

APPENDIX 1

COMMENTS AND QUESTIONS RAISED ON CHOICE BASED LETTINGS (CBL) DOCUMENT

Access to Housing

1. Methods of Application the Group felt that the format had to be accessible and in a variety of formats. They also wanted Clients who will use it to test it out.
2. It was also felt that the document itself was quite confusing and needed tidying up as it is not clear who the document is aimed at. Is it the organisation or the person doing it.
3. The Group would also like to see the actual Application form as they want to ensure that the spaces are large enough to record all the facts in them.
4. The Group were pleased to see the paragraph included about collecting information on disability in order to assess future needs for adapted homes and to ensure that any home is suitable for the needs of the applicant.
5. General comment was that they wanted an easy to read version rather than a document looked at by Legal Sections.
6. Who is eligible needs to be more self explanatory maybe a flow Chart would be useful/helpful.
7. Who is not eligible examples of unacceptable behaviour: “Perpetration of domestic violence” should be domestic abuse.
8. Group asked for clarity regarding applicant’s financial resources, in particular the figure of £60,000 is this capital/investments?

How is Housing Need Assessed?

1. The Group were concerned about the paragraph relating to Emergency Band applicants who have not made a bid for suitable homes or refuses a suitable offer of a property. They wanted to know how this would be checked and how will CBL get the information from the applicant as to why they have not bid on a property.
2. Band B the Group would like Residential Care Move On to be included in this banding.
3. The group were also concerned about the number of rooms defined as needed by clients and how this could depend on the size of the rooms determining whether a property is suitable or not.i.e a modern house is very different to a Victorian house in

terms of room sizes. Also how does this fit in with clients having carers in particular sleep in carers. The Group want to know if the guidance on this is clear or is there a need for specific guidance for overnight carers? Could an example be given?

4. Medical Priorities need to ensure the space for this on the form needs to be large enough for clients to put in all the medical conditions they have.
5. Concern was also raised that in the lead up to discharge from hospital there is not enough time to secure appropriate accommodation. Clients may be placed in Residential Care pending placement in suitable accommodation or may be taken in by family as a temporary measure. These clients should still keep their initial band rating.
6. How is priority decided on urgent disrepair the Group would like some examples of these.
7. The section on Application and Effective dates is rather confusing needs clarifying/simplifying. Could there be discretion at local level to keep the original effective date.
8. Move on applicants (from Supported Housing) evidence of the assessment will need to be provided to the Local Authority.
9. Moving bands following a change in circumstances seems to be the same as the effective dates section can these be amalgamated.
10. Deliberate worsening of circumstances examples who decides what is “good reason” is this the Homelessness Legislation based on intentionality?
11. Notification to confirm application details needs to be in appropriate format to meet identified communication need.
12. Size of property it was felt that clarity is needed on 4 bedroom need bidding on 3 bedroom properties.
13. How is medical priority awarded – the medical assessment form needs to be accessible and have enough space to write in it. Also needs to cover Mental Health. Also needs to be practicable i.e. the finance implications of adaptations are not too great /not equitable. If applicant cannot manage stairs needs to also include external stairs as well as internal stairs. If they cannot manage stairs they can only be considered for a ground floor flat or bungalow this should also include or where adaptations can be fitted or where there is appropriate access.
14. Cancelling applications due to applicant not responding to an application review the Group feel that this application review needs to be in appropriate format. Also where information is requested within 28 days this needs to be requested in correct format and take into consideration that some people may need support. Also if an application has

been cancelled the applicant has the right to ask for a review of the decision the group want to know – who to; where and how?

15. Rejoining Devon Home Choice – the group would like included – “unless exceptional circumstances”.

Applying for Properties

1. Advertising of properties needs to be road tested
2. On the application form will people be asked how they want to receive information about the advertising of properties.
3. Property Descriptions should also include accessibility status- Lift; No Stairs; Level Access. Also local amenities should include Bus Stops.
4. Labelling Properties – the Group asked will people requiring level access get priority for level access properties.
5. Sensitive Letting – the Group want to ensure that vulnerable people are not put at risk.
6. Applying for a property- Applicants can apply for?? Number of homes each week the Group would like to know why this would be limited. Also Applicants may apply for properties by: the method of doing this needs to be accessible and supported.
7. Personalised feedback will be available via the Website the Group asked what happens about feedback to people with no access to the Internet?
8. Appeals and Complaints – again the Group advised that this needs to be in accessible format.
9. Definitions – Move On needs to include Supporting People funded services and Social Care funded Supported Living. Also this needs to fit in with the Torbay Supporting People Move on Policy.

No Local Connection to Devon

1. in exceptions – ‘there are special circumstances such as medical or support needs that are only available in a particular district’ –Who accesses this need or defines the need. E.g. the Alstróms. Is this a national condition or a condition within the southwest