/publications. Communication must use clear, accessible language at all times. Communications should be provided in a range of formats and languages to ensure they are accessible to all. Case studies (videos, etc.)should be developed, along with a mechanism for tenants to communicate across geographical areas e.g., a range of managed forums, to share stories.

Degree of support for recommendation				
Strongly support	Support	Neither	Oppose	Strongly oppose
17	3	3	0	0

“IT'S IMPORTANT WE TEACH PEOPLE ABOUT THE DIFFERENCES WE CAN MAKE WITHOUT MAKING THEM FEEL FORCED OR LIKE THE WEIGHT OF THE WHOLE WORLD IS ON THEIR SHOULDERS. A LOT OF PEOPLE DON'T LIKE TO BE PREACHED TO BY OTHERS SO IT'S IMPORTANT TO GIVE THEM THE INFORMATION TO BE ABLE TO MAKE THEIR OWN DECISIONS.”

Jury member comments on recommendation 7

No.	Theme	Score	Recommendation
8	B — Recommendations on costs and managing disruptions to tenants	36	More time should be spent with the elderly who are not technologically minded to make it simpler for them and help them to understand what is happening in their homes. People in care homes, the elderly and the vulnerable should be made aware of what is happening. Good, clear information should be provided in a format they can understand.

Degree of support for recommendation				
Strongly support	Support	Neither	Oppose	Strongly oppose
14	8	1	0	0

“EXPLANATIONS AND WORDS USED SHOULD BE AT A LEVEL APPROPRIATE TO THE TENANTS, NO MATTER AGE OR HERITAGE, IN ORDER FOR EVERY TENANT TO HAVE A COMPLETE UNDERSTANDING OF THEIR SITUATION.”

Jury member comments on recommendation 8

No.	Theme	Score	Recommendation
9	D — Tackling Climate Change in our neighbourhoods	36	Housing Associations to employ a local dedicated person to work with the community to open the community centres and develop the green spaces -ensuring that people are more informed about the spaces, having a more connected approach and access to the facilities.

Degree of support for recommendation				
Strongly support	Support	Neither	Oppose	Strongly oppose
15	6	1	1	0

“THIS WOULD BE SO NICE, FUNDING COULD BE AN ISSUE. IT HAS HAPPENED BEFORE THEN FINANCIAL CUTS AND IT IS DISCONTINUED. SCOPE PERHAPS FOR AN ENERGETIC PERSON NEWLY RETIRED.”

Jury member comments on recommendation 9

No.	Theme	Score	Recommendation
10	A — Recommendations on retrofit technology	35	The Housing Associations should be proactive in training and employing their own skilled workforce necessary to complete the work within timescales by 2050 and to allow for any repairs and replacements.

Degree of support for recommendation				
Strongly support	Support	Neither	Oppose	Strongly oppose
16	3	4	0	0

“THIS IS A MUST, NEW SKILLS ARE NEEDED IN THIS JOB SECTOR SO BEST TO START NOW RATHER THAN LATER.”

Jury member comments on recommendation 10

No.	Theme	Score	Recommendation
11	A — Recommendations on retrofit technology	35	Part of the school curriculum on ‘community and environment’ should encompass how society is changing to adapt to climate change with examples from the tenants ‘case studies’. Schools should create engaging & innovative ideas for projects and tasks for pupils to involve them in the discussion (e.g. mini jury processes, extra-curricular activities, climate change champions).

Degree of support for recommendation				
Strongly support	Support	Neither	Oppose	Strongly oppose
14	7	1	1	0

“YES, YES, YES! MY FAVOURITE POINT SO FAR, KIDS KNOW NOTHING OF CLIMATE CHANGE AND WHAT IT'S DOING TO THE PLANETS SO LITTLE BITE-SIZE SESSIONS WOULD WORK WONDERS ON THIS.”

Jury member comments on recommendation 11

No.	Theme	Score	Recommendation
12	B – Recommendations on costs and managing disruptions to tenants	34	<p>We are concerned about costs to tenants (bills, potential rent increase, damages, emotional) and want tenants to feel better off from the work completed.</p> <p>– Housing Associations need to work with others to safeguard tenants from energy price increases (e.g. lobbying).</p> <p>– Need specifics about what level of compensation to expect for planned and unplanned damages. Claims to be managed by an independent person i.e. a loss adjuster so people are not left out of pocket or claiming for more than it’s worth. Compensation needs to be offered if anything in the home is damaged without going through the complaints process, these can be long difficult and exhausting.</p> <p>– Housing associations need to explain to tenants how they are paying for retrofitting programmes (e.g. grant applications or other sources) and the impact on rents. Housing Association's need to be accountable for these measures.</p> <p>We are concerned about wasted money. Problems need to be anticipated and thought through ahead of time — material availability, staffing and competence, order of jobs.</p>

Degree of support for recommendation				
Strongly support	Support	Neither	Oppose	Strongly oppose
14	6	3	0	0

“IT'S IMPORTANT THAT IF TENANTS GET THE RETROFIT DONE THAT THEY DON'T SUFFER FOR TRYING TO SAVE THE PLANET BY HAVING TO PAY MORE ON THEIR BILLS.”

Jury member comments on recommendation 12

No.	Theme	Score	Recommendation
13	D – Tackling Climate Change in our neighbourhoods	33	<p>Housing Associations to identify spare land that can be used for accessible, inclusive community spaces. Then, spearhead projects that would enable tenants to utilise their green spaces and community areas to include growing their own food, to bring more awareness and get people to think about sourcing things more locally.</p>

Degree of support for recommendation				
Strongly support	Support	Neither	Oppose	Strongly oppose
13	7	3	0	0

“COMMUNITY SPACES WILL ENHANCE THE LOOK OF THE ESTATES.”

Jury member comments on recommendation 13

No.	Theme	Score	Recommendation
14	D – Tackling Climate Change in our neighbourhoods	33	<p>Housing Associations to upgrade their profile by showcasing what the tenants are doing in their areas, leading the way to create better attitudes and outlooks, bringing more awareness and demonstrate what is possible. To hopefully pioneer a new improved way of living that is sustainable for all.</p>

Degree of support for recommendation				
Strongly support	Support	Neither	Oppose	Strongly oppose
11	11	1	0	0

“AGAIN THIS IS THE IDEAL, THE PANDEMIC HAS HELPED TO BRING NEIGHBOURHOODS TOGETHER, THE CHALLENGE IS WHETHER IT IS MAINTAINED.”

Jury member comments on recommendation 14

No.	Theme	Score	Recommendation
15	A – Recommendations on retrofit technology	32	<p>The retrofit should be carried out in one go rather than two visits, firstly because there is a lack of time to deal with climate change and secondly to ensure the correct materials for the standard of equipment are installed.</p>

Degree of support for recommendation				
Strongly support	Support	Neither	Oppose	Strongly oppose
13	6	4	0	0

“THE QUICKER THE JOB OF RETROFIT IS COMPLETED, THE HAPPIER TENANTS WOULD BE. BUT OPTIMUM STANDARDS MUST BE MAINTAINED WHEN DOING THE JOB.”

Jury member comments on recommendation 15

No.	Theme	Score	Recommendation		
16	D – Tackling Climate Change in our neighbourhoods	32	Collaboration with Supermarkets to tackle climate change through their tokens system and also look at ways to involve local councils, schools and the wider community.		
Degree of support for recommendation					
Strongly support		Support	Neither	Oppose	Strongly oppose
10		12	0	0	1

“THIS IS IMPORTANT TO MAKE STRONG PARTNERSHIPS WITH THE WIDER COMMUNITY.”

Jury member comments on recommendation 16

No.	Theme	Score	Recommendation		
17	A – Recommendations on retrofit technology	31	Housing Associations should not be too fixed minded regarding which type of technologies they will use for retrofitting. Start with a 5 -10-year plan initially but keep an open mind. Technology can change quickly (e.g Hydrogen could be feasible as soon as 2030.) Housing Associations should build a review point into their plans to review and consider new and emerging technologies.		
Degree of support for recommendation					
Strongly support		Support	Neither	Oppose	Strongly oppose
13		5	5	0	0

“THIS IS SOMETHING I WOULD URGE HOUSING ASSOCIATIONS TO CONSIDER. NEW TECHNOLOGIES ARE LIKELY TO ARISE, HOWEVER, I WOULD ALSO CAUTION THAT WE ARE RUNNING OUT OF TIME BEFORE NATURE HERSELF CORRECTS OUR HANDLING OF EARTH.”

Jury member comments on recommendation 17

No.	Theme	Score	Recommendation		
18	B – Recommendations on costs and managing disruptions to tenants	31	People need to be given options to get away from the mess and noise of work being carried out on their homes. Accessible places for all (e.g pet owners, families, mobility) that can offer respite from the work, where you can make a meal or drink like a community centre. In some special circumstances (for example health conditions, mobility etc) tenants should be offered alternative accommodation.		
Degree of support for recommendation					
Strongly support		Support	Neither	Oppose	Strongly oppose
11		9	3	0	0

“IN ALL LIKELIHOOD, THERE WILL BE VERY FEW PEOPLE WHO WILL BE REALLY AFFECTED BY REFIT WORK. SO TEMPORARY REHOUSING, GETAWAY SPACE SHOULDN'T BE TOO BIG A PROBLEM FOR THE HOUSING ASSOCIATION'S.”

Jury member comments on recommendation 18

No.	Theme	Score	Recommendation		
19	B – Recommendations on costs and managing disruptions to tenants	30	<p>There need to be mock-ups of a retrofitted house which people can visit (in person or virtual tours) and learn how to use the new technologies through training, have choices (about equipment, controllers, fixtures, storage options etc) and conversations to explore these choices.</p> <p>There should be 'how to' videos on using the new technologies on each Housing Associations website. Maybe a scheme where completed houses can be compensated for giving tours to their neighbours (tenants need to be supported to do this and not made to feel like they need all the answers, that would go back to the helpline/websites).</p> <p>We need a named liaison person who can deal with queries regarding equipment education and support etc. These should be a mix of tenants and officers and retrofit champions.</p>		
Degree of support for recommendation					
Strongly support		Support	Neither	Oppose	Strongly oppose
12		6	5	0	0

“SHOWING PEOPLE AND PHYSICALLY SEEING FIRST-HAND IS WAY MORE EFFECTIVE THAN WORD OF MOUTH AND WRITTEN INSTRUCTIONS.”

Jury member comments on recommendation 19

'ANY OTHER' RECOMMENDATIONS

No.	Theme	Score	Recommendation
1	'Any Other' Recommendations	41	Checks and balances need to be in place to avoid contractors profiteering where large budgets are involved.
Degree of support for recommendation			
Strongly support		Support	Neither
19		3	1
		Oppose	Strongly oppose
		0	0

“YES, YOU NEED TO STOP COWBOYS PROFITING FROM THE SCHEME AND TO MAKE SURE THE CONSTRUCTORS HAVE THE PROPER CREDENTIALS AND RELEVANT EXPERIENCE.”

Jury member comments on recommendation 1

No.	Theme	Score	Recommendation
2	'Any Other' Recommendations	39	The Tenants' Climate Jury should be reconvened every 12 months or every 18 months at the latest to keep an eye on what's going on and to keep the Jury updated on progress.
Degree of support for recommendation			
Strongly support		Support	Neither
17		5	1
		Oppose	Strongly oppose
		0	0

“IT WOULD BE GREAT TO GET UPDATES AND SEE WHERE THEY ARE UP TO.”

Jury member comments on recommendation 2

No.	Theme	Score	Recommendation
3	'Any Other' Recommendations	36	Local traders must be given the opportunity to tender.
Degree of support for recommendation			
Strongly support		Support	Neither
15		6	2
		Oppose	Strongly oppose
		0	0

“IT ENSURES THAT SKILLS AND MONEY REMAIN IN THE COMMUNITY, IN ADDITION, LESS TRAVEL MEANS LESS CARBON RELEASED.”

Jury member comments on recommendation 3

No.	Theme	Score	Recommendation
4	'Any Other' Recommendations	34	All Housing Associations should have their green credentials nailed to the mast so they cannot hide away. There should be a green mission statement from all Housing Associations. This should include how carbon reduction is being achieved.
Degree of support for recommendation			
Strongly support		Support	Neither
13		8	2
		Oppose	Strongly oppose
		0	0

“EXTREMELY IMPORTANT FOR THE TENANTS TO KNOW THEIR CONTRIBUTION IS NOT ALL THAT IS BEING DONE AND THAT THE PEOPLE ASKING FOR IT ARE LEADING THE WAY.”

Jury member comments on recommendation 4

No.	Theme	Score	Recommendation
5	‘Any Other’ Recommendations	32	For all procurement in Housing Associations whether it is stationery or contracting maintenance staff there should be a carbon reduction clause. This should check what the contractor is doing to reduce carbon emissions.

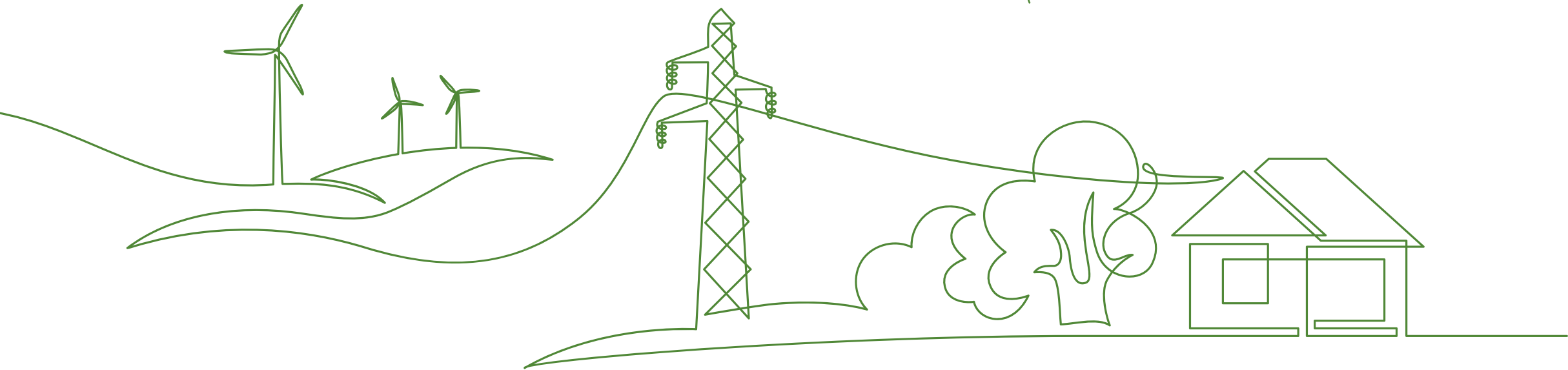
Degree of support for recommendation				
Strongly support	Support	Neither	Oppose	Strongly oppose
13	6	4	0	0

“I THINK THAT THE ABOVE IS AN EXCELLENT IDEA. IT WOULD BE REALLY GOOD TO SEE HOW CONTRACTORS ARE REDUCING EMISSIONS.”

Jury member comments on recommendation 5

Score	Jury Statement				
45	“We are a great and diverse variety of individuals from the North of England that have joined together virtually in our own homes to learn about and discuss climate change and its impacts on our lives, our future, and the future of the planet.				
	We have all been aware for a long time that climate change is a problem, but this process has brought the issue to the fore and made us all understand the urgency of the situation.				
	It’s been an education and it’s been eye-opening.				
	Climate Change needs to be taken seriously, not just for now, but for future generations. We feel there is too much talk and the time has come for action.				
	We, the Social Housing Tenants Jury, have brought together different levels of knowledge, experience and different opinions to create a shared understanding and shared solutions in the form of recommendations that we have all worked hard to create and agree upon.				
	When you look at our recommendations, go forward with an open mind, listen to what we have to say and above all — let’s take action and act together.				
	This is real. This is urgent. Listen to the people. We have spoken.”				
Degree of support for recommendation					
Strongly support		Support	Neither	Oppose	Strongly oppose
22		1	0	0	0

Further Jury member comments can be found in Appendix 4 (link can be found on page 33)



NEXT STEPS

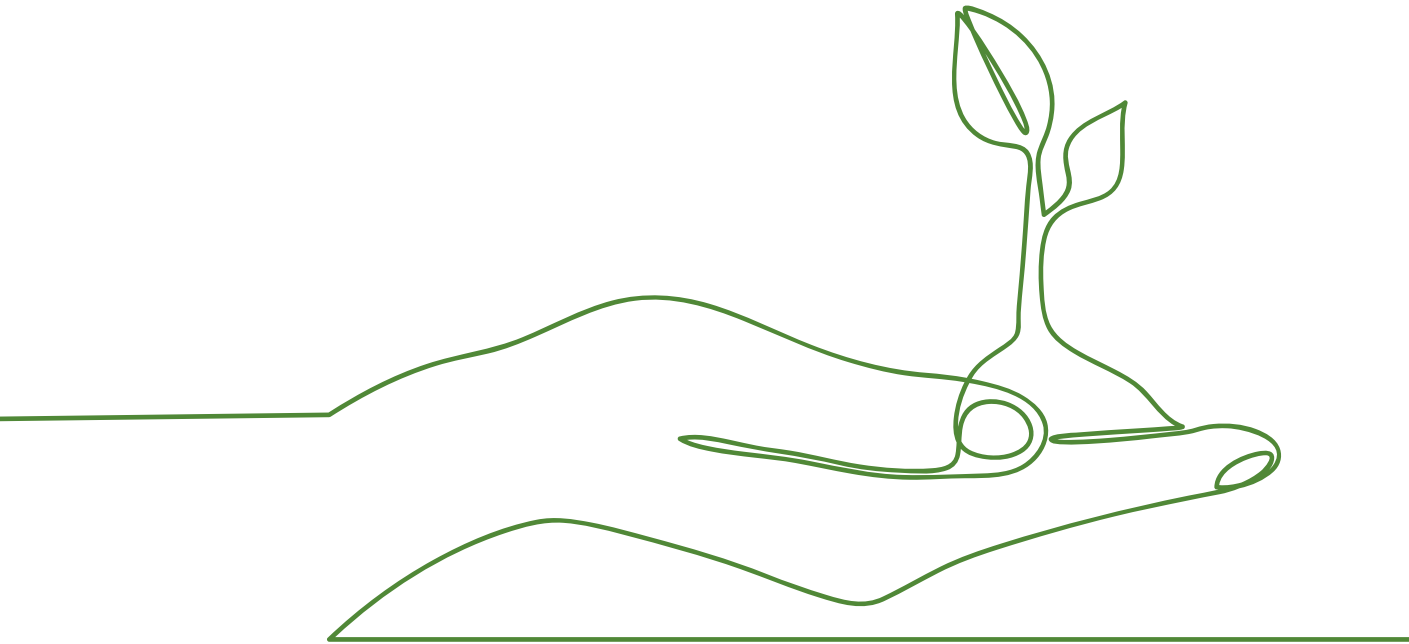
The commissioners Northern Housing Consortium will launch this report and these recommendations at the Northern Housing Summit in November 2021.

The Northern Housing Consortium has committed to promoting and sharing the Jury's work widely, and incorporating the Jury's recommendations into its substantial member engagement and influencing activity, including in its role as a consultative body on retrofit funding in the social housing sector, and on the future of the Decent Homes Standard.

Each individual partner organisation; First Choice Homes Oldham, Karbon Homes, Salix Homes, Thirteen Group, and Yorkshire Housing have committed to considering Jury's recommendations and explore ways they can be implemented at an organisational level. Work is already underway to invite Jury members to speak to Housing Association involved tenant groups, to use the Jury's work in the development of new environmental and sustainability strategies and to incorporate the recommendations into customer satisfaction appraisals.

Each individual member of the Oversight Panel has also committed to considering the Jury's recommendations in the context of their own expertise, and work to advance resident-centred decarbonisation programmes across all tenures.

The impact of the Social Housing Tenants' Climate Jury will be an ongoing process. The Jury's dedicated webpage will be used moving forward to chronicle how the social housing sector is working with the recommendations.



APPENDIX 1: JURY MEMBER EVALUATIONS

Feedback forms were sent out by email to the Tenants' Climate Jury on Wednesday 6th October (1 day after the voting was due). 13 Responses to the evaluation form were submitted. The results can be found in Appendix 1 within the appendices document on the [website](#)

APPENDIX 2: COMMENTATOR QUESTIONS

This appendix lists the questions asked of commentators during the sessions. Appendix 2 can be found within the appendices document on the [website](#)

APPENDIX 3: OTHER ASKED QUESTIONS DOCUMENT

This collated the questions the Jury had raised on topics that provided important contextual information in answering the Jury questions, but were not of immediate relevance to the focus on existing homes and neighborhoods. The results can be found in Appendix 3 within the appendices document on the [website](#)

APPENDIX 4: RECOMMENDATIONS IN DEPTH

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice' under each recommendation. Appendix 4 is a compilation of all the comments received.

The ranking of each recommendation is based upon a calculation of the level of support each recommendation received. If it received a 'strongly support' vote it received two points and a 'support' vote, one point. The percentage support figure was obtained by calculating the percentage of 'strongly support'/'support' votes of the total number of people who recorded a vote for that recommendation. Appendix 4 can be found within the appendices document on the [website](#)



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