



LONDON BOROUGH OF ENFIELD

BACKGROUND PAPER AGENDA ITEM 8: ENFIELD HOUSING ALLOCATION SCHEME – CONSULTATION OVERVIEW

(FOR REFERENCE ONLY)

Please Note: A copy of the quantitative responses to the Round 1 consultation is available via the following link:

https://www.enfield.gov.uk/downloads/file/6074/revising_enfields_allocation_scheme-first_round_consultation-feedback_on_closed_questions-jul12

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Enfield's Allocations Scheme – Overview of Consultation Activities

Officers worked with a Member Working Group to develop key principles for inclusion in Enfield's Allocations Scheme and the draft scheme.

Two rounds of consultation about revising Enfield's Allocations Scheme have taken place since mid-November 2011.

The first round of consultation took place between 16 November 2011 and 16 April 2012. This round of consultation concentrated on seeking peoples' views on ideas and proposals for what could be included in a revised Allocations Scheme. A wide range of consultation activities were undertaken including:

- Presenting and explaining the ideas for inclusion in a revised scheme at 10 different forums
- Articles in Our Enfield and other media
- Comprehensive information on Enfield's website
- Around a dozen briefing sessions with staff
- Emails and postal mail outs to around 350 different organisations in Enfield, including the voluntary and community sector

A survey was conducted which received 134 responses. Some 10 additions were made to the draft Allocations Scheme as a result of the survey outcomes. A further 5 issues have been the subject of further consultation with questions included in the draft Allocations Scheme.

A second round of consultation took place between 11 June and 5 September 2012. The second round of consultation concentrated on asking peoples' views on the draft revised Allocations Scheme. It was decided not to do a survey for the second round. The reason for this is that undertaking surveys takes up large resources for relatively small returns in terms of the quantity and quality of feedback.

The second round took a number of different approaches including emails and postal mail outs, poster campaigns, adverts in local papers including 2 ethnic publications, focus groups with various organisations (including RSIs, Enfield's Single Homeless Forum, BME Housing Steering Group, Enfield CAB, Enfield Advice Partnership, Enfield Housing Strategic partnership) and groups of applicants on the Housing Register (eg, households living in quality homes provided by the Council under the Homelessness legislation), discussions with Members and Senior Officers, a Message of the Day facility on the Choice Based Letting System to alert users to the consultation, poster pop-up at login to Enfield's system, attendance at Enfield Town Show and Community Festivals etc.

In addition to using a Council consultation web page as the main place for providing information about the proposed changes to the Allocations Scheme, we also encouraged feedback via three channels of communication: email, phone and by letter.

Responses to the consultation included:

- 765¹ unique hits to the Council's Allocations Scheme consultation web page. Hits increased most following emails and mailings telling people about the consultation and following a Message of the Day facility implemented in mid-August through the Choice Based Lettings System.
- 11 emails including four from housing associations providing their feedback, two from staff and the rest from a mixture of housing applicants and other stakeholders
- Written feedback received from the Council's Housing Options and Advice Team and Accommodation Services Team
- Written feedback from Enfield Homes, the Council's ALMO
- Written feedback from Alma Residents Association
- Verbal feedback via meetings and forums

Consultation feedback is currently being written up and will be available on the Council's website by 3 December 2012.

¹ As comparison: the borough-wide Council Tax Benefit consultation, which has been running since 26/7/12, the Allocations Scheme web page has received 663 hits since 26/7/12 whilst the Council Tax Benefit consultation received 226 hits.