



Housing Services

Allocations Policy Review Consultation Summary Document

Housing and Employability, Housing Development

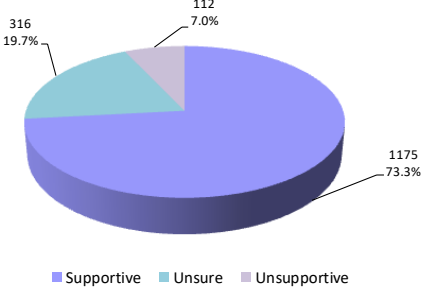
Person responsible: Kathryn Irvine, Senior Housing Development Officer

Consultation Start date: March 2021 – September 2021

1.	The name of consultation / participation exercise?	Allocations Policy Review Consultation
2.	Its aims and objectives?	<p>Background</p> <p>Our Housing Allocations Policy was updated in 2017 to take account of the Housing Land Act 2014. Whilst it largely reflects good practice and has not been the focus of any detailed criticism, a commitment was made to carry out a review of the policy.</p> <p>The review provided the opportunity to improve the existing policy so that it more adequately meets the needs of those in housing need, aligns with our Rapid Rehousing Transition Plan and fully takes account of the SG best practice guidance published in February 2019.</p> <p>Consultation – Stage 1</p> <p>The aim of Stage 1 of the consultation process was to seek the views of those on housing waiting list to help inform the scope of the review itself.</p> <p>Specifically we wanted to ask our waiting list applicants questions around their knowledge of the Allocations Policy, the points they had been awarded, their likelihood of being rehoused and the review process we have in place to see if improvements could be made in these areas.</p> <p>Consultation – Stage 2</p> <p>The aim of Stage 2 of the consultation process was to seek the views of all key stakeholders on proposals to</p>

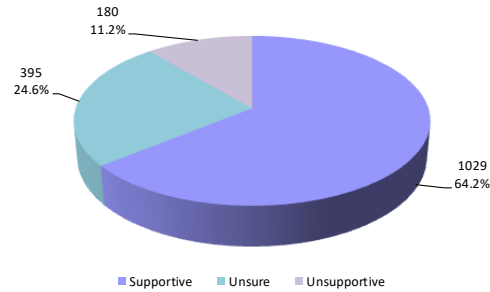
	<p>make changes to the Allocations Policy that had emerged from the review process itself.</p> <p>Specifically we asked the following 5 questions:</p> <p>How supportive are you of the proposal to award more points to current and future transfer applicants who are under-occupying their properties?</p> <p>How supportive are you of the proposal to create a recognised pathway into housing for young people within our Allocations Policy?</p> <p>How supportive are you of the proposal to remove the low medical point category from our Allocations Policy?</p> <p>How supportive are you of the proposal to remove the radius restriction for anyone who already works in West Dunbartonshire but doesn't live in the area?</p> <p>How supportive are you of the proposal to stop awarding the 10 points given to families in multi storey flats who wish to move out?</p>
<p>3. Who did you invite/include? (e.g. all tenants, tenant from the interested tenants register, RTOs, staff)</p>	<ul style="list-style-type: none"> • Consultation – Stage 1 Waiting list applicants <p>Consultation – Stage 2</p> <ul style="list-style-type: none"> • Tenants and Residents Groups and the WDTRO • All West Dunbartonshire Council tenants • Waiting list applicants • Local RSL's • The West Dunbartonshire Equalities Forum • Elected Members.
<p>4. What methods did you use to promote/invite stakeholders</p>	<p>Consultation – Stage 1</p>

<p>to get involved? (e.g. letters, posters, website)</p>	<p>Text to 5100 waiting list applicants with link to online survey.</p> <p>The Councils website and social media were used to advertise the consultation.</p> <p>Consultation – Stage 2</p> <p>Survey link sent directly to the WDTRO, TRAs, Equalities Forum & Community Planning to encourage their participation.</p> <p>Article included in the summer edition of Housing News publicising the consultation and making paper copies available from lead officer.</p> <p>The Councils website and social media was used to advertise the consultation.</p> <p>Text sent to all WDC tenants and waiting list applicants</p>
<p>5. Who actually took part? (Number of individuals and or number of tenant organisations represented)</p>	<p>Consultation – Stage 1</p> <ul style="list-style-type: none"> • Survey link text to 5100 applicants • 791 responses to initial survey <p>Consultation – Stage 2</p> <ul style="list-style-type: none"> • 12,000 text with survey link sent to tenants & applicants, link promoted on Facebook also • 1615 responses to main survey, 866 from WDC tenants, 465 from Applicants, 216 from WDC residents, 51 from staff and 11 from partner organisations
<p>6. What method(s) did you use to obtain their views? (e.g. focus/working group, newsletter, survey) Why did you choose this method(s)?</p>	<p><u>Consultation Stage 1</u></p> <ul style="list-style-type: none"> • Online survey used to gain insight about applicant views on main issues to be addressed in review such as how easy current policy is to understand • Method chosen as seen as the best way to capture the views of as many respondents as possible <p><u>Consultation – Stage 2</u></p> <ul style="list-style-type: none"> • Online survey to gather views on specific proposals. Method chosen as seen as the best way to capture the views of as many respondents as possible

<p>7. What good practice or minimum standards can you evidence as part of your consultation?</p>	<p>A wide variety of advertising methods were used both in early consultations and when consulting on the draft to promote the surveys. Both consultation periods ran for 8 weeks. Plain English was used and the survey was promoted by text and online to make it as accessible as possible. Paper copies were also available.</p>												
<p>8. What was the outcome of the consultation?</p>	<p>Consultation – Stage 1</p> <p>Feedback from Stage 1 of the consultation showed that whilst there was good awareness of the Allocations Policy among waiting list applicants, many said they were not very aware of the likelihood of being made an offer and many reported that they had not been contacted about reviewing their application.</p> <p>As a result of the feedback from Stage 1 of the consultation changes were made to the policy to add commitments to provide applicants with annual lettings information and recommit to annual reviews of all applications.</p> <p>Consultation – Stage 2</p> <p>Feedback from Stage 2 of the consultation showed that we had a good level of support for the 5 proposed changes.</p> <p>The consultation results were as follows –</p> <p>Under-occupation of existing Council properties</p> <p>The consultation showed clear support for this proposal with 47% of respondents being very supportive, 26% supportive, 20% unsure, 4% unsupportive and 3% very unsupportive.</p>  <table border="1"> <caption>Consultation Results for Under-occupation of existing Council properties</caption> <thead> <tr> <th>Response</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Supportive</td> <td>1175</td> <td>73.3%</td> </tr> <tr> <td>Unsure</td> <td>316</td> <td>19.7%</td> </tr> <tr> <td>Unsupportive</td> <td>112</td> <td>7.0%</td> </tr> </tbody> </table>	Response	Count	Percentage	Supportive	1175	73.3%	Unsure	316	19.7%	Unsupportive	112	7.0%
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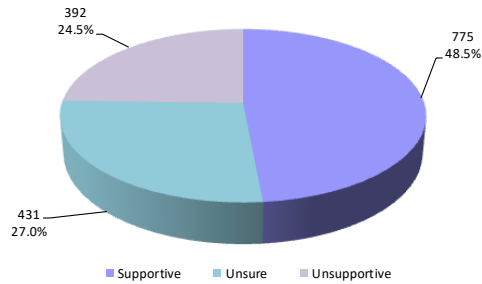
Going further to address access to housing for young people and tackling youth homelessness

The consultation showed clear support for this proposal with 31% of respondents being very supportive, 33% supportive, 25% unsure, 7% unsupportive and 4% very unsupportive.



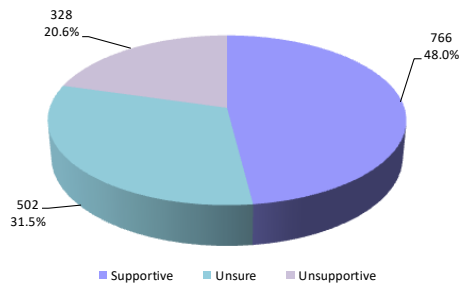
Medical Applicants

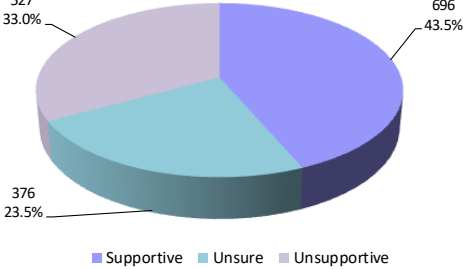
The consultation for this proposal showed that more were supportive than unsupportive with 27% of respondents being very supportive, 21% supportive, 27% unsure, 14% unsupportive and 11% very unsupportive.



Social/Relocation Points

The consultation for this proposal showed that more were supportive than unsupportive, with 20% of respondents being very supportive, 27% supportive, 32% unsure, 13% unsupportive and 8% very unsupportive.



	<p>Points for living in a multi storey flat</p> <p>The consultation for this proposal showed that more were supportive than unsupportive, with 19% of respondents being very supportive, 25% supportive, 23% unsure, 18% unsupportive and 15% very unsupportive.</p>  <table border="1" data-bbox="841 415 1302 682"> <thead> <tr> <th>Response</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Supportive</td> <td>696</td> <td>43.5%</td> </tr> <tr> <td>Unsure</td> <td>376</td> <td>23.5%</td> </tr> <tr> <td>Unsupportive</td> <td>527</td> <td>33.0%</td> </tr> </tbody> </table> <p>Based on feedback from the consultation all the proposals are being taken forward with appropriate recommendations being made to the Housing and Communities Committee.</p>	Response	Count	Percentage	Supportive	696	43.5%	Unsure	376	23.5%	Unsupportive	527	33.0%
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9. How did you feedback to participants the outcome?	Following the meeting of the Housing and Community Committee meeting on 3 rd November 2021 we will highlight the outcome of the consultation and subsequent policy changes to tenants in a Housing News article and to waiting list applicants.												
10. How did tenant involvement influence your consultation?	Paper going to HAAC outlines the consultation results and the final Allocations Policy is based on the views of tenants, applicants and staff .												
11. Are you able to demonstrate this?	Yes												
12. How have you demonstrated to tenants that involvement made a difference?	Yes, feedback from Stage 1 consultation helped to shape the service that the Council would adopt keeping tenants more involved in the allocation processes and consultation in Stage 2 on proposed changes fed into the draft policy that was developed.												
13. Did you check with participants that they were happy with the opportunities given to make their views known and that they felt that we listened and acted upon them?	<p>Not directly but it was highlighted to them the changes that were made following consultation and how the changes would affect the policy.</p> <p>Lead officer details were made available for anyone to contact to discuss the survey and no negative comments were received</p>												

What worked well, what didn't work well – or any other comments you have.

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