

## City of Doncaster Council Accessible Housing Register

### Consultation Response Report

What was the consultation about and who was consulted?	The consultation
Over what period did the consultation run?	Public consultation was carried out between 20 January and 13 June 2023 over 19 weeks.
How many responses were received?	<ul style="list-style-type: none"> <li>• 73 responses were received</li> <li>• 38 additional comments</li> </ul>
Where will the results be published?	Results will be published on the council's website <a href="http://www.doncaster.gov.uk">www.doncaster.gov.uk</a> as part of the decision-making process.
How will the results be used?	To inform recommendations of which amendments are adopted in the policy as part of the decision-making process

#### Public Consultation

A full list of comments received during the public consultation is provided in **Appendix D**. This includes those redacted for offensive or personal content. Note: some figures may not sum due to rounding.

#### Tenure Groups

Responses were also profiled by tenure and whether the respondent had an active housing application.

**Q:** Please tell us which of the following groups you belong to (select all that apply)

	All responses (%)	All Responses (Value)
An active Doncaster Council Housing Register applicant	27.93	31
On the Accessible Housing Register	35.14	39
Social Housing Tenant	14.41	16
Private Rented Tenant	10.81	12
Owner Occupier	8.11	9
Lodger	0.00	0
Homeless	0.90	1
Other	1.80	2
No Answer	0.90	1

#### Responses to the Proposed Policy Amendments

##### Amendment 1

We will be changing the definition of an adapted property to only include significantly adapted and accessible properties on the register that are wheelchair accessible have specialist equipment in place or have been specifically adapted.

**Why are we recommending this?** To reduce the number of properties sent to AHR to significantly adapted properties for applicants with more specialist needs. To Increase the number of properties available to everyone else through the bidding process so customers decide what to bid on (For example bungalows or properties with level access bathrooms).

- ✓ We will give additional priority on the bidding shortlist to those with an assessed need for adapted properties before those who do not. Those who do not have a need for a majorly adapted property will be able to bid sooner for a property that equally meets their needs
- ✓ We will speed up the application process for all involved
- ✓ We will be more transparent on the allocations process

**Q: What are your thoughts on amendment 1?**

	Responses (%)	Responses (Value)
Strongly Agree	39.73 %	29
Agree	45.21 %	33
Neutral	2.74 %	2
Strongly Disagree	1.37 %	1
Disagree	2.74 %	2
Did Not Answer	8.22 %	6
Strongly Agree/Agree Total	84.93 %	62
Total Responses		73

	Strongly Agree/Agree (%)	Disagree/Strongly Disagree (%)	Net Agreement (%)
An active Doncaster Council Housing Register applicant	26.13	0.00	26.13
On the Accessible Housing Register	30.63	0.00	30.63
Social Housing Tenant	12.61	1.80	10.81
Private Rented Tenant	9.01	0.00	9.01
Owner Occupier	6.31	0.00	6.31
Lodger	0.00	0.00	0.00
Homeless	0.90	0.00	0.90
Other	0.90	0.90	0.00

*No additional comments received*

**Amendment 2**

We will Reduce the number of applicants on the AHR to those with specialist needs for

majorly adapted properties, whilst enabling others to bid for properties sooner without the need in most cases for an Occupational Therapy Assessment

**Why are we recommending this?**

- ✓ We will provide specialist support to those that need it, including realistic options
- ✓ We will ensure we are identifying gaps in provision at an early stage to inform new build and acquisition programmes
- ✓ We will empower those with lower needs to find accommodation through the bidding process and see everything they can bid on
- ✓ We will be more transparent on the allocations process

**Q: What are your thoughts on amendment 2?**

	Responses (%)	Total Responses (Value)
Strongly Agree	32.88	24
Agree	41.10	30
Neutral	13.70	10
Disagree	1.37	1
Strongly Disagree	2.74	2
Did Not Answer	8.22	6
Strongly Agree/Agree Total	73.97	54
Total Responses		73

	Strongly Agree/Agree (%)	Disagree/Strongly Disagree (%)	Net Agreement (%)
An active Doncaster Council Housing Register applicant	22.52	1.80	20.72
On the Accessible Housing Register	27.93	0.00	27.93
Social Housing Tenant	10.81	0.00	10.81
Private Rented Tenant	9.01	0.90	8.11
Owner Occupier	6.31	0.00	6.31
Lodger	0.00	0.00	0.00
Homeless	0.00	0.00	0.00
Other	0.90	0.90	0.00

*No additional comments received*

**Amendment 3:**

We want to simplify the assessment process

### Why are we recommending this?

- ✓ We will only use an Occupational Therapist where a more in-depth and functional assessment of medical needs is required
- ✓ We will clarify the supporting information we require from an applicant to assess their needs to speed up the process
- ✓ We will reduce waiting times for those requiring all levels of adapted properties
- ✓ We will use a risk matrix to determine priority and consistent decision making
- ✓ We will give people the opportunity to manage their own risks and problem solve sooner, by accessing Clinics, Community schemes and in the future online self-assessment.

### Q: What are your thoughts on amendment 3?

	Responses (%)	Responses (Value)
Strongly Agree	35.62	26
Agree	43.84	32
Neutral	8.22	6
Disagree	0.00	0
Strongly Disagree	5.48	4
Did Not Answer	6.85	5
Strongly Agree/Agree Total	79.45	58
Total Responses	73	

	Strongly Agree/Agree (%)	Disagree/Strongly Disagree (%)	Net Agreement (%)
An active Doncaster Council Housing Register applicant	23.42	1.80	21.62
On the Accessible Housing Register	27.93	1.80	26.13
Social Housing Tenant	11.71	0.90	10.81
Private Rented Tenant	8.11	0.00	8.11
Owner Occupier	7.21	0.00	7.21
Lodger	0.00	0.00	0.00
Homeless	0.90	0.00	0.90
Other	1.80	0.00	1.80

### Amendment 4:

Accessible Housing register will be restricted to those who are unable to resolve their circumstances

**Why are we recommending this?**

- ✓ *To ensure significantly adapted properties which are extremely limited in the Housing Stock are allocated to those who most need it*
- ✓ *We will ensure best use of the limited numbers that become available to relet*
- ✓ *We will help those most in need who do not have any other options*
- ✓ *To ensure older people who need bungalow accommodation with adapted bathing will be assessed through the Housing Allocations Policy*

**Q: What are your thoughts on amendment 4?**

	Responses (%)	Responses (Value)
Strongly Agree	45.21	33
Agree	45.21	33
Neutral	4.11	3
Disagree	0.00	0
Strongly Disagree	1.37	1
Did Not Answer	4.11	3
Strongly Agree/Agree Total	90.41	66
Total Responses	73	

	Strongly Agree/Agree (%)	Disagree/Strongly Disagree (%)	Net Agreement (%)
An active Doncaster Council Housing Register applicant	25.23	0.90	24.32
On the Accessible Housing Register	31.53	0.90	30.63
Social Housing Tenant	13.51	0.00	13.51
Private Rented Tenant	9.91	0.90	9.01
Owner Occupier	8.11	0.00	8.11
Lodger	0.00	0.00	0.00
Homeless	0.90	0.00	0.90
Other	1.80	0.00	1.80

**Amendment 5:**

Align the number of offers to the Main Housing Allocations Policy

***Why are we recommending this?***

- ✓ *This will ensure a consistent approach to the number of offers of social housing made to applicants after the last Allocations Policy review and has already been consulted on and agreed and supported through the consultation*
- ✓ *This will support applicants through the rehousing process more quickly where they are in a position to be offered accommodation*
- ✓ *Ensure homeless applicants receive one offer in a timely way*
- ✓ *Ensure applicants in the Platinum Band which includes those in hospital unable to return home and needing rehousing as their current property is not viable to be adapted receive one offer in a timely way*
- ✓ *Ensure two offers for all other applicants including those on Accessible Housing Register*
- ✓ *This will ensure all offers are suitable to meet identified needs*

**Q: What are your thoughts on amendment 5?**

	Responses (%)	Total (Value)
Strongly Agree	35.62	26
Agree	38.36	28
Neutral	13.70	10
Disagree	0.00	0
Strongly Disagree	1.37	1
Did Not Answer	10.96	8
Strongly Agree/Agree Total	73.97	54
Total Responses	73	

	Strongly Agree/Agree (%)	Disagree/Strongly Disagree (%)	Net Agreement (%)
An active Doncaster Council Housing Register applicant	19.82	0.90	18.92
On the Accessible Housing Register	26.13	0.90	25.23
Social Housing Tenant	11.71	0.00	11.71
Private Rented Tenant	7.21	0.00	7.21
Owner Occupier	6.31	0.00	6.31
Lodger	0.00	0.00	0.00
Homeless	0.90	0.00	0.90
Other	0.90	0.00	0.90

**Amendment 6:**

Add the following reason as the highest priority on Accessible Housing Register - Where the

applicant is in hospital/short stay (from hospital) awaiting discharge but prevented from returning home as their current home cannot be adapted to meet their needs or they are homeless and able to live independently

### Why are we recommending this?

- ✓ The Local Authority has a legal duty to support hospital discharges as per the National policy with the priority pathway being home.
- ✓ This is currently included in the priority category and should be the highest reason, supporting to reduce pressures across the system by providing alternative accommodation to support timely discharge
- ✓ We will prioritise homeless applicants in hospital or short stay residential care where their priority unmet need is housing.

### Q: What are your thoughts on amendment 6?

	Responses (%)	Responses (Value)
Strongly Agree	36.99	27
Agree	39.73	29
Neutral	9.59	7
Disagree	0.00	0
Strongly Disagree	1.37	1
Did Not Answer	12.33	9
Strongly Agree/Agree Total	76.71	56
Total Responses		73

	Strongly Agree/Agree (%)	Disagree/Strongly Disagree (%)	Net Agreement (%)
An active Doncaster Council Housing Register applicant	21.62	0.00	21.62
On the Accessible Housing Register	27.03	0.00	27.03
Social Housing Tenant	10.81	0.90	9.91
Private Rented Tenant	8.11	0.00	8.11
Owner Occupier	5.41	0.00	5.41
Lodger	0.00	0.00	0.00
Homeless	0.90	0.00	0.90
Other	0.90	0.00	0.90

### Amendment 7:

We will make best use of the significantly adapted properties available to relet, This means that we will be flexible on what type of property different households can have to meet their needs

### Why are we recommending this?

- ✓ *We cannot restrict certain type of properties to certain applicants for example, significantly adapted bungalows to older people when we have other households who need this accommodation who may be at higher risk*
- ✓ *We will ensure significantly adapted properties are used effectively to rehouse applicants with assessed needs for this type of accommodation*
- ✓ *Ensure any allocation will be appropriate, affordable and with support if required and be in accordance with the principles of the main Housing Allocations Policy*

### Q: What are your thoughts on amendment 7?

	Responses (%)	Responses (Value)
Strongly Agree	32.88	24
Agree	46.58	34
Neutral	6.85	5
Disagree	0.00	0
Strongly Disagree	5.48	4
Did Not Answer	8.22	6
Strongly Agree/Agree Total	79.45	58
Total Responses		73

	Strongly Agree/Agree (%)	Disagree/Strongly Disagree (%)	Net Agreement (%)
An active Doncaster Council Housing Register applicant	7.21	0.90	6.31
On the Accessible Housing Register	27.03	0.90	26.13
Social Housing Tenant	9.91	2.70	7.21
Private Rented Tenant	9.01	0.00	9.01
Owner Occupier	7.21	0.00	7.21
Lodger	0.00	0.00	0.00
Homeless	0.90	0.00	0.90
Other	1.80	0.00	1.80

### General Comments

**Q: Is there anything you wish to add or clarify e.g. do you think we have missed something that should be added to Doncaster Council's Accessible Housing Policy? If so, please explain below:**

31 people responded to this question.



Issue	Mentioned
Waiting time for a property	4
Housing Allocation Policy	10
Repairs not being carried out	2
Assessment waiting times	2
Property does not meet needs	4
Waiting for a property is impacting on mental health	1
Lack of transparency regarding the allocation of properties	2
Information sharing/support of the of process and practice guidelines in alternative formats.	1
Doubts about the move <sup>1</sup> to online-assessment	1
Process and practice guidelines	2
Lack of investment in current stock	1
Positive reflection on the proposed changes	2