

## **Inverclyde Common Housing Register (ICHR)**

### **Outcome of Review of Allocations Policy Survey – August 2018**

The Inverclyde Common Housing Register (ICHR) has reviewed its Allocations Policy. As part of that review, we took the opportunity to consult with our applicants, tenants of our partner organisations, partner organisations and other stakeholders in the Inverclyde area.

#### Issues Considered in the Consultation

We wanted to find out what our applicants thought about the following:

- Limiting the award of overcrowding points to 70 points and whether we should award points to applicants who are homeless or threatened with homelessness.
- Whether applicants with access to children and who can provide evidence of this should be considered for no more than one additional bedroom.
- We asked applicants how many bids an applicant should be able to make in a bidding cycle ranging from one to unlimited.
- Finally, we asked applicants if they had any further comments that they wanted to make regarding the Allocations policy review.

The opinions of our applicants are important to us to make sure that we are providing a good service and we try to take all comments into account when shaping our policy and our future service.

We consulted in the following ways:

- Online via the ICHR website, Facebook and Twitter pages
- Online survey via partner landlords' websites, Twitter and Facebook accounts.
- Letter enclosing survey to applicants without access to an e-mail address.
- E-mail to stakeholders with survey attached.
- Funworld events held in July and August – this allowed us to speak to tenants of Oak Tree Housing Association.
- Cloch Housing Association's Gala Event in August – this allowed us to speak to tenants of Cloch Housing Association.
- Survey made available at the offices of partner landlords for applicants and tenants to complete.
- Disability Options Event at The Beacon in August.
- Meeting with Inverclyde Womens Aid.
- Meetings with Housing Services staff from the partner RSLs

We had an excellent response to the consultation with 406 surveys being completed. The responses to the survey were as follows:

Q	Question	Yes	No	No Response
1.	Capping overcrowding points to 70 points. Do you agree?	289	113	4
2.	Applicants who have access to children at least three nights per week should be considered for one additional bedroom. Do you agree?	293	110	3
3.	Should applicants who are homeless be awarded points for being in this situation?	350	53	3
4.	Should applicants who are threatened with homelessness be awarded points for being in this situation?	308	97	1

The outcome of the consultation meant that Questions 2, 3 and 4 were implemented.

Although there was agreement from the survey to Question 1, following discussions with staff teams including the ICHR it was agreed that this change did not need to be implemented. This change would only affect a very small number of applicants but it would cause other service issues to implement.

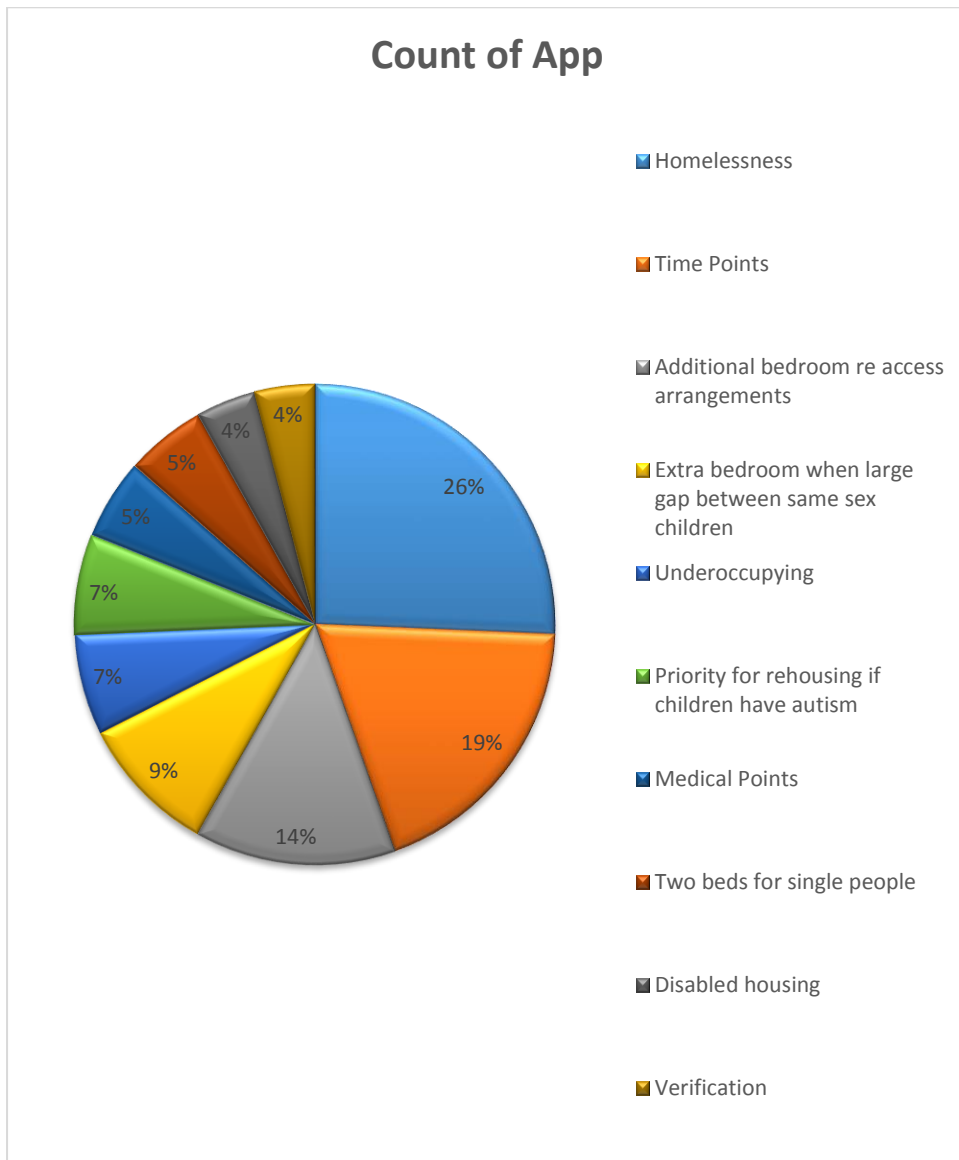
Q	Question	One	Two	Three	Four	Unlimited	No response
5.	How many bids should you be able to make in a bidding cycle?	14	30	70	33	253	6

The survey asked applicants how many bids they should be able to make in a bidding cycle. 62% of applicants wanted unlimited bidding with 28% wanting this to either reduce or remain the same. Following discussions with staff teams including the ICHR it was agreed that the number of bids would remain the same, 3 per bidding cycle as in terms of our systems it would not be effective to have more than 3 bids per cycle. It was agreed that this would be monitored on a regular basis.

As well as having questions in our survey we were interested in any comments that applicants had regarding the Allocations policy. We received 115 comments from applicants on the allocations policy and we collated these into themes with the top ten themes being as follows:

- Homelessness points should be awarded
- Time points should be awarded
- Additional bedroom re access arrangements
- Extra bedroom when large age gap between same sex children
- Priority to those who are underoccupying
- Priority for rehousing if children have autism
- Medical Points
- Single people should be able to have two bedrooms
- More housing for people with disabilities
- Stricter verification

Below is a chart to represent the themes from the comments in the consultation survey:



Thank you to everyone who took part in our survey.