

What we did

Consultation on changes to the Home-link system was carried out between 20th July and 28th September 2012. This involved publicising the consultation to both customers (applicants to the Housing Registers) and Stakeholders (both Registered Providers and other agencies) through a variety of methods. See Consultation Plan at Appendix 1.

Consultation was concentrated on three issues.

- Changes to the Home-link website and the introduction of the pre-assessment module.
- The withdrawal of the Home-link magazine
- Formal consultation on the new draft Lettings Policy

Home-link partners who manage the Housing Registers led the consultation in their own areas, but sub-regional documentation including questionnaires were provided to ensure consistency of responses. Different approaches were taken with some sending out questionnaires by post while others emailed links to the website surveys. This explains some anomalies in methods used to respond seen below.

Applicants on the Housing Register

Response method	CCC	SCDC	HDC	FDC	ECDC	SEBC	FHDC	Not known	Total
Paper Form	4	17	1	1	30	0	1	4	58
Website survey								369 ¹	369
Total									427

¹ Note: It is not possible to split the on-line surveys by district

Stakeholder responses

Method	Total
Website	12
Paper	0
Email	3 ²
Total	15

The three stakeholder events were well attended with 14 attending at Cambourne, 10 at March and 17 at Mildenhall (not including Council staff). Wider presentations were given than covered in the questionnaire and question and answer sessions held. The low number of responses may indicate that stakeholders don't have any strong opposition to the proposals.

About improvements to the Home-link Website

Question 1 – Do you agree this will improve access to housing information you (your clients) may be looking for?

Responder	Yes (%)	No (%)	Not sure (%)	Total
Customer (paper)	28 (48%)	20 (35%)	10 (17%)	58 (100%)
Customer (website)	278 (75%)	24 (7%)	67 (18%)	369 (100%)
Stakeholder	8 (67%)	1 (8%)	3 (25%)	12 (100%)
Overall	314 (72%)	45 (10%)	80 (18%)	439 (100%)

² Comments only

Other comments:

Responder	Comment	Positive / Negative / Neutral	Home-link response
Customer	I think this is a good direct option and it would help me in my situation	Positive	
Customer	I can go to the library but you are only allocated 1 hours time on the computers and often have to wait for a computer to become available	Neutral	Need to ensure we publicise alternative access and support options fully
Customer	A simple to use website would be good – finding present website extremely difficult to use	Negative	Need to bear in mind when developing web pages
Customer	I always bid on the telephone	Neutral	Important to keep other options like this available
Stakeholder at Event	Will pre-assessment pick up issues like DV when assessing local connection and signpost on to advice?	Neutral	Yes, this will be covered
Stakeholder at Event	Will paper forms still be available?	Neutral	Yes, but aim to reduce the number & encourage on line applications.
Stakeholder by email	Good idea. Will information be specific to local authority? Who will keep it up to date? Will partners be able to update via back office?	Positive	Information will be both local and sub-regional. Partners will keep their information up to date.

Question 2 – Does this raise any particular issues for you (your clients)?

Responder	Yes (%)	No (%)	Not sure (%)	Total
Customer (paper)	24 (47%)	23 (45%)	4 (8%)	51 (100%)
Customer (website)	66 (18%)	188 (52%)	107 (30%)	361 (100%)
Stakeholder	5 (42%)	4 (33%)	3 (25%)	12 (100%)
Overall	95 (22%)	215 (51%)	114 (27%)	424(100%)

Other comments:

Responder	Comment	Positive / Negative / Neutral	Home-link response
Customer	I live 160 miles away but it would be very helpful to talk to someone on the phone about my housing situation. I'm not on the web so I rely on the phone.	Neutral	* Need to ensure we publicise alternative access and support options fully
Customer	My browser is old, no update available, concerned I will have download issues with new site/system	Negative	This will apply to access to all websites not just Home-link. Consider when developing website
Customer x 20	No access to/don't use a computer	Neutral	See *
Customer x 2	Can I be sent information by post?	Neutral	Need to promote how to apply for personalised property lists widely
Customer	Have to go to the library then it is only open certain days and times – not really helpful	Negative	See *
Customer	Nearly 70 years of age, never used a computer	Neutral	See *

Customer	Fine if you are computer literate, many older people are not.	Negative	See *
Customer	I have never been trained to use a computer which means I will have to get someone to do it for me	Negative	See *
Customer	I won't be able to see what's on offer as have no computer	Negative	See *
Customer	I personally have not used the website, did try once, didn't work, have not used since! But then no property has been suitable for many reasons	Negative	See *
Customer	I can only use the computer in the library, often they are all being used and its not so private. I prefer to use my phone.	Negative	See *
Customer	I do not know how to use a computer and English is not my first language	Negative	Ensure information is available in other languages
Customer	I am very dyslexic and discalisc and would rather speak to someone. Also, the signal where I am is very bad and computers take a long time to load then crash.	Negative	See * Broadband accessibility is a priority for Cambs
Customer	No internet, can't get into City before 5pm to use computers	Negative	See *
Customer on line	Unable to read or write (someone is doing this for me)	Neutral	See *
Stakeholder at Event	Can people save applications and come back to them? It would help to have a list of what you need to complete the form at the beginning	Neutral	Yes and good point. Will consider list of information on first page if not included already
Stakeholder at Event	The mutual exchange information on the website is very out of date. Will this be improved?	Neutral	Has been superseded by new mutual exchange system,

Stakeholder by email	A significant number of our clients do not have access at home to the internet and a larger proportion has difficulty using it.	Negative	See *
Stakeholder by email	I note the phone facility is to be retained and welcome this but I am concerned that there are undeclared plans to phase this facility out	Neutral	There are no plans to phase out the phone facility

Summary of responses relating to improvements to the website

Responses are clearly split between those who responded on line who see that it would improve access to information for them and those who do not have access to the internet who gave a more mixed response. Consideration needs to be given to the type of information being proposed and whether leaflets should also be developed in order to provide consistent additional information for those who cannot access the internet.

Several comments were made about access in public places i.e. libraries, council offices and limitations around opening hours and support available. Consideration can be given to offering support to staff in information points and including them in the training when implementing the changes.

Equality issues have been raised and these will be fed back into the Access Strategy review. The number of people who responded on paper forms who do not have internet access was high at nearly 50%, and it will be crucial to promote alternative methods to make options information available.

About the withdrawal of the Home-link magazine

Question 3 – Do you agree that a personalised property list giving information on properties that you are eligible to bid for will be a suitable replacement for the printed magazine?

Responder	Yes (%)	No (%)	Not sure (%)	Total
Customer (paper)	46 (87%)	5 (9%)	2 (4%)	53 (100%)
Customer (website)	285 (78%)	42 (11%)	39 (11%)	366 (100%)
Stakeholder	8 (67%)	4 (33%)	0 (0%)	12 (100%)
Overall	339 (78%)	51 (12%)	41 (10%)	431 (100%)

Other comments:

Responder	Comment	Positive / Negative / Neutral	Home-link response
Customer	Helps comparison and for when bidding cross partner	Positive	No comment
Customer x 2	I would like to be sent this personalised property list, how do you go about it?	Positive	Need to promote how to apply for personalised property lists widely
Customer	Will the lists be at the library or posted out?	Neutral	Posted out as they will be different for each person
Customer	I think this would be very useful as I always found it difficult getting the magazines	Positive	No comment
Customer	It would be better. No access to the magazine since the fire in the Co-op	Positive	*Need to ensure we publicise alternative access and support options fully
Customer	Never see a magazine	Neutral	See *

Customer	Not really interested in Fenland and certain other places	Neutral	No comment
Customer	I prefer the personalised property list to the magazine	Positive	No comment
Customer	It will be better	Positive	No comment
Customer	At the moment we get a property list once a fortnight from Sanctuary so would still like to carry on with this	Positive	No comment
Customer	It will save on expenses but I can't work a computer	Positive	See *
Customer	Will be better for me, I do not get the magazine anyway!	Positive	No comment
Customer	You might get a job in another area i.e. Suffolk and need to move there.	Neutral	Will see cross partner homes on personalised property lists
Customer	Strongly agree	Positive	No comment
Stakeholder at Event	A lot of people don't need the magazine	Positive	No comment
Stakeholder at Event	Need to improve access and information about personalised property lists in Council offices and libraries	Neutral	Agreed, will take on board when implementing changes.
Stakeholder at Event	The property lists won't pull through all properties suitable for adaptation for disabled clients	Negative	OTs can still view and print off magazine to consider additional properties or access assisted bidders lists/proxy bidding
Stakeholder at Event	Will you be pro-active in identifying potential subscribers to the property list? May need to put posters up in magazine points explaining how to apply for them	Neutral	Yes, will do this as part of implementation
Stakeholder by email	How will you establish someone cannot access the website? Can customers simply say that they don't wish to use the website or is the intention to force them to use it?	Negative	Yes, just asking for a personalised property list to be sent out is fine. No plans to force people to use the website.

Question 4 – Does the withdrawal of the magazine raise any particular issues for you/your clients?

Responder	Yes (%)	No (%)	Not sure (%)	Total
Customer (paper)	13 (25%)	39 (75%)	0	52 (100%)
Customer (website)	56 (15%)	280 (77%)	27 (7%)	363 (100%)
Stakeholder	4 (33%)	6 (50%)	2 (17%)	12 (100%)
Overall	73 (17%)	325 (76%)	29 (7%)	427 (100%)

Other comments:

Responder	Comment	Positive / Negative / Neutral	Home-link response
Customer	If it's not happening until December 2012 why not have magazine posted as at present?	Neutral	We can encourage people to ask for personalised property lists now if their currently subscription to the magazine is ending.
Customer	I was very disappointed to receive your letter about the magazine not being printed anymore. I don't have much time to go on the internet, it's easier to look through the magazine.	Negative	* Need to ensure we publicise alternative access and support options fully
Customer	As we are looking for a property in Steeple Morden only we may not receive anything for a long time. Could you therefore send a letter if no properties are available so we don't feel forgotten?	Neutral	Suggest that a personalised property list is sent with other properties available in order to see what alternatives there are.

Customer	Not been able to find magazine locally in past year	Negative	See *
Customer	Love to go up and get the magazine	Negative	See *
Customer	Ok as long as you post me details of properties that become available	Positive	See *
Customer	Please keep the magazine	Negative	See *
Customer	Fewer properties to bid for on property list	Negative	Properties to bid on will be the same
Customer	I will need mailings sent to me so I can see what properties I can bid for	Neutral	See *
Customer	With the magazine you can see what is available each edition	Neutral	So you can on property list
Customer	The less paper involved the better. Too much paper confuses elderly people and enlarges the carbon footprint	Positive	No comment
Customer	Useful to see properties before you bid	Neutral	Can view both on line and in the property list
Customer	Will be difficult to ask people all time to access on line for me	Negative	See *
Customer	I prefer to have what I can bid for come to my house as I can't use a computer	Positive	See *
Customers on line	All information published has got to be correct. Ie as now happens, images of properties are often not the actual properties, but rather a generic style. Not helpful now and would, I think, make the contributors to the magazine more inclined to this 'Laid back' approach to the magazine should be published as though it was the private rental sector target group	Negative	This is an issue for partners and housing providers to consider.
Customer on line	I cant read or write so don't have the internet – I do however look at the	Neutral	See *

	magazine		
Stakeholder by email	I am disappointed that in a consultation exercise a decision has already been taken to stop the magazine in Jan 2013. That goes against the principle of consultation.	Negative about process	Main consultation is on Lettings Policy but also took opportunity to consult about alternative options for the magazine.
Stakeholder by email	Have the costs of continuing with the magazine perhaps in cheaper format been full explored? The cost of printing high numbers of personalised property lists could also be high	Neutral	This has been costed, and the property lists are much cheaper. It was not considered appropriate to reduce the quality of the magazine.
Stakeholder by email	Will agencies be able to print off magazines to use locally? What will customers see?	Neutral	Yes, customers will be able to view on line both the full magazine and properties they are eligible to bid for as now.
Stakeholder by email	Good idea, I have no worries about this	Positive	No comment
Stakeholder by email	If we have a proper mail out system for people who like paper copies it should not make a big difference. But LA partners need to be prepared for the printer ink bill, which will result from the colour printouts.	Positive	Cost of ink is small compared to printing magazines.

Summary of responses relating to withdrawal of the magazine

The consultation responses for both people with and without internet access are generally positive about this with 76% of people agreeing that a personalised property list is a suitable replacement for the magazine. There remains a need to ensure that people are aware of this option. Consideration could be given to developing some leaflets to hold at the old magazine information points advising people on the changes and directing them to access options and support, at least for a period of time. These could provide a useful hand over period and is likely to be supported by information point staff. A copy of the magazine could also be printed off by staff at these points as a 'reference only' copy.

About the Lettings Policy

Question 5 – Do you agree that people should only be able to apply for housing in your area if they have a local connection?

Responder	Yes (%)	No (%)	Not Sure (%)	Total
Customer (paper)	40 (69%)	17 (29%)	1 (2%)	58 (100%)
Customer (website)	227 (62%)	93 (26%)	44 (12%)	364 (100%)
Stakeholder	6 (50%)	4 (33%)	2 (17%)	12 (100%)
Overall	273 (63%)	114 (26%)	47 (11%)	434 (100%)

Other comments:

Responder	Comment	Positive / Negative / Neutral	Home-link response
Customer	This doesn't help me because I have been on your list since 2000	Negative	Customer who may be ineligible after register has been reviewed
Customer	Engenders yet more prejudice, hostility and cliquy attitudes	Negative	No comment
Customer	As long as mutual exchanges throughout England still allowed	Neutral	Yes they will be
Customer	If people can only apply on the basis of their local connection I can not apply	Negative	Customer who may be ineligible after register has been reviewed
Customer	There may be other reasons	Neutral	Family and work connections are included
Customer	I believe they should be considered on their circumstances. I am a typical example, my health is not good and I would love to live	Neutral	Family and work connections are included

	closer to my family 60 miles away		
Customer	Yes, unless they are moving to area for employment reasons or to look after a relative if that counts as a local connection	Positive	Yes it does, family and work connections are included
Customer	Local people should have first choice	Positive	No comment
Customer	Unfair that you must link to areas to bid when immigrants (who have no links whatsoever) can get house anywhere	Negative	No comment
Customer	There may be a perfectly sound reason for moving from one place to another	Negative	We wish to prioritise those living, working or having family in the area
Stakeholder at Event	What about unaccompanied care leavers where the local authority are the corporate parent? These YP are often placed out of county. Will there be any leeway for exceptional circumstances?	Neutral	Yes, the policy allows for consideration of exceptional circumstances
Stakeholder at Event	What about people who are living out of area but have family connections?	Neutral	Family and work connections are included
Stakeholder at Event	Will there be a blanket ban on people with arrears or ASB?	Neutral	No, the test is changing but the policy remains as now. Decisions will still be made on individual cases. The key is are they engaging with services, paying rent arrears off etc.
Stakeholder at Event x 2	Will victims of domestic violence or those fleeing threats from other areas be excluded?	Neutral	If they meet homelessness criteria they will automatically be eligible to go onto Register.
Stakeholder at Event	Will offenders be automatically excluded?	Neutral	No, each case would be considered individually.
Stakeholder at Event	What about people who have family here?	Neutral	Family and work connections are included
Stakeholder at Event	Will people who come to the area for work	Neutral	Yes, if working they will qualify.

	be able to go onto Register straight away?		
Stakeholder at Event	We let hard to lets to some over 65s with no local connection, how will we let our hard to let properties?	Negative	They will be put through Home-link and if they re not let they can be advertised separately. Need to ensure information is given to people who are advised that are not eligible suggesting they check back for hard to let vacancies.
Stakeholder at Event	If you're not verifying how will you know about ASB, etc? Not often asked for information about former tenants by Cambs Sub-region	Neutral	Should be verifying for A and B bands. Lower bands would be verified if considered for offer.
Stakeholder at Event	Will people be told straight away that they are not eligible during the online application?	Neutral	Yes and information on other options given.
Stakeholder at Event	Can owner occupiers still go on the list?	Neutral	Yes, but likely to be Band D unless their circumstances warrant higher priority
Stakeholder by email	Can local connection be awarded if Band B homeless prevention awarded? Otherwise might force people to apply as homeless to be able to get connection that way	Neutral	Need to consider this. Currently homelessness is a separate route.
Stakeholder by email	The policy isn't clear as to how local connection is dealt with when shortlisting. E.g. if someone has a local connection to South Cambs will they be able to bid on City properties?	Neutral	Bidding in other areas will remain as now, via the 10% cross partner properties available to bid for.
Stakeholder by email	Generally speaking this is fair. So long as it is made clear that people will be able to continue to bid and be considered for cross partner properties AND that discretion can	Positive	Exceptional circumstances can be applied in special cases.

	and should be applied. Eg if someone's only relative is an aunt who has been their main carer / guardian; And also in cases of violence and harassment where this is the area of choice.		
Stakeholder on line	Local connection through family should only be where the family members are adults so children, and siblings of an applicant have to be adults and meet the residence criteria to give a person a local connection.	Neutral	Current policy accepts that family members may be children. Need to consider this and make policy clear.

Summary of responses relating to local connection

The response to this question was fairly mixed. From the comments made some people were not clear what 'local connection' entailed. Some disagreed saying that people should be considered if they had family or worked in the area. Some thought 'local' meant local to their village rather than the district as a whole. Some queries from stakeholders regarding homeless prevention and family members who are children can be considered and the policy clarified.

Some of the discussion at the events with stakeholders included discussion about wider eligibility issues (i.e. ASB) rather than just local connection and some of the comments reflect this. In general it is clear that a programme of training for stakeholders on the changes will be necessary to ensure that the policy is understood and applied consistently across the sub-region.

Question 6 – We have to give additional priority to former Armed Services personnel. Do you agree that using date in service is a fair way of ensuring that Armed Forces personnel are given additional priority for housing?

Responder	Yes (%)	No (%)	Not sure (%)	Total
Customer (paper)	42 (74%)	10 (18%)	5 (8%)	57 (100%)
Customer (website)	160 (44%)	107 (29%)	97 (27%)	364 (100%)
Stakeholder	7 (58%)	3 (25%)	2 (17%)	12 (100%)
Overall	209 (48%)	120 (28%)	104 (24%)	433 (100%)

Other comments:

Responder	Comment	Positive / Negative / Neutral	Home-link response
Customer	Do not agree special rights in this way. Other people have been of service too	Negative	#Government policy has to be applied
Customer	Only agree if they are on full term engagement	Neutral	See #
Customer	If this is what the coalition want	Neutral	See #
Customer	Should have to apply same an anyone	Negative	See #
Customer	Could some armed service personnel still be housed in the Army base in Waterbeach even after it shuts down?	Neutral	This is a separate issue
Customer	Given a chance but not priority	Negative	See #
Customer	Band A is for the homeless and we are in Band B and it just makes it harder for us to get a 3 bedroom house	Negative	No comment
Customer	They do a brilliant job and they need looking after	Positive	No comment

Customer	I thought they received good pensions /compensation etc. from Government	Negative	See #
Customer on line	Allowing previous length of service to the armed forces, enabling housing priority, will create social resentment. People choose to enter the armed forces, get paid, contract finishes, join the job market. Is this then to become an army recruitment tool and hooray! For the boys abroad. Homes fit for heroes! It stinks of political engineering for policy gain. What happens when 30,000 troops return?	Negative	See #
Stakeholder at Event	Does 'Armed Forces' include bereaved wives?	Neutral	Yes, this was included by Government after the Draft policy was agreed and will be added.
Stakeholder at Event	How many ex-Armed Forces are on Register? Will need a flag on the system in order to monitor	Neutral	Consider about 250 across sub-region. Yes, agreed
Stakeholder by email	The new armed forces rules should apply to NEW not current applications. 3.3.1.e needs to be made more explicit and state that armed forces personnel will be given local connection to the local authority to which they apply (thereby being able to access cross -partner properties) ONLY IF they do not have an established local connection in another way (eg previous civilian residence, immediate relatives in the area etc) Is the sub-region saying that residence at Waterbeach barracks gives a local	Negative	See # No, this will not be the case

	connection to South Cambs? If not this needs to be made clear. It also needs to be made clear that apart from the local connection and date in band rule for armed forces personnel, otherwise their band priority will be determined according to their housing circumstances like other applicants.		
Stakeholder on line	If Forces personnel have a connection to an area presumably they will not get a priority banding if they left the forces more than 5 years ago. This is not clear.		The 'application' needs to be within 5 years of leaving the services. Check that this is clear in policy.

Summary of responses relating to priority for Armed Forces personnel

This was a mixed response and it was clear that some people were responding on the issue of whether or not Armed forces personnel should be given priority at all rather than the way that this was awarded. However, in general nearly half of respondents agreed that this was a fair way to award priority.

Question 7 – Do you agree that additional priority should be given to overcrowded and under occupied households to make best use of the homes we have?

Responder	Yes (%)	No (%)	Not sure (%)	Total
Customer (paper)	46 (81%)	5 (9%)	6 (10%)	57 (100%)
Customer (website)	296 (82%)	27 (7%)	40 (11%)	363 (100%)
Stakeholder	8 (67%)	3 (25%)	1 (8%)	12 (100%)
Overall	350 (81%)	35 (8%)	47 (11%)	432 (100%)

Other comments:

Responder	Comment	Positive / Negative / Neutral	Home-link response
Customer	Only if excessive disparity	Positive	The new rules are tighter
Customer	Not if overcrowding is the result of persons moving into a fully occupied property to further their advancement	Negative	Partners will be alert to contrived circumstances when assessing applications
Customer	Housing should be for English born and English tax payers past or present	Neutral	No comment
Customer	Having lived in my 3-bedroom house for 40 odd years does this mean I would have to move when you say so not when I can afford it? (I am now living alone)	Negative	No, tenants cannot currently be forced to move to a smaller home.
Customer	This isn't explained fully!	Neutral	Information was available on the website
Customer	This will improve in terms of housing as some people would like to downgrade to smaller accommodation and that will give way to people who need bigger properties	Positive	No comment
Customer	I do not agree that a couple should occupy 3 bed houses, many do this and are on benefits!	Positive	Would be prioritised under new policy
Customer	Yes if you can make better use of under-occupied homes	Positive	No comment
Stakeholder at Event	What if people are able to pay the rent for larger accommodation than they need?	Neutral	There is no requirement to move, if they can pay that's fine.
Stakeholder at Event	Is there a definition of bedroom size yet?	Neutral	No, it won't be defined. Providers must consider the position with their own stock. On new developments double bedrooms are being suggested.

Stakeholder at Event	What about disabled tenants who are under occupying but don't want to move?	Neutral	Will need to pay HB shortfall, claim DHP or downsize.
Stakeholder at Event	Currently people obtain EHO assessment for overcrowding, what will happen when this changes	Neutral	There is a mis-match between HHSRS and HB regulations. If overcrowded according to HB criteria applicant will be in Band A, so no need to chase EHO for additional priority.
Stakeholder by email	What does additional priority mean?	Neutral	Customers now in Band B will go into Band A, customers in Band C will go into Band B.
Stakeholder by email	I'm aware it is Government policy to address under occupancy by reducing housing benefit. How will this work in practice?	Neutral	Training and information will be available for agencies over the coming months.
Stakeholder by email	I agree with the approach taken.	Positive	No comment

Summary of responses relating to overcrowding and under occupation

This was supported by most of those responding with an overall 81% of people supporting the change to award additional priority in these circumstances.

General Questions

Question 8 – Do any of these changes cause you particular problems? If so please explain

Responder	Yes (%)	No (%)	Not sure (%)	Total
Customer (paper)	6 (16%)	30 (81%)	1 (3%)	37 (100%)
Customer (website)	79 (22%)	190 (53%)	89 (25%)	358 (100%)
Stakeholder	4 (36%)	5 (45%)	2 (18%)	11 (100%)
Overall	89 (22%)	225 (55%)	92 (23%)	406 (100%)

Other comments:

Responder	Comment	Positive / Negative / Neutral	Home-link response
Customer	I don't think so as long as I can keep looking for a property in Cambs area!	Neutral	Possible applicant with no local connection so may be adversely affected
Customer	We lose some of the personal touch	Negative	* Need to ensure we publicise alternative access and support options fully
Customer	We have been on your housing list for several years and the changes will make it harder to get a house.	Negative	* Need to ensure we publicise alternative access and support options fully
Customer on line	I would like to move to be near my family but as I am already housed in a one bed which is adequately housed I cant move but if I could bid ie more weight given to transfer applicants – then I may be able to	Neutral	* Need to ensure we publicise alternative access and support options fully including mutual exchanges

	get another one bed flat and someone else could have mine – no one has lost out and there would be two happy people instead of one – please think about this		
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Question 9 – Please add any general comments you wish to make

Other comments:

Responder	Comment	Positive / Negative / Neutral	Home-link response
Customer	Will those without internet be disadvantaged?	Negative	* Need to ensure we publicise alternative access and support options fully
Customer	I think it's a good idea	Positive	No comment
Customer	When a property is advertised as having a walk in shower for example, it always states that priority will be given to people needing that facility – does age count as well as disability? Also wouldn't it make sense to put 'these' people into ground floor flats not bungalows that have gardens to maintain.	Neutral	Separate issue but do consider older people as well as disabled for adapted properties and general purpose bungalows.
Customer	I know there is a lack of affordable housing in the whole of Cambridgeshire and Councils are facing spending cuts. These changes will make it even more difficult to find decent affordable accommodation if there are fewer areas you can bid for.	Negative	Shouldn't change areas you can bid for which will remain as now.
Customer	It becomes advisable for everyone to buy and use a computer	Neutral	No comment
Customer	Now I receive a magazine, I choose my eligible house, I bid and send slip off.	Neutral	Will be able to continue with this

	Everyone can do this. Unfortunately not everyone wants to learn to use on line services and is a time commitment when you haven't got a pc at home.		
Customer	Please don't change the system	Negative	System won't actually be changed too much.
Customer	I feel many people are given housing who are not worthy leaving little for other people who are older, vulnerable etc.	Negative	No comment
Customer on line	I am at present on a Band C for priority status. With these new changes for priority coming into force I feel I may never reach a higher priority-needs banding.	Negative	This is possible
Stakeholder at Event	Will the policy of not verifying C and D bands add to providers void times if they have to be done before sign up?	Neutral	Not many let to C/D bands, some providers also verify themselves anyway so this will avoid duplication
Stakeholder at Event	On matching policy on bedroom size – what if people are working and can afford a larger property?	Neutral	They will not be considered for a larger home, they can seek private rented accommodation if they want additional bedrooms than the policy allows.
Stakeholder at Event	Over 65s needing 2 bedrooms can currently bid for non-sheltered properties. This doesn't fit with the matching policy.	Negative	They can only bid for elderly designated properties, which may not be full sheltered. This is for providers to consider when labelling
Stakeholder by email	You state that all applications will be reviewed with some coming off the list, some changing bands and some having altered size of property eligibility. How will people be notified, how will changes of	Neutral	All applicants will be notified in writing. Changes in circumstance will be considered at the time of review. The appeal process and

	circumstances be considered and is there an appeal process		potential numbers of appeals when registers are reviewed requires further consideration
Stakeholder by email	At the moment there are provisions for direct lets to be given in certain circumstances, similarly emergency housing status. There are no time limits and it's possible for people to get band A and then refuse offers. Could we operate a final offer as per accepted homeless direct lets to draw an end to people in urgent need turning down suitable offers?	Neutral	This is for each partner to consider and deal with in line with local circumstances.
Stakeholder by email	There is no mention of exclusions or the discharge of duty to private rented sector for accepted homeless households. Will this be fed into the revised lettings policy?	Neutral	Check whether this is addressed sufficiently in the policy.
Stakeholder by email	With staying contact for children, the current policy says if there is equal staying contact the children can be counted for both parents household. Surely if the children have a home with one parent they should then not be housed again with another - could this be bought in line with homeless legislation bearing in mind the scarce resource of social housing?	Neutral	As now, child can only have one main home.
Stakeholder by email	Is there more guidance around sensitive lets? It seems a bit ambiguous and often is a cause for people complaining.	Neutral	For partners to consider locally.
Stakeholder online	Direct lets referred to in the policy are of little use unless there is a penalty if the applicant refuses it eg. reduction in banding once their reasons have been considered.		There are implications for homeless households who do not accept direct lets.

