

Feedback from Consultation Haringey's Housing Allocations Policy

Purpose of consultation:	<p>The proposed banding structure of the new policy was discussed with Members at the Leader's Conference in October 2009. The move to a 5 band structure was agreed, so the remit of the consultation will be on the criteria include in each band.</p> <p>The aim of the consultation was to provide wide and varied opportunities for people affected by a change to Haringey's Allocations Policy to ask questions and give feedback during the consultation on the new policy.</p> <p>It included all Elected Members, partners such as RSLs and HfH, as well as voluntary sector organisations, equality groups and community groups</p> <p>The consultation, using a variety of methods on the draft Allocations policy ran from 21st June to 1st October and followed the Council's Consultation framework and the Compact agreement.</p>
Methodology:	<p>The consultation was publicised through a wide range of relevant communication channels and feedback was accepted from all interested parties.</p> <p>Consultation was undertaken by:</p> <ul style="list-style-type: none"> • Hard copy of full policy and letters/email directing people to website to councillors and partners • Hard copy to 12 local solicitors • Website providing full policy and 2 page summary and FAQs • Publicity on Home Connections cover page • Haringey People article • Special edition of Move On magazine to all people in Temporary and Emergency Accommodation • Discussion at Temporary Accommodation User Forum • Meetings with service users and support providers • Series of August 'roadshow' events to answer questions/ record feedback face to face: <ul style="list-style-type: none"> ○ Before all area assemblies, Wood Green shopping centre, Tottenham High Road, 3 days stall at Apex House CSC, 1 day at each of the others, Turkish and Somali Community Centre • Consultation event with partners 22 Sept • Briefing events for Elected Members <p>Discussion of policy at Cabinet, Integrated Housing Board and Supporting People Partnership Board</p>

Findings:	<p>We have received feedback through a variety of methods including emails, phone calls but the majority was captured during discussion at events and meetings.</p> <p>Overall the feedback has been very positive. The Banding system is recognised as being fair and transparent and considerably less complex than the previous 48 groups of points. It also addresses priority issues such as underoccupation, overcrowding and move-on from short term accommodation which was welcomed.</p> <p>The majority of feedback related to:</p> <ul style="list-style-type: none">• Local connection• Move-on through the non-priority rent deposit scheme• Definition of 'vulnerable' needs to be clear• Autobidding• Need for clear procedures <p>Beside specific queries raised against individual points in the policy, the issue that concerned most people was how the new policy will be implemented and the problems that this may raise. This included: English not being the first language, lack of IT skills to completed e-registration, the time it may take vulnerable people to reregister.</p> <p>In response to this we have developed a communication and briefing/awareness plan to ensure that the move to the new system is as smooth as possible.</p> <p>We did receive specific feedback against a number of points in the policy. The project team went through these one by one and addressed the issues raised. As a result a number of points have been amended</p> <p>The consultation responses confirmed that the new Policy is fair; easier to understand; and that it will help manage the expectations of people on the Housing register by giving clear information about the likelihood of then getting social rented accommodation.</p> <p>Specific feedback on technical issues was welcomed as this will ensure that the Policy is robust and minimise challenges.</p>
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	The table below summaries consultation activity	
	Activity	Number
	Number of events held	49
	People directly spoken to about policy	Approx 1500
	Number of people in TA received Moving on magazine	3,500
	Number of HfH tenants receiving Homezone (HfH newsletter)	20,000
	Emails received	31
	Telephone calls – Calls received by customer service centre Calls passed to S&CHS	Approx 10 Approx 12
What does this mean for us?	<p>The wide ranging consultation has meant that the Policy is robust, consistent, clear and addresses all issues raised. This makes it more robust and will reduce the requirement to amend during or after implementation.</p> <p>It also means that partners and stakeholders, people on the register and the general public have confidence about the Policy.</p>	
How were results communicated ?	<p>Results have been communicated by:</p> <ul style="list-style-type: none"> • Responding to people individually • Putting feedback report on the web • Through our next Temporary Accommodation User magazine • Through briefing/awareness sessions planed for the implementation phase 	
Issues/learning points:	<ul style="list-style-type: none"> • That the new Bands based system is preferred to the current points • Partners and stakeholders appreciated wide opportunities to be involved • Expectations of applicants will be more realistically managed <p>Overall the consultation plan and associated activities have been well received. By being flexible in our approach and devoting specific resources to the consultation we were able to meet demands for engagement</p>	

For further information, please contact:	Rosie Green, Housing Strategy and Partnerships Manager Rosie.green@haringey.gov.uk 020 8489 4526
Dates of consultation:	21 st June to 1 st October 2010
Ward/ neighbourhood affected?	All Wards