

Appendix D. Summary of Consultation Part 1

Private Sector Housing Assistance Policy

and

Policy on Adaptations for Disabled Tenants in Council Housing

Targeted Consultation Feedback:

Targeted consultation took place during January and February 2023

Response Received	Action Taken
Agewell: Tipton Forum Approx. 12 people in attendance The group discussed their individual experiences with accessing services with the council and generally agreed with proposals. There were no specific comments about the policy and proposed changes.	None Provided reassurance that proposals were along right lines
Agewell: Deep Group Approx. 25 people in attendance, most were dementia sufferers with family or carers with them. General agreement with proposal, only questions raised related to process for delivery of DFG and how to apply.	Provided reassurance that proposals were along right lines. There is a need once the policy is adopted, that marketing and support to access the service is widely promoted. Will feedback to the group once policy has been approved.
SCIPS (Sandwell Community and Information Participation Services): Approx. 20 people in attendance	As above to promote and market the service widely and feedback to the group once approved.

Response Received	Action Taken
<p>Group asked some questions about leaseholders and repayment conditions. Suggestion from the group that service is more prominently advertised and support to access the process.</p>	
<p>Agewell: Think Differently About Dementia Group Discussed with family members of people with dementia, approx. 5 people Generally positive feedback, in particular liked the £15k non-means tested grant. Comments about the lack of advertising and knowledge of the service.</p>	<p>Provided reassurance that proposals were along right lines.</p> <p>There is a need once the policy is adopted, that marketing and support to access the service is widely promoted.</p> <p>Will feedback to the group once policy has been approved.</p>
<p>Ideal For All: Peer Group Support Group (Fibromyalgia and Arthritis group) 6 people in attendance. Group felt that is was a good idea to refresh the policy, and positive feedback as to proposed updates.</p> <p>Questions asked about SMBC houses and where adapted, and if the resident was to leave the property is it kept for other people with who need such adapted properties. Also raised query about properties where adaptations have removed when they have become void. Also felt there should be some for of prevention to Right to Buys on adapted properties.</p>	<p>Comments have been feedback to Housing Management</p>

Response Received	Action Taken
<p>Raised need for a point of contact throughout the process, to assist with queries and updates.</p>	<p>Caseworker posts have been created within Home Improvement Agency to become point of contact for customers. Equally pathway being developed for council housing and point of contact to be within Tenancy Management.</p>
<p>SCIPS Board Approx.23 people in attendance. Positive discussion, pleased with the proposals. Some questions raised about value for money regarding contractors. Group were pleased with the discussion and opportunity to influence.</p>	<p>Contract management and delivery has changed and will be delivered through Asset Management and Maintenance.</p>
<p>Agewell: Rowley Forum Large group, over 60 people in attendance Group happy with the £15k non-means tested grant. Need to promote the service more and how to apply for grants. Group felt that council adapted properties should be kept for people who require such adaptations. Questions asked about how much funding is available and where this comes from.</p>	<p>Provided reassurance that proposals were along right lines. There is a need once the policy is adopted, that marketing and support to access the service is widely promoted. Will feedback to the group once policy has been approved.</p>

Overall over 151 people engaged, and mostly positive feedback received. The main point for improvement related to marketing and promotion of the service are widely and support how to apply.

Formal Consultation Feedback:

Formal Consultation between 20th March to 2nd May

Responses were invited via Email.

Response Received	Action Taken
<p>All below are enquiries have been raised by one resident and all relate to the policy for Council Tenants states:</p> <p>10.2 - The total value of the proposed adaptation (including design costs) which should not exceed the max value of an equivalent Disabled Facilities Grant (as stated in Sandwell Council's Private Sector Housing Assistance Policy 2023)</p> <p>Question raised:</p> <p>Why are you having to refer to Sandwell Council's Private Sector Housing Assistance Policy 2023 for the total value of the proposed adaptation which should not exceed the max value of an equivalent Disabled Facilities Grant for Council tenants with disabilities?</p> <p>14.1 - As a guide, tenants may expect their adaptations to be completed within 90 days from the date when the work is approved.</p>	<p>The Policy on Adaptations for Disabled Tenants in Council Housing demonstrates the relationship between the two policies.</p> <p>The period starts once approved, however agreed that further narrative to be added to explain where some cases may take longer than the 90 days.</p>

Response Received	Action Taken
<p data-bbox="201 245 676 312">Question raised: Query as to when the 90 days starts</p> <p data-bbox="201 399 788 702">15.2 - In order for the council to make best use of its resources, it is expected that the occupant for whom the adaptation has been completed will remain in the property for at least 5 years after the adaptation has been completed if their circumstances, in accordance with the lettings policy are otherwise the same.</p> <p data-bbox="201 753 806 855">Question raised: Question raised about should the tenant need to move within the 5-year period</p>	<p data-bbox="842 399 1684 507">No action needed, this is based upon intention at the time of the application, if something should then change, then this will be assessed based upon on each individual case.</p>