

**To: City Executive Board**

**Date: 11<sup>th</sup>. September 2013**

**Report of: The Scrutiny Housing Panel**

**Title of Report: Allocation Scheme Review**

## **Summary and Recommendations**

**Purpose of report:** To report the comments and recommendations of the Scrutiny Housing Panel on the Allocation Scheme Review.

**Key decision: No**

**Scrutiny Lead Member: Councillor Smith**

**Executive Lead Member: Councillor Seamons**

**Policy Framework: Meeting Housing Needs**

**Recommendation(s): For the City Executive Board to say if it agrees or disagrees with the following recommendation.**

**A Communication Strategy should be in place to explain the scheme as agreed, what it means for applicants alongside some general information on the likelihood of being housed. Communication should include the opportunity for feedback on the scheme itself and the understandability of it.**

## **Introduction**

1. The Scrutiny Housing Panel considered the proposals for the Allocations Scheme. They were supported in their debate by Stephen Clarke, Dave Scholes and Councillor Seamons the Panel would like to thank them for their time and advice.
2. The Panel agreed a few drafting changes with officers and the Board member to provide greater clarity in some areas. The Panel had in particular been asked by the scrutiny Committee to consider how we

communicate our allocation scheme, give advice and receive feedback. The recommendation below relates to this.

### **Conclusions and Recommendation**

3. Panel Members outlined a number of instances from their own experience where it was clear that those on the register were not clear how the scheme worked in relationship to their own position and highlighted misconceptions about the likelihood of being housed for the first time or transferred. They heard from officers the methods currently used to communicate with those on the register and the nature of that communication but the Panel felt this was a good opportunity to reinforce and compliment what already happens in a robust and transparent way.

### **Recommendation**

**A Communication Strategy should be in place to explain the scheme as agreed, what it means for applicants alongside some general information on the likelihood of being housed. Communication should include the opportunity for feedback on the scheme itself and the understandability of it.**

### **Comments from the Head of Service and Board Member**

4. I agree with this recommendation, it is a helpful and constructive suggestion.

#### **Name and contact details of author:-**

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**List of background papers: None**

**Version number: 2**