

## SERVICE UPDATE

<b><u>Name of Service:</u></b>	Early Intervention and Community Empowerment
<b><u>Date:</u></b>	12/4/19
<b><u>Title of Update:</u></b>	Housing waiting list and allocations
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### **UPDATE:**

#### **1 Reason for service update**

1.1 At the previous Audit, Risk and Scrutiny Committee, the schedule for Internal Audit was discussed. The Committee noted that one of the items that had been removed from the draft internal audit plan related to the Housing waiting list and Allocations.

1.2 The Committee questioned why this had been removed from the audit list and were advised that it was not felt this was of sufficient priority to merit the attention of internal audit. The Director of Customer Services, Andy MacDonald, suggested that the assurance being sought could be provided through a service update at the next Committee.

#### **2 Housing waiting list and allocations policy**

2.1 The following table provides figures for the last three years on application numbers, as we are required to report to the Scottish Housing Regulator:

Year	Total number of all applications on our housing list	Total number of applications received	Total number of properties of let	Total number of homeless applications
16/17	6631	3675	1696	520
17/18	6236	3705	1813	515
18/19	6240	4201	2047	469

2.2 All allocations are made in accordance with the Council's Allocations Policy, available [here](#). An updated version to reflect changes to Housing (Scotland) Act 2014 will be available before the end of April and this will be circulated to members once complete. This update contains details pertaining to the number of offers afforded to each applicant prior to deferral, deferment period, medical priority and the Downsizing Scheme.

2.3 The Housing (Scotland) Act 2014 focuses upon a number of areas pertaining to Allocation of Social Housing, including:

- Reasonable Preference in the allocation of Social Housing

- Consultation
- Property Ownership
- Suspensions from the housing lists

2.4 The review of the Allocations Policy has identified the opportunity to modernise the way the allocation of properties is managed. A consultation exercise conducted in August 2018 also highlighted that the majority of staff and service users were in favour of using a Choice Based Lettings platform to let council properties. Currently, housing applicants play a passive role in the process, whereby they complete an application, are awarded priority and then wait for an allocation to be made. We are therefore investigating the potential to move to an online Choice Based Letting system, similar to those used by Registered Social Landlords across the City. This could potentially establish a single City wide application process for social housing. This would allow applicants for housing to bid on specific properties they are interested in, thus giving applicants greater choice and empowerment through the on-line self-serve portal. It will also significantly speed up the allocations and voids processes.

2.5 Options will developed from the findings of the review, and any necessary recommendations presented to the Operational Delivery Committee for consideration.