

Temporary Accommodation Placements Policy Summary of Responses to Consultation

1. Introduction

The majority of the 369 consultation responses were received) through returned paper consultation booklet questionnaires (192) although we did receive (177) online questionnaires completed through the online survey. A series of drop in events were also held throughout the Borough between the 20th July 2016 and 22nd August 2016 to provide information to temporary accommodation tenants on the proposed policy and assist them in completing the questionnaire, a total of 158 TA tenants attended the four drop in events.

All 3200 Temporary Accommodation tenants were written to or e-mailed with a paper copy of the consultation booklet enclosed or a pdf of the booklet attached. They were invited to take part in the consultation and given details of the drop in events being held if they wished to attend. The letter also directed them to a web page www.haringey.gov.uk/tapp-consultation which explained the policy, allowed respondents to download the consultation booklet as well inviting them to complete the online survey.

2. Summary of quantitative responses

1. Please tell us if you agree or disagree with each of the proposed policy criteria for giving priority/preference for accommodation in the borough.

	Agree	Disagree	No Opinion	No reply	Total
A severe long-term illness	293	32	37	7	369
	79%	9%	10%	2%	100%
A health care benefits package not available outside the borough	231	62	63	13	369
	63%	17%	17%	4%	100%
A severe long-term mental illness	266	49	41	13	369
	72%	13%	11%	4%	100%
A child on the Child Protection Register impact on their welfare	262	48	45	14	369
	71%	13%	12%	4%	100%
A child with special educational needs where support is not available outside the borough	268	46	34	21	369
	73%	12%	9%	6%	100%
A long-standing arrangement to provide care and support to another family member	234	59	61	15	369
	63%	16%	17%	4%	100%

2. Please tell us if you agree or disagree with each of the proposed policy criteria for giving priority/preference for accommodation in neighbouring boroughs.

	Agree	Disagree	No Opinion	No reply	Total
A child enrolled in GCSE, AS or A level or post 16 vocational qualifications in Haringey	237	63	51	18	369
	64%	17%	14%	5%	100%
A worker, working 16 hours/week	257	49	48	15	369
	70%	13%	13%	4%	100%

3a. Please rank the types of support that may be offered to residents who are moved into Temporary Accommodation outside of London in order of importance from 1 – 9, with 1 being the most important and 9 being the least important:

		No of people giving a priority of 1 to 3
1.	Help finding a school for children in the new area	230
2.	Help finding employment in the new area	199
3.	Help finding child care	178
4.	Help finding a local GP or other medical assistance	169
5.	Help to arrange getting set up with things like Council Tax, getting set up with local support (formal social work or informal)	135
6.	Removals and storage of items	122
7.	Reconnections (e.g. electricity /gas / phone / internet)	103
8.	Financial support to travel back to Haringey to see family and friends	83
9.	Help finding local community groups / religious groups	65

NB: 5% of respondents incorrectly completed this question so their responses were invalid

3b We expect that we will provide assistance, set out in 3a. for the first 6 months of being relocated. Do you agree that this is a reasonable period of time?

Agree	Disagree	No Opinion	No reply	Total
186	83	67	33	369
50%	23%	18%	9%	100%

4a. Do you think the Temporary Accommodation Placements Policy should be applied to new applicants only or should it also be applied to those already temporarily accommodated by Haringey

	Yes	No	No reply	Total
New applicants only	187	95	87	369
	51%	26%	24%	100%
New applicants plus those already temporarily accommodated by Haringey	195	119	55	369
	53%	32%	15%	100%

3. Summary of qualitative response

Criteria for giving priority/preference for accommodation in the borough

- The majority of respondents agreed with the proposed criteria. Some made a few suggestions for additional criteria, ranked below in order of popularity.

Top 10	Additional criteria for prioritising placing residents in temporary accommodation in Haringey	Weighting / no. of people of commented on this point	Council response
1.	The length of time someone has been in temporary accommodation waiting for a permanent home and local connections they had with the borough	23	Waiting time is not an indicator of housing need and is not considered appropriate additional criteria. The policy provides discretion for special circumstances.
2.	Families with children at schools in Haringey	18	We have made provision for families who have children approaching examinations but a more general priority to cover all school age children cannot be achieved with the available housing supply within the borough or nearby.
3.	Single parents with kids who rely on support from family / friends in Haringey	10	We agree with this point and have changed the policy to include additional criteria in relation to receipt of support.
4.	People who have suffered physical abuse/domestic violence	5	It will not always be appropriate to place such people within the borough. The policy provides discretion for special

Top 10	Additional criteria for prioritising placing residents in temporary accommodation in Haringey	Weighting / no. of people of commented on this point	Council response
			circumstances.
5.	Someone who needs support and/or supervision - e.g. ex-offenders, people on sex offenders list - or those who have committed ASB / on probation or has injunctions against them	3	In practice we deal with such cases in collaboration with the police and probation service and it would not be appropriate to make a blanket provision; this is a case by case assessment and the policy provides discretion for special circumstances.
6.	Those that are receiving help for addiction and those in recovery in Haringey	2	We agree with this point and the new criteria relating to receipt of support deals with these cases.
7.	Adults with learning difficulties but not a severe mental health issue	2	We agree with this point and the new criteria relating to receipt of support deals with these cases. In addition the policy provides discretion for special circumstances.
8.	Pensioners with financial hardships	2	Financial hardship is not a factor as the policy is designed to place people in more affordable areas, with appropriate support that addresses any hardship. In addition the policy provides discretion for special circumstances.
9.	Pregnant woman	2	We have accepted that the timing of any moves will need to be sensitive in certain cases but do not agree that pregnancy should be a priority for placement within the borough.

Criteria for giving priority/preference for accommodation in neighbouring boroughs/not more than one hour away from the school or place of work

- The majority of respondents agreed with the proposed criteria. Some made a few suggestions for additional criteria, ranked below in order of popularity.

	Additional criteria for prioritising placing residents in temporary accommodation in Haringey	Weighting / no. of people	Council response
1.	The length of time someone has been in temporary accommodation waiting for a permanent home and their local connections	13	Waiting time is not an indicator of housing need and is not considered appropriate additional criteria. The policy provides discretion for special circumstances.
2.	All families with children at school	11	We have made provision for families who have children approaching examinations but a more general priority to cover all school age children cannot be achieved with the available housing supply within the borough or nearby.
3.	People dependent on local connections (friends / family to survive)	8	We have changed the policy to include additional criteria in relation to receipt of formal support. However informal support is much more difficult to assess. The policy provides discretion for special circumstances.
4.	People who are on apprenticeships	4	We agree with this point and have changed the policy to include additional criteria to cover these people.
5.	People in adult education / at university	3	
6.	Self employed people / or have a business in Haringey	2	
7.	People who have not started work but have a start dated confirmed	2	
8.	Those people actively seeking work in Haringey	2	This is covered by the change above, for those people that can be verified as meeting this.

Possible types of support that may be offered to residents who are moved into Temporary Accommodation outside of London

- As mentioned above in the quantitative summary, respondents prioritised support in finding employment and getting their children into a good school as the top priorities, however some did make alternative suggestions a lot of them were repeating the support already listed as examples however there were a few different variations of these which I have set out below.

Top 10	Additional criteria for prioritising placing residents in temporary accommodation in Haringey	Weighting / no. of people who said this	Council response / Changes to the support package that may be offered to residents who are placed out of London based on consultation feedback
1.	Travel expenses to get back to work in Haringey / London	14	We have accepted the need for some financial assistance and a one off payment will be made to assist with immediate relocation expenses
2.	Travel expenses for children to travel back to school in Haringey	10	
3.	Finances to help them settle into the new place	7	
4.	Travel expenses for going to hospital / doctor's appointments in Haringey	6	

4. Issues which were raised at Drop In sessions by attendees

General concerns that they may be moved outside of London and away from family and friends although a few welcomed the idea as they were finding accommodation in Haringey / London to be too expensive

- Residents wanted to know which areas they would be placed if it was outside of the Borough / London
- Wanted to know how long they may have to stay outside of London if placed there.
- Concerns about disrupting children education (even if they were not doing GCSEs or BTECs that year) as they were in settled schools
- Some attendees said that would be more supportive of being moved out of London if they were being moved into a permanent home
- Worried about loss of local connections/support. One respondent thought that this would be more difficult for the traveller/gypsy community residents stating that they were more reliant on family support and networks and took longer to form new relationships e.g. with GPs
- Some thought that a priority should be the length of time that you were in TA
- Concerns that they might experience racial prejudice if moved to an unsuitable area
- Almost all of those who turned up to the drop in wanted to talk about their particular circumstances and find out about their options to get a settled home

4. Feedback from housing partners and internal council departments

- Residents who are actively seeking work should be given priority to be placed in temporary accommodation near to Haringey.
- Young people and DV service users – should be included in the criteria for accommodation within the borough, as agreed on a case by case, personal needs basis, i.e. some cases should have priority to remain in the borough, others will benefit from out of borough placements in relation to risk/safeguarding issues
- It is important that there is a detailed design of data on needs, and recording of the customer's journey/use of support, so that the appropriate levels of support can be effectively provided and or signposted.

5. Who responded?

The profile of the 369 respondents is a good representative sample of the actual profile of the 3,200 Temporary Accommodation residents' population in terms of gender. For age, there was a higher response from residents aged 25-64.

What is your age?

16-24	25-44	45-64	65+	Prefer not to say	No reply	Total
11	238	99	2	3	16	369
3%	64%	27%	1%	1%	4%	100%

Do you have a physical or mental health condition or illness lasting or expected to last 12 months or more?

Yes	No	Prefer not to say	No reply	Total
249	32	77	11	369
67%	9%	21%	3%	100%

What is your gender?

Male	Female	Prefer not to say	No reply	Total
263	93	4	9	369
71%	25%	1%	2%	100%

What is your ethnic group?

White British	37 10%
White Irish	1 0%

White Other - Greek / Greek Cypriot	3
	1%
White Other - Turkish	18
	5%
White Other - Turkish Cypriot	7
	2%
White Other - Kurdish	8
	2%
White Other - Gypsy / Roma	2
	1%
White Other - Irish Traveller	-
	-
Black or Black British: African	108
	30%
Black or Black British: Caribbean	43
	12%
Asian or Asian British: Indian	4
	1%
Asian or Asian British: Pakistani	3
	1%
Asian or Asian British: Bangladeshi	9
	3%
Asian or Asian British: East African Asian	-
	-
Mixed: White and Black African	5
	1%
Mixed: White and Black Caribbean	9
	2%
Mixed: White and Asian	2
	1%
Chinese	4
	1%
Any other ethnic background	43
	12%
Prefer not to say	34
	9%
No reply	29
	8%
Total	369

