



Title	Allocations Policy Consultation Outcome
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We wish to say a sincere thanks to those who took part in the review of our allocations policy. Detailed below is a summary of actions, which led to the Policy, Risk Report and associated Equality Impact Assessment being considered and approved by Management Committee on 29th January 2024.

Background to the review

Research and review work commenced in 2019/20. The process was placed on hold throughout 2021 and 2022 due to the Covid-19 pandemic.

In April 2022, our services fully resumed. We looked at alternative housing software and restarted work on the proposed policy.

In June 2023, an Allocations Working Party was established – formed by members of our Management Committee and staff. Full discussions took place regarding proposed amendments to the policy.

In November 2023 at the Performance, Assurance and Risk Sub-Committee meeting, Management Committee considered the proposed changes and agreed in principal to all the proposed changes.

Background to the Policy

Our points-based Allocations Policy, introduced in June 2007, sets out the criteria for letting our properties. Applicants are awarded points specific to their individual or family circumstances which are then added up and an applicant is placed on one housing list(s). When a property becomes vacant applicants are then considered depending on their circumstances and preferences as noted within their application form.

Tenant consultation

The consultation started on 1st December 2023, and information was posted on our website with a direct link to the online survey. It was also issued by text or email to all housing applicants where we had a contact details, issued by email to relevant community stakeholders and partner

organisations and paper copies were available in our office, where visitors were encouraged to participate.

In addition, an article on the consultation was included within the Winter 2023 newsletter which was hand-delivered to all tenants.

Tenants were invited, along with Management Committee members, to in-person discussions on 8th January 2024 with two sessions arranged – afternoon and evening. There was a low level of attendance with only Management Committee members present.

Following the meetings on 8th January, consultation methods were: responses could be received online, in writing, by telephone, email or on the website contact form.

Consultation Responses

All responses were verified against our tenant and applicant database. No responses were received from partner agencies or stakeholders.

Number of invitations issued	914
Number of responses returned	95
Response Rate	10.4%

Of the 95 responses, **68** (71.6%) were received from tenants and **27** (28.4%) were received from applicants, with the following summary:

	Yes	No
Do you agree with the aims of the policy?	89 (93.7%)	6 (6.3%)

Questions within the consultation also requested feedback and other suggestions. All feedback was presented to the Management Committee in an anonymised format, and responses summarised as follows:

- More adapted properties are required
- The proposed policy benefits tenants, applicants and WWHC. The policy is straightforward.
- Give consideration to adults who have access to children on a part-time basis (requiring additional bedrooms to support this).

- There are challenges regarding both over-occupancy and under-occupancy.
- The current allocations policy is a slow process.