

Appendix 3 Allocations Scheme Review Survey Response

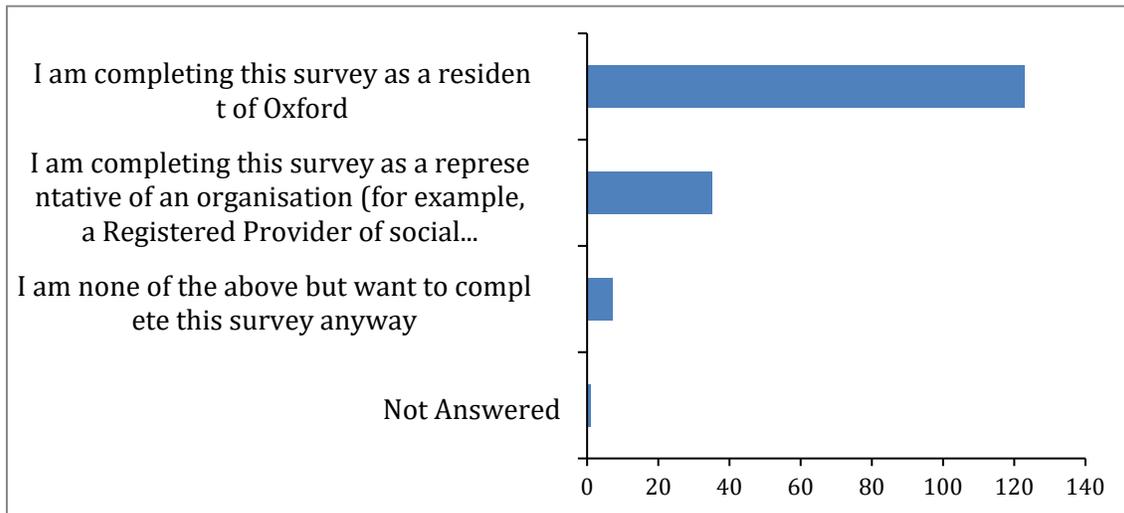
The Allocation Scheme Review

The activity ran from 11/12/2025 to 15/01/2026

Responses to this survey: **166**

1: Please select the option that best describes you:

There were 165 responses to this part of the question.



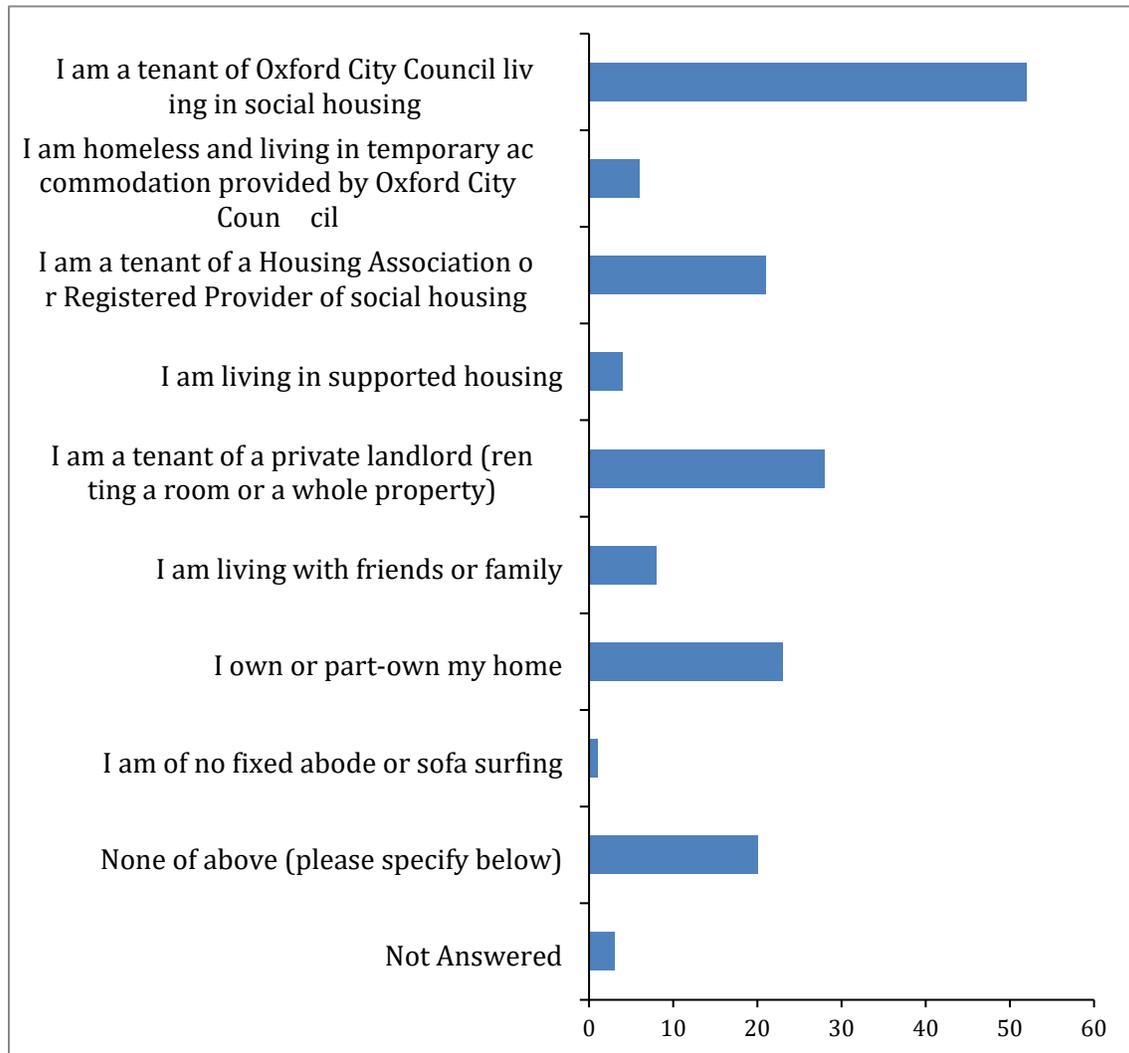
Option	Total	Percent
I am completing this survey as a resident of Oxford	123	74.10%
I am completing this survey as a representative of an organisation (for example, a Registered Provider of social housing, a Supported Housing Provider, an Advice Agency or another service)	35	21.08%
I am none of the above but want to complete this survey anyway	7	4.22%
Not Answered	1	0.60%

2: If applicable, which organisation or service do you represent in Oxford?

There were 50 responses to this part of the question.

3: What is your housing situation?

There were 163 responses to this part of the question.

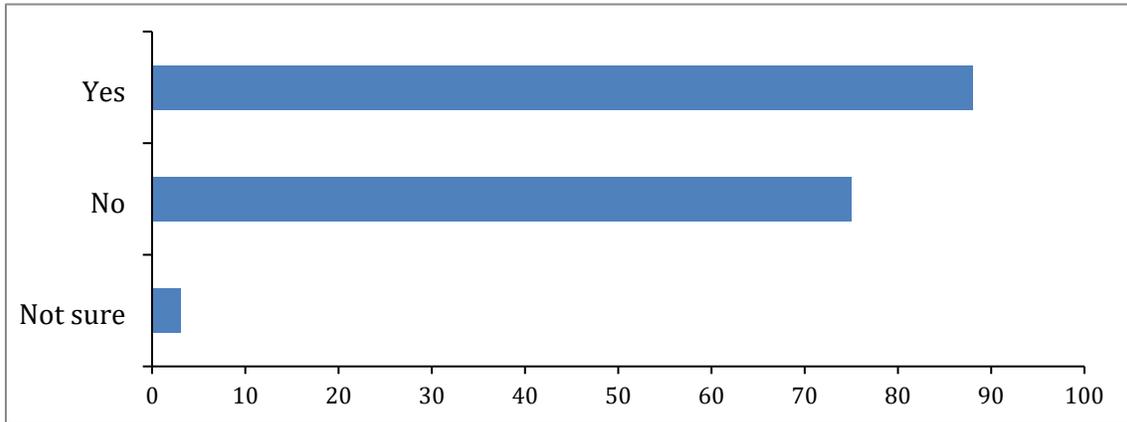


Option	Total	Percent	
I am a tenant of Oxford City Council living in social housing	52	31.33%	
I am homeless and living in temporary accommodation provided by Oxford City Council	6	3.61%	
I am a tenant of a Housing Association or Registered Provider of social housing	21	12.65%	
I am living in supported housing	4	2.41%	
I am a tenant of a private landlord (renting a room or a whole property)	28	16.87%	
I am living with friends or family	8	4.82%	
I own or part-own my home	23	13.86%	
I am of no fixed abode or sofa surfing	1	0.60%	
None of above (please specify below)	20	12.05%	
Not Answered	3	1.81%	

4: Are you currently on the Housing Register* in Oxford, or have you applied to join?

***The Housing Register is referring to applicants applying for an offer of social housing from the Council or a Registered Provider of Social Housing/Housing Association (not Shared Ownership or a Mutual Exchange).**

There were 166 responses to this part of the question.

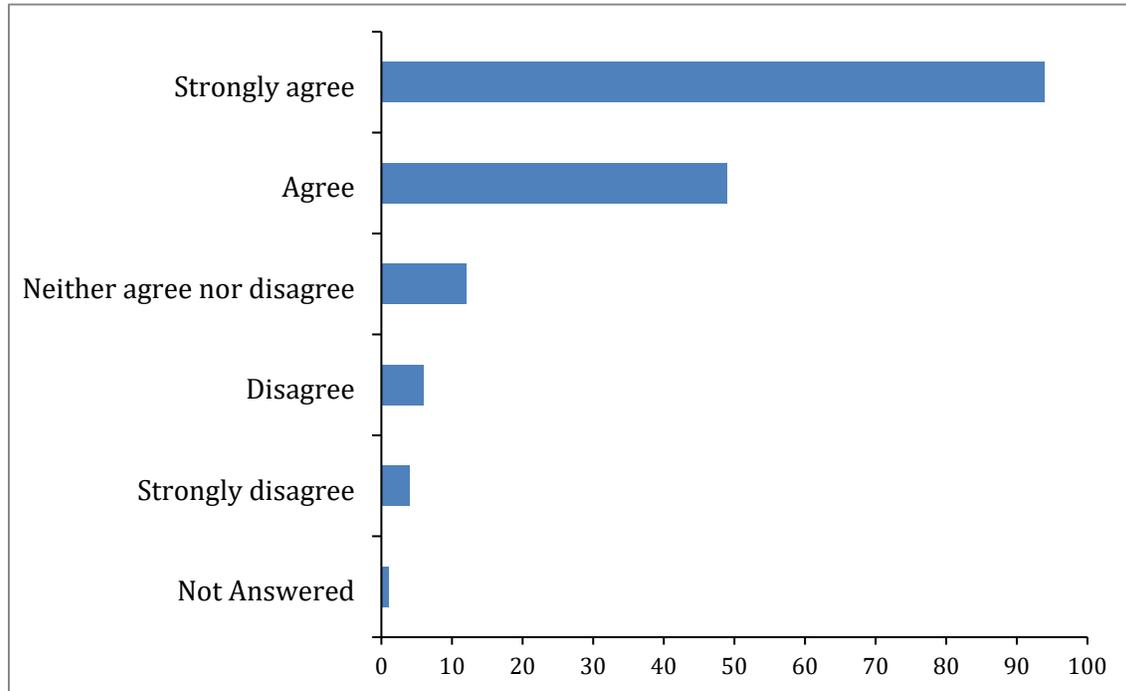


Option	Total	Percent
Yes	88	53.01%
No	75	45.18%
Not sure	3	1.81%
Not Answered	0	0.00%

5: Local Connection

The Council is proposing to keep the current qualification Local Connection criteria and exceptions to ensure social housing is offered to existing tenants, other residents and households who need to live in the city. To what extent do you agree or disagree with this proposal?

There were 165 responses to this part of the question.

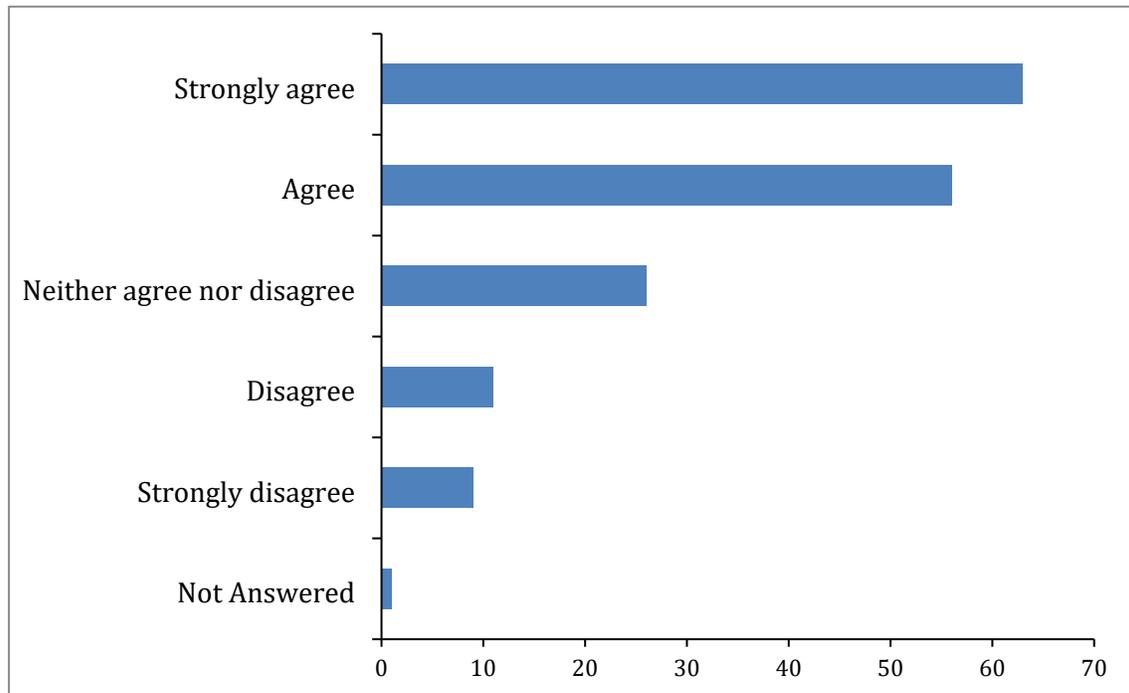


Option	Total	Percent
Strongly agree	94	56.63%
Agree	49	29.52%
Neither agree nor disagree	12	7.23%
Disagree	6	3.61%
Strongly disagree	4	2.41%
Not Answered	1	0.60%

6: Income and Savings

The Council is proposing to keep the existing qualification criteria and exceptions to ensure social housing is offered to residents in housing need unable to secure their own housing in the city. *To what extent do you agree or disagree with this proposal?*

There were 165 responses to this part of the question

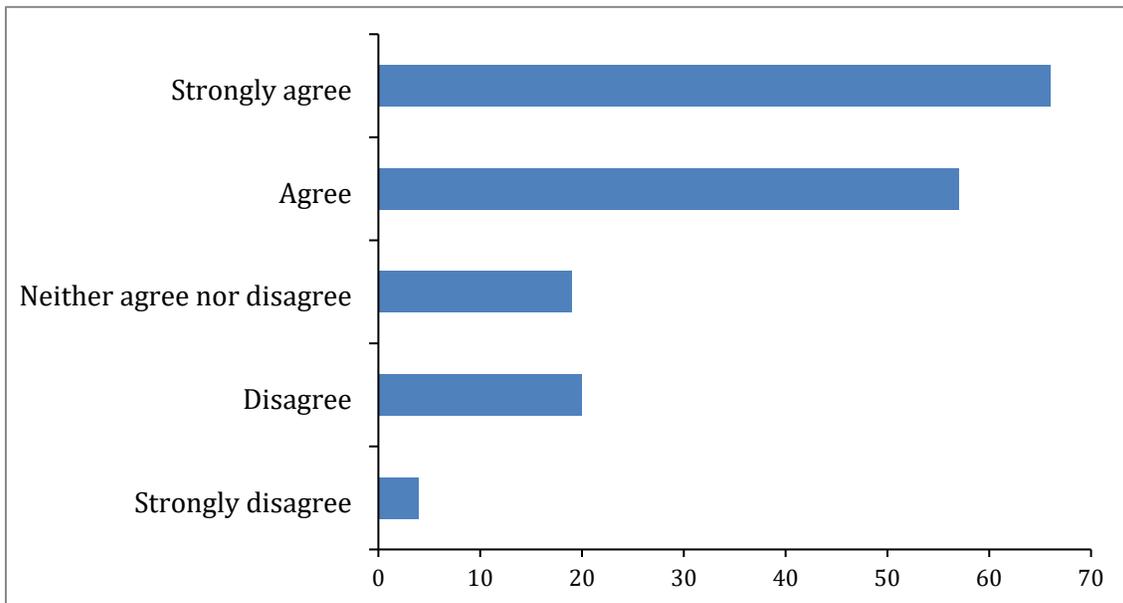


Option	Total	Percent
Strongly agree	63	37.95%
Agree	56	33.73%
Neither agree nor disagree	26	15.66%
Disagree	11	6.63%
Strongly disagree	9	5.42%
Not Answered	1	0.60%

7: Rent Arrears

The Council is proposing to keep the existing rent arrears qualification criteria and exceptions to ensure social housing is offered to residents in housing need who are able to successfully maintain a tenancy with appropriate support in place where required. To what extent do you agree or disagree with this proposal?

There were 166 responses to this part of the question.

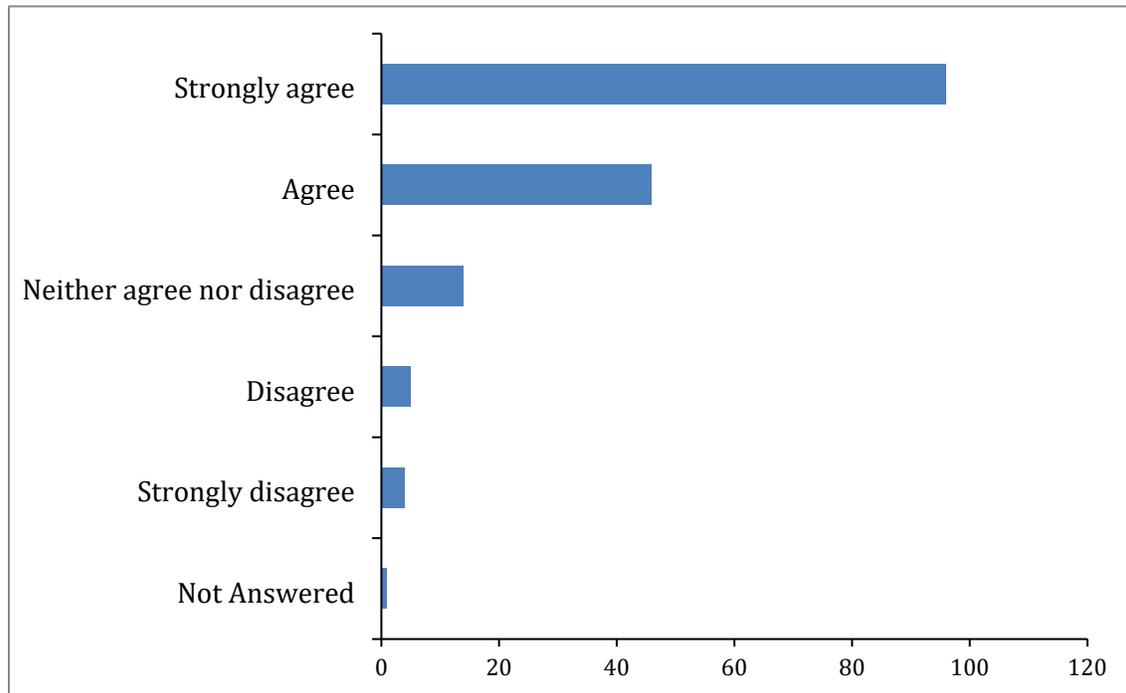


Option	Total	Percent
Strongly agree	66	39.76%
Agree	57	34.34%
Neither agree nor disagree	19	11.45%
Disagree	20	12.05%
Strongly disagree	4	2.41%
Not Answered	0	0.00%

8: Anti-Social Behaviour (ASB)

The Council is proposing to keep the existing qualification criteria on ASB and be able to exclude housing applicants responsible for serious ASB. To what extent do you agree or disagree with this proposal?

There were 165 responses to this part of the question.



Option	Total	Percent
Strongly agree	96	57.83%
Agree	46	27.71%
Neither agree nor disagree	14	8.43%
Disagree	5	3.01%
Strongly disagree	4	2.41%
Not Answered	1	0.60%

Qualification Criteria Response Summary

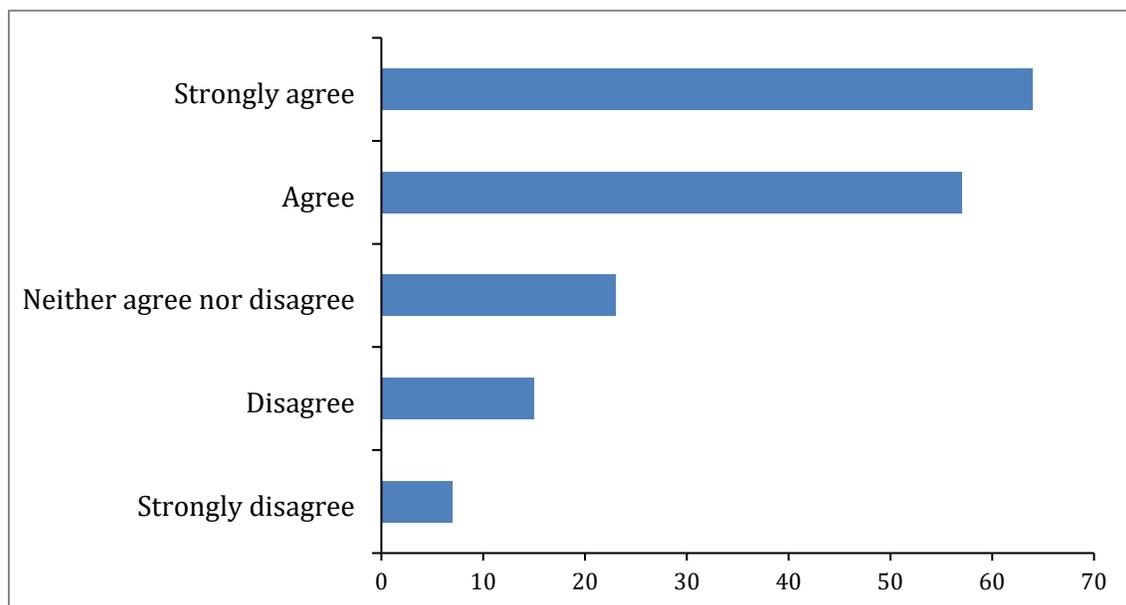
There was strong support for the proposal to keep the existing qualification criteria around Local Connection, Income and Savings, Rent Arrears and Anti-Social Behaviour (ASB) with over 80% of respondents supporting this approach for each area and only a low percentage disagreeing. Where concerns were raised these were largely covered by the exceptions within the policy to provide safeguards and avoid causing hardship. For example, the proposed Allocations Scheme allows for exceptions to ensure survivors of

domestic abuse and care leavers are not disadvantaged by local connection criteria and can apply for social housing in Oxford. Similarly, residents with higher income and savings who are unable to secure suitable housing elsewhere, such as adapted accommodation due to a disability, will not be disqualified if they need social housing. Housing needs assessments are also designed to ensure the individual circumstances behind any cases with a history of rent arrears or ASB, including a decline in health, lack of support, unaffordable housing or a change in circumstances are considered carefully when determining who will qualify for inclusion on the housing register and an offer of housing.

9: Priority for Housing & Choice-Based Lettings

The Council is proposing to continue using 5 priority bands to assess housing need and Choice-Based Lettings to advertise and offer properties to make this process as fair and clear as possible. To what extent do you agree or disagree with this proposal?

There were 166 responses to this part of the question.



Option	Total	Percent
Strongly agree	64	38.55%
Agree	57	34.34%

Neither agree nor disagree	23	13.86%
Disagree	15	9.04%
Strongly disagree	7	4.22%
Not Answered	0	0.00%

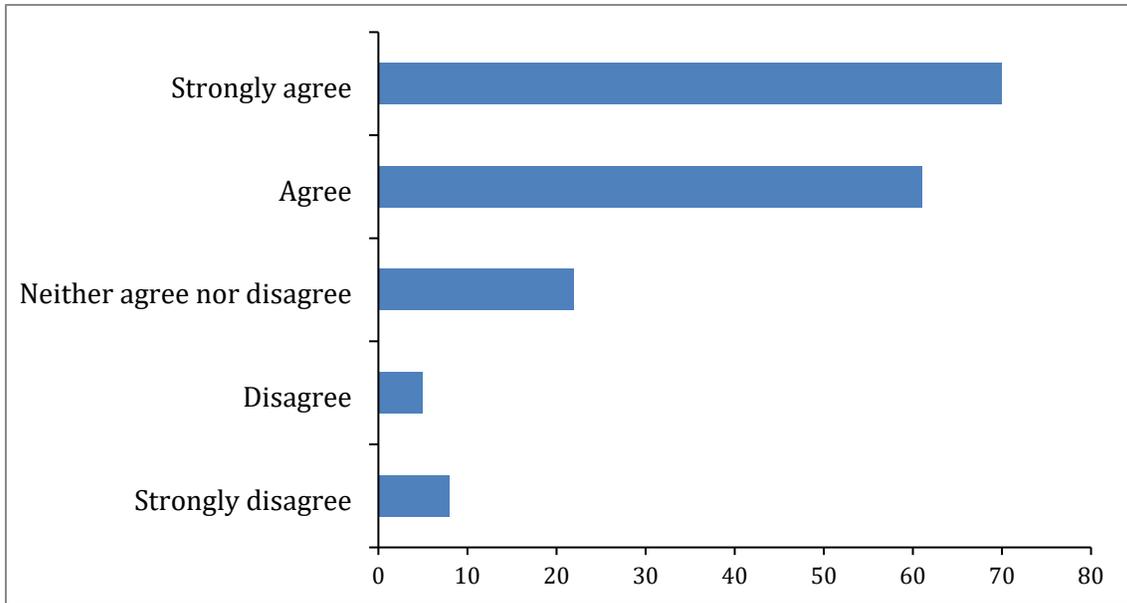
Response Summary

There was support for the continued use of Choice-Based Lettings and five priority bands used to assess housing need with 73% of respondents agreeing with this approach and only a low percentage disagreeing. Responses varied and included some who are understandably frustrated at the long waiting times caused by the high demand for housing and insufficient social housing becoming available in the City and the limited affordable options elsewhere in the private sector. The proposed new Allocations Scheme seeks to make the best use of single and family housing becoming available and to prioritise those in the highest housing need to minimise the time households in wait for an offer of suitable housing. However, with over 3500 households on the housing register and less than 500 properties becoming available last year – there is a long wait for housing and not all those applying can be offered social housing.

10: Homelessness Prevention for Residents with Multiple Housing Needs

The Council is proposing to increase the priority given to housing applicants with multiple needs at risk of homelessness, through no fault of their own, who are already living in overcrowded accommodation or otherwise unsuitable housing, or those with additional health or social welfare needs. To improve their chances of being offered housing before they become homeless. To what extent do you agree or disagree with this proposal?

There were 166 responses to this part of the question.



Option	Total	Percent
Strongly agree	70	42.17%
Agree	61	36.75%
Neither agree nor disagree	22	13.25%
Disagree	5	3.01%
Strongly disagree	8	4.82%
Not Answered	0	0.00%

Response Summary

The proposal to increase the priority for households threatened with homelessness with multiple needs was strongly supported by 82% of respondents agreeing with this approach and on a low percentage disagreeing. Some respondents reflected this would impact on the priority/waiting times of other households on the housing register and circumstances would need to be verified before awarding this priority. Under the proposed new Allocations Scheme this new priority will help the most vulnerable from becoming homeless, however, the number of housing applicants meeting this criterion is likely to be low, so the impact on overall waiting times for others will be limited and circumstances are checked as part of the assessment process.

11: Help for Homeless Residents from Oxford Housed Outside of the City

The Council is proposing to introduce a new significant priority award for housing applicants who are owed a homeless duty by OCC where they are:

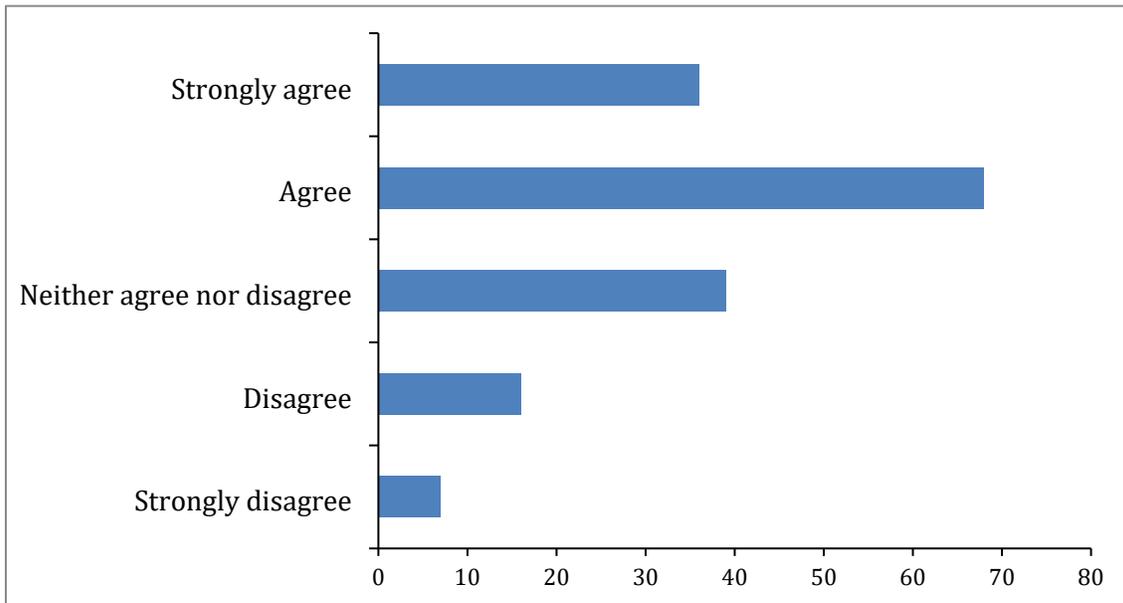
1. *Threatened with homelessness or homeless living in Temporary Accommodation*

And

2. *Re-housed by the Council into secure private rented sector housing outside of the city to discharge a homeless duty owed by OCC.*

This priority would be time limited for up to 2 years to give the opportunity to continue to apply for social housing in Oxford for a reasonable period of time after they have moved. To what extent do you agree or disagree with this proposal?

There were 166 responses to this part of the question.



Option	Total	Percent
Strongly agree	36	21.69%
Agree	68	40.96%
Neither agree nor disagree	39	23.49%
Disagree	16	9.64%
Strongly disagree	7	4.22%
Not Answered	0	0.00%

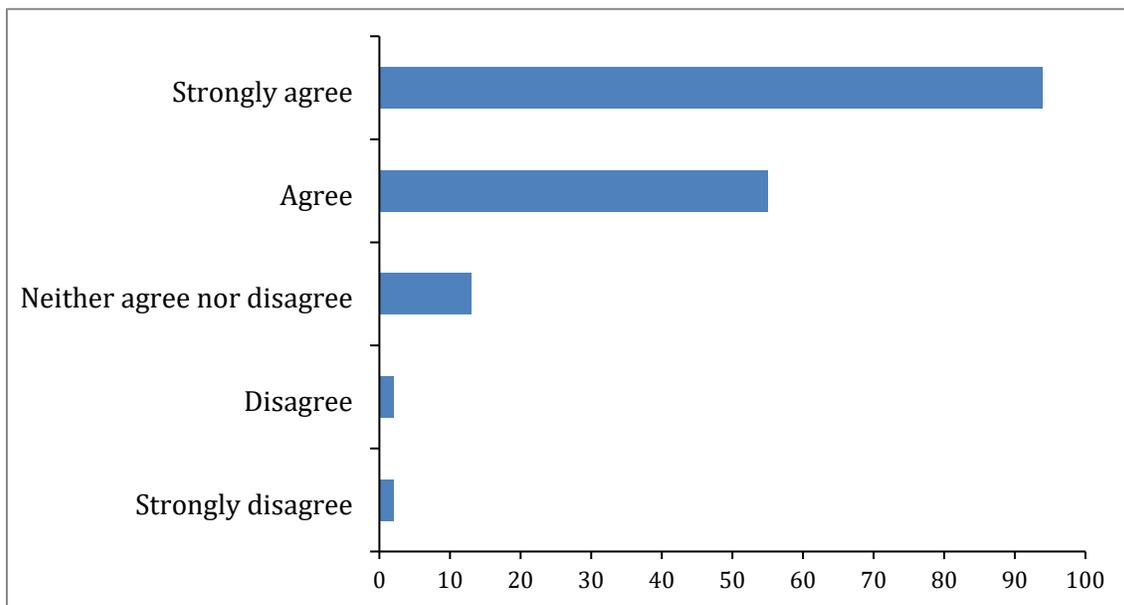
Response Summary

The majority of respondents supported the proposal to introduce a new time limited priority award for homeless Residents from Oxford housed outside of the city with 63% agreeing and only 15% disagreeing. The responses largely indicated that residents understandably would prefer to be offered social housing in Oxford and if private rented housing were offered elsewhere, checks should be made to ensure it was suitable. Some residents also reflected that this would impact on the priority/waiting times for applicants in housing need. The Council already has in place a separate *Homeless Discharge into the Private Rented Sector Policy* (PRS) to ensure that suitability assessments take into account the circumstances of each household before offering a home in the PRS outside Oxford. The number of housing applicants meeting this criterion each year is likely to be low, and the award is time limited for 2 years so the impact on overall waiting times for others will be limited.

12: Freeing up More Family Homes and Helping Existing Tenants Helping tenants downsize

The Council is proposing to continue to provide help and award high priority to Council tenants (and other social housing tenants) who are under-occupying larger homes and wish to downsize. To support tenants requesting to move to more suitable homes and help free up more properties for families with children urgently needing housing. To what extent do you agree or disagree with this proposal?

There were 166 responses to this part of the question.



Option	Total	Percent
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Strongly agree	94	56.63%
Agree	55	33.13%
Neither agree nor disagree	13	7.83%
Disagree	2	1.20%
Strongly disagree	2	1.20%
Not Answered	0	0.00%

Response Summary

The proposal to continue seeking to free up more family homes and to help Council and other social tenants wishing to downsize to a smaller home was strongly supported with over 90% of respondents agreeing and only a very low percentage disagreed.

Responses agreed with continuing to encourage under-occupying tenants wishing to downsize to move while ensuring tenants who were happy in their homes were not put under pressure to move. The proposed new Allocations Scheme continues to ensure the wishes of under-occupying social tenants are respected and they are only offered priority to move if they want to. Feedback from respondents encouraged the Council and partners to continue to promote the help available to any under-occupying tenants wishing to move.

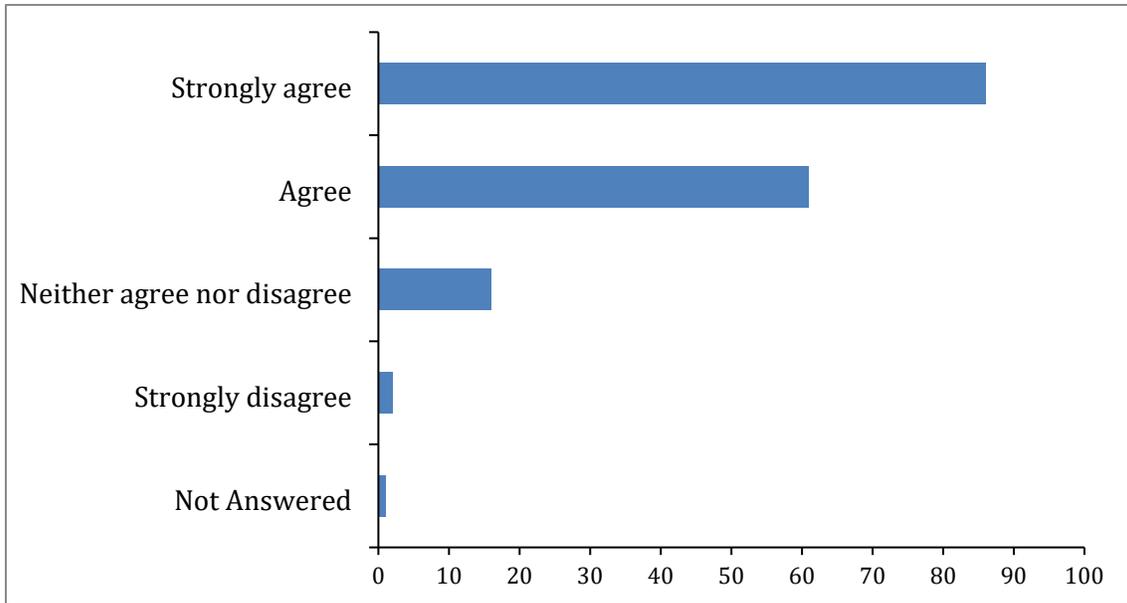
13: Freeing Up More Bungalows/Adapted Homes and Helping Existing Tenants

The Council is proposing to introduce a new urgent priority award to help tenants who are requesting to move to another more suitable home and free up a higher demand property for another resident in housing need where they are living in a:

- *Bungalow and would like to move to another type of property (excluding a move to another bungalow)*
- *A significantly adapted flat or house they no longer require and would like to move to another property without adaptations.*

To what extent do you agree or disagree with this proposal?

There were 165 responses to this part of the question.



Option	Total	Percent
Strongly agree	86	51.81%
Agree	61	36.75%
Neither agree nor disagree	16	9.64%
Disagree	0	0.00%
Strongly disagree	2	1.20%
Not Answered	1	0.60%

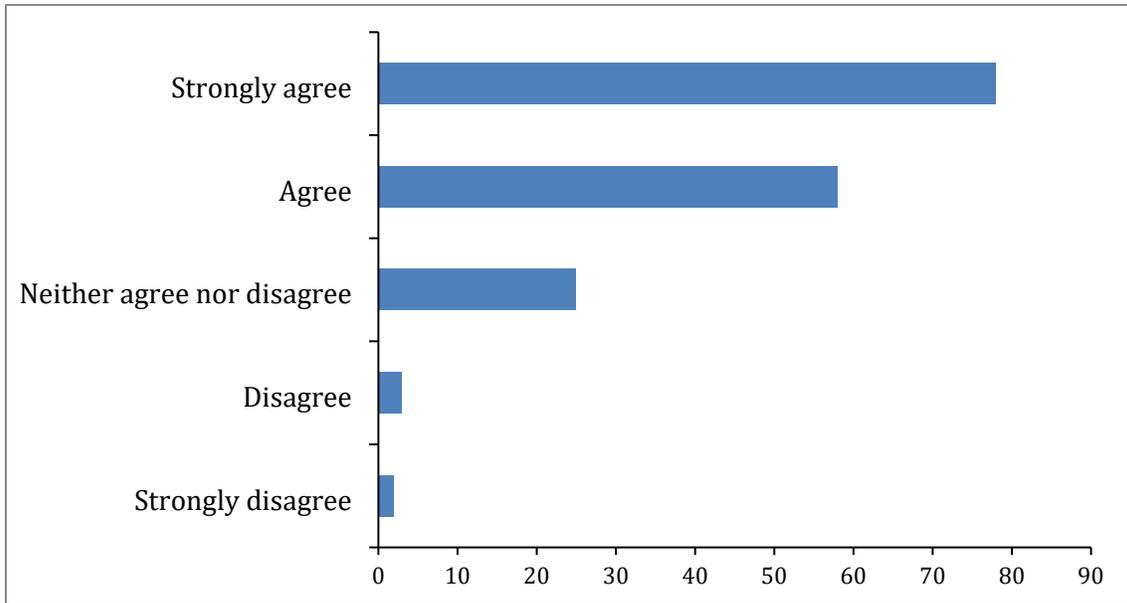
14: Freeing up More One-Bedroom Homes and Helping Existing Tenants

The Council is proposing to introduce a new high priority award for Council and other social tenants requesting to move where they are living in a:

- *1-bedroom general needs flat (without an age restriction) and would like to move to lower demand 55+ older persons housing which is more suitable for their housing needs*

To what extent do you agree or disagree with this proposal?

There were 166 responses to this part of the question.



Option	Total	Percent
Strongly agree	78	46.99%
Agree	58	34.94%
Neither agree nor disagree	25	15.06%
Disagree	3	1.81%
Strongly disagree	2	1.20%
Not Answered	0	0.00%

Response Summary to Freeing Up More Bungalows, 1 Beds and Adapted Homes

The proposal to free up more bungalows, adapted homes, one-bedroom general needs housing for existing Council and other social tenants wishing to move to lower demand homes was supported agreed by 82% of respondents and only a very lower percentage disagreed. Responses sought re-assurance tenants would only be moved if they requested to move and any housing offered should be suitable for their needs. Feedback also supported help being offered to Council tenants on a low income/needing help and support to move home (similar to the help already offered to downsizing Council tenants) and asked whether any financial incentive could be offered. The proposed new Allocations Scheme will ensure the wishes of qualifying tenants are respected and they are only offered the opportunity to move if they want to. Further consideration will be given to whether additional assistance can be provided to help facilitate these moves to Council tenants.

15: Making the Best Use of Family Housing

The Council is proposing to strengthen the existing approach on prioritising offers of family housing to residents with children under 18 by introducing changes where there are older household members still living with a housing applicant to explicitly state:

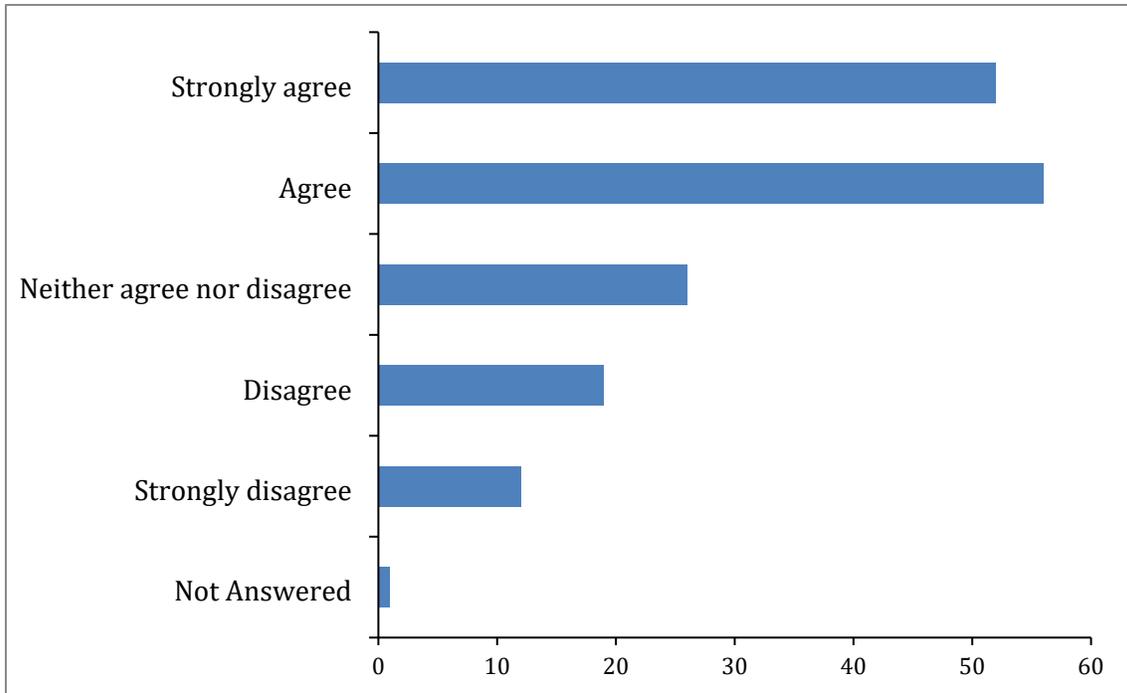
- *Any adult child aged 22 or older will be excluded from their parents' housing application and not count towards the number of bedrooms they require and their priority to move (unless an exception is agreed).*
- *Any other adult (excluding partners) aged 22 or older will be excluded from another person's housing application and not count towards the number of bedrooms they require and their priority to move (unless an exception is agreed).*

The Council is proposing to continue to:

- *Allow exceptions where following an assessment of the households housing need it is accepted that is reasonable to include them for example adults with health needs needing full-time care who cannot live alone, former care leavers or a full-time student living at home and still studying.*
- *Advise adults they can make their own housing application and will have their housing need assessed based on their individual circumstances – for example a single adult sharing a room while living with their parents will have one-bedroom housing need and be awarded priority for being overcrowded.*

To what extent do you agree or disagree with this proposal?

There were 165 responses to this part of the question.



Option	Total	Percent
Strongly agree	52	31.33%
Agree	56	33.73%
Neither agree nor disagree	26	15.66%
Disagree	19	11.45%
Strongly disagree	12	7.23%
Not Answered	1	0.60%

Response Summary

The proposal to continue to make the best use of family housing by strengthening the existing approach in the new Allocations Scheme towards assessing housing applications including adult children and other adults (excluding partners) aged 22+ was supported by the majority respondents – with 65% agreeing and only 19% disagreeing. Responses included supporting the need for more family housing for younger children balanced against ensuring exceptions could be applied and taking into account the potential impact on families with older children, lack of alternative housing options in the City and the long wait for housing could lead to more single adults approaching the Council for assistance.

The proposed new Allocations Scheme seeks to balance the competing priorities of housing households in the highest housing need and a range of exceptions are in place for those still needing to live at home, including adults providing support parents with health needs, or their own health needs requiring full-time care who cannot live alone, former care leavers or full-time students living at home and still studying. Existing Council and other social tenants seeking to downsize will also qualify for an exception.

Before implementing this change and to mitigate the impact on cases who could be affected a full review of each case will be completed to check whether an exception applies and housing applicants will be given the opportunity provide relevant supporting information.

16: Making the Best Use of Supported Housing

The Council Oxford Register for Affordable Housing uses Housing Lists to ensure that a fair number of properties are allocated to existing tenants and other residents.

The Council proposes to:

1. Keep the existing Housing Lists:

- The Transfer List for tenants of the Council and other social landlords*
- The Homeless List for residents owed a statutory homeless duty by the Council living in Temporary Accommodation*
- The General Register List for everyone else – including residents living in the private rented sector and friends and family (and currently residents living in supported housing).*

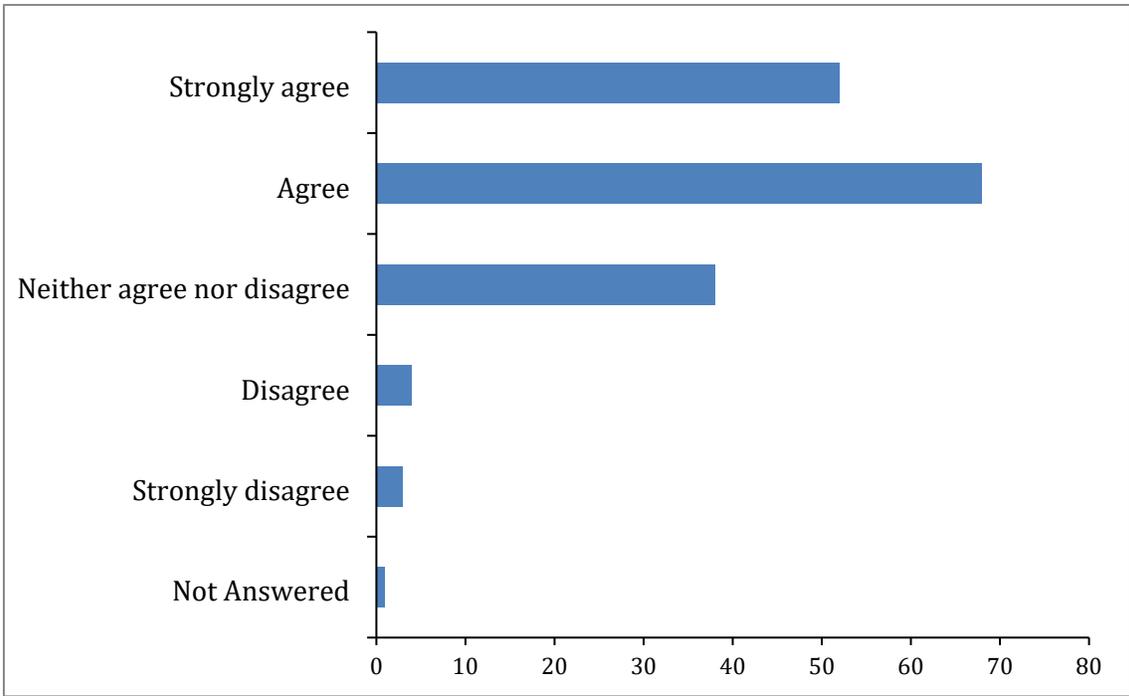
2. Create a new “Move On” list on the Oxford Register for Affordable Housing for residents living in supported housing assessed as ready to move on (and to remove them from the General Register List).

This will help:

- Residents move to settled suitable social housing or private rented housing and free up more supported housing for residents not yet ready to live independently.*
- Ensure only properties suitable for households moving on from supported housing are offered to this list and minimise lettings times.*
- Increase transparency by providing clearer information to housing applicants on each Housing List what properties are available to them.*
- Make the allocation process more efficient and reduce offer times to households in housing need*

To what extent do you agree or disagree with this proposal?

There were 165 responses to this part of the question.



Option	Total	Percent
Strongly agree	52	31.33%
Agree	68	40.96%
Neither agree nor disagree	38	22.89%
Disagree	4	2.41%
Strongly disagree	3	1.81%
Not Answered	1	0.60%

Response Summary

The proposal to make changes to ensure the best use of supported housing was agreed by 72% of the respondents and only a low percentage disagreed. Responses included ensuring households were offered suitable housing, approving moving on residents no longer needing support to avoid long periods in housing not needed and better used for some-one else and reflected this could impact on re-housing times to others in housing need. The proposed Allocations Scheme has processes in place to ensure suitability checks as part of the offer process. The impact on other housing applicants on the housing register will be limited because move on applicants are already higher priority under the existing Allocations Scheme. The changes proposed are to improve processes and house applicants from support supported housing to suitable homes more quickly.

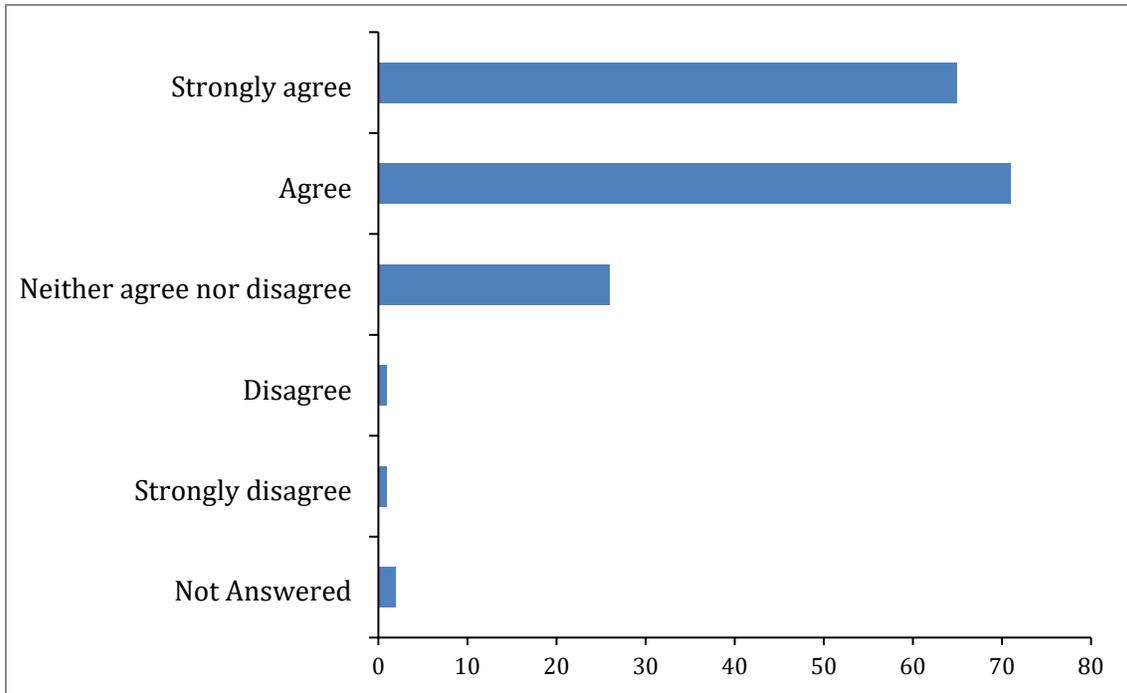
17: Guidance on Health and Housing Awards

The Council is proposing additional guidance is included in the Allocations Scheme in Appendix V to provide more details on how applications for housing are assessed when a resident is requesting to move on health grounds.

This is to provide more information to the public on how decisions are made, increasing transparency.

To what extent do you agree or disagree with this proposal?

There were 164 responses to this part of the question.



Option	Total	Percent
Strongly agree	65	39.16%
Agree	71	42.77%
Neither agree nor disagree	26	15.66%
Disagree	1	0.60%
Strongly disagree	1	0.60%
Not Answered	2	1.20%

Response Summary

The additional guidance on health awards was strongly supported by 82% of respondents with very low percentage disagreeing. Responses included ensuring evidence supplied by customers from health professionals is taken into account in this process and responsible for health and housing assessments are suitably trained in this area. The draft Allocations Scheme proposes to continue to use evidence provided by health professionals to assess housing applications and ensure staff are trained in these processes. Staff training will continue to be monitored and reviewed to seek to provide the best outcomes for service users.