

# Housing Allocation Scheme 2023

Analysis of stakeholder consultation

February 2023

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# Introduction

## Background

Deciding how to fairly allocate our limited supply of social housing is one of the most important questions the Council faces, and it is something that must be right.

In a first consultation carried out in 2021 the Council asked for stakeholders' thoughts about some key themes that it wanted guidance on to make our Allocation Scheme better. These themes were identified in the pre-consultation work carried out with residents and local voluntary groups by Newman Francis on the Council's behalf.

The consultation resulted in 137 responses from residents and other interested parties, and the full report can be found on the [Council's website](#). These responses, as well as other feedback, has led to the development of a draft Allocation Scheme.

The proposals in the draft Allocation Scheme will not increase the actual number of properties, but will, if fully adopted, allow for the better use of the homes that do exist, and strike a better balance between all the competing needs that exist for those who are looking for a new social housing home.

## Consultation methodology

The consultation sought residents' views on some key priority changes to the current Allocation Scheme. The exercise opened on 5 January 2023 and closed on 16 February 2023 with a total of 103 responses. The consultation was promoted through the Housing Register mailing list, Council's e-newsletters, Council's website, online platforms and stakeholders focus groups.



# Introduction

## Report

A total of 103 surveys were returned by the deadline. This report contains an analysis of survey responses. A separate appendix report is available on request which details all comments made by respondents to the questions within the survey.

## Acknowledgements

The Council would like to thank all residents and stakeholders that took the time to feedback their views.

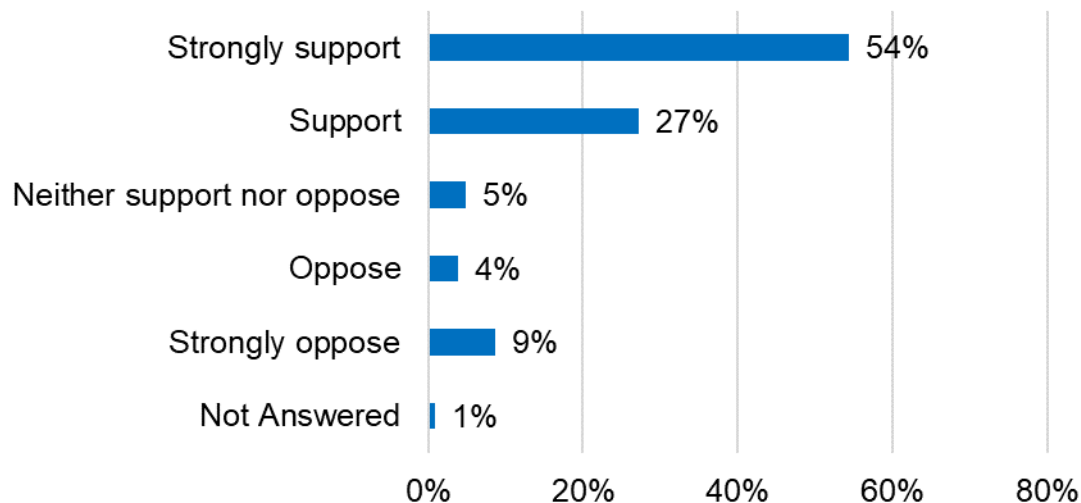


# Proposed key changes

Respondents were asked how strongly they support or oppose annual waiting points being awarded to everyone upon the anniversary of their acceptance to the Housing Register.

- **Over 80 per cent** of respondents either **Strongly support** (54 per cent) or **Support** (27 per cent) the introduction of annual waiting points to be added
- A **small percentage** of respondents either **Strongly oppose** (nine per cent) or **Oppose** (four per cent)

How strongly do you support or oppose annual waiting points being awarded to everyone upon the anniversary of their acceptance onto the Housing Register?



*Base: All respondents (103)*



# Proposed key changes

Respondents that did oppose the change were asked to explain why.

There were 15 responses to this question. Comments made have been themed and those with two or more comments are summarised in the table below.

Examples of comments made can also be seen on the next page, with the full list of themes and comments made found in the appendices report.

Theme	Count
Existing applicants are already discouraged	3
On a case by case basis	2
Revise waiting list priorities	2
Ineffective	2



# Comment examples

*“1. It does not adequately reflect the distress of people, especially those on the waiting list for several years.  
2. It does nothing to change the length of time people will remain on the waiting list.”*

Ineffective

*“Initially I thought it was a good idea but it creates extra work, cost and time to RBKC. Plus, there is a danger that as time passes that those who have been waiting several years will build up points (even with only a percentage added) that could allow them to outbid someone who has greater urgent priority (through unexpected health or job loss etc) that has just joined the list quite recently. Plus, unnecessarily complicates the list and priority needs. Due to the lack of homes these points would add up and once a property allocated, because of succession rights they will be lost from the stock for many years, particularly if Right to Buy remains.”*

Revise waiting list priorities



*“I have lived in the same 1 bedroom, from 1997. My son is 32 this year. I have tried on several occasions to move into a 2 bedroom. I just gave up.”*

Existing applicant already discouraged

*“Still waiting for council house.”*

Existing applicant already discouraged

*“Someone who is has been homeless for less than a year should have higher priority than someone in safe accommodation waiting for over a year. It should be in a case by case basis.”*

On a case by case basis

*“I have submitted evidence and still points are not added.”*

Existing applicants are already discouraged

*“Backdated for residents previously waiting as this would favour new/newer applicants.”*

Revise waiting list priorities



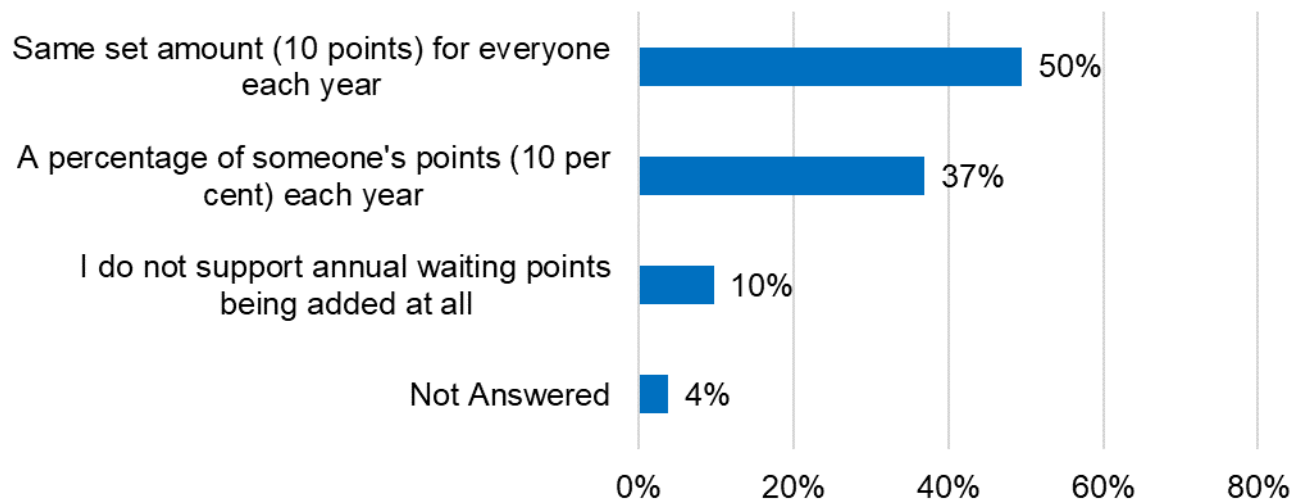
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# Proposed key changes

Respondents were asked if annual points were to be added should it be the same set amount (10 points) for everyone each year or should it be a percentage (10 per cent) of someone's points, for example if their total points were 200, that person would get an additional 20 points each year.

**Half** of respondents (50 per cent) think added waiting points should be the **same set amount**, **37 per cent** of respondents stated that that it should be a **percentage**, a **small percentage** (10 per cent) **do not support** adding annual waiting points at all.

If annual waiting points are to be added, should it be the same set amount (10 points) for everyone each year or should it be a percentage (10 per cent) of someone's points?



Base: All respondents (103)

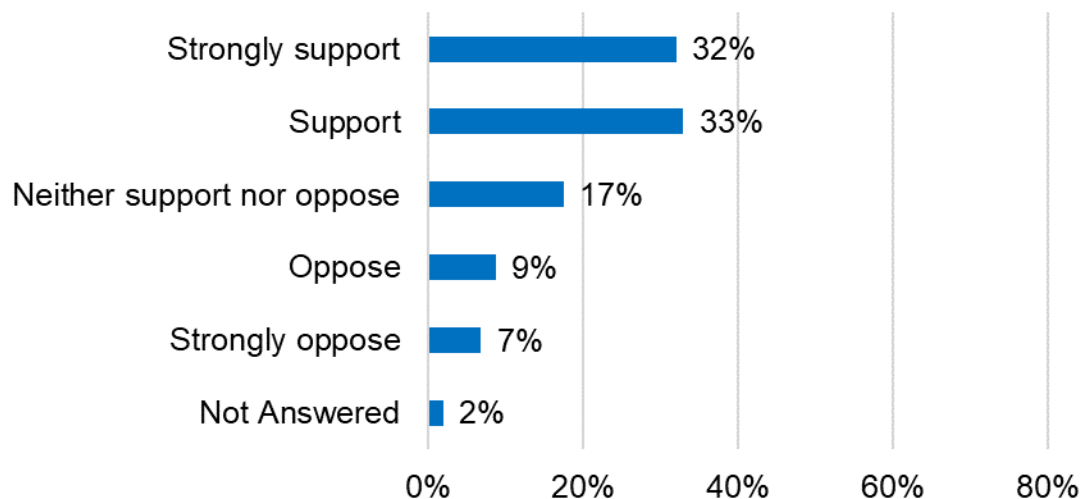


# Proposed key changes

Respondents were asked how strongly they supported or opposed the introduction of a chain lettings approach, whereby the Council will create opportunities for multiple moves to be triggered from an initial vacant property -for example, tenants moving from large properties will enable overcrowded tenants to move, then other moves will be facilitated as a result creating a 'chain' of moves.

- Almost two thirds of respondents either **Strongly support** (32 per cent) or **Support** (33 per cent) the introduction of this approach
- A small number of respondents went to **Oppose** (nine per cent) or **Strongly oppose** (seven per cent) the chain lettings

How strongly do you support or oppose the introduction of a chain lettings approach?



Base: All respondents (103)





# Proposed key changes

Respondents that opposed the introduction of a chain lettings approach were asked to explain why.

There were 17 comments to this question. Comments made have been themed and those with two or more comments are summarised in the table below.

Examples of comments made can also be seen on the next page, with the full list of themes and comments made found in the appendices report.

Theme	Count
Unnecessary workload	3
Advertise available properties	3
Home swaps already exist	2
Large families should wait	2



# Comment examples

*“People who want large families they should be prepared to move out of London. Children cannot be punished but the council can allow family planning service educate those with large families they will wait.”*

Large families should wait



*“While I am on this waiting list now for 8 years or so ...just seeing problems with it. how my two housing officers not interested in anything maybe overworked because as part time worker (have to say there’s are always two sides) ..so I can’t really understand how will you manage this chain letting approach as clearly this simple “waiting list “ has problems .. to add .. I can see this approach to work in future ... depending if the housing officer’s wants to put up the workload in ..of course I want to say support but I have lost support and trust.”*

Unnecessary workload

*“I can see the reasoning of this but it will create a lot of extra work, and time and money for RBKC which it does not have, tenants will all want money to enable them to move I daresay and help in setting things up in the new home, finding schools etc. So instead of one family RBKC will have 3 or 4 families to assist, this is a lot of admin. Tenants are notorious for changing their minds also, creating work with no result for all that work. It could work if you also have the opportunity, as you say to not be obliged to offer a tenancy this way. But they say may life more simple not more complicated, the same with the waiting points system above suggested, it makes it more complicated and maybe unforeseen unfair.”*

Unnecessary workload

*“I think it’s a good option but there is also a huge amount on home swapper which do just do that. I think it’s also worth bearing many people move from a 3 bed because they are old but they still want a home in their area that meets their needs and wants.”*

Home swaps already exist

*“Chains are risky in the private sector. In the social housing sector when working with people who may have vulnerabilities and chain breaks for someone, the risks could outweigh what is good. It will need to have stronger boundaries than it does in the private sector if it is to work in the social housing sector.”*

Chain lettings with boundaries



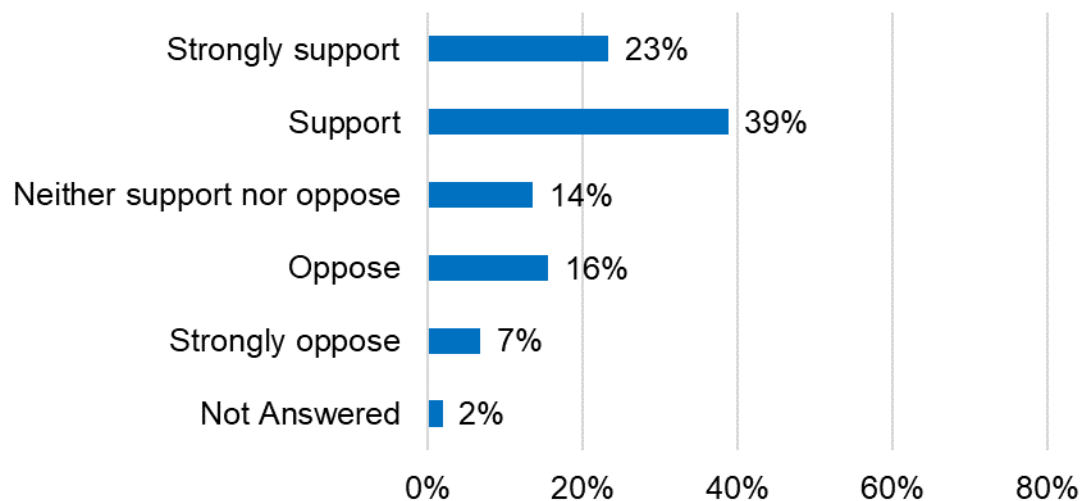
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# Proposed key changes

Respondents were asked how strongly they support or oppose the idea that the creation of bands for priority points will help make rehousing priorities clearer.

- The **highest percentage** of respondents (39 per cent) said they **Support** the idea of priority points helping making rehousing priorities clearer along with almost a quarter of respondents stating they **Strongly support** the idea (23 per cent)
- A **small number** (seven per cent) declared they **Strongly oppose** or **Oppose** (16 per cent) this idea

Do you think the creation of bands for priority points will help make rehousing priorities clearer?



Base: All responses (103)



# Proposed key changes

Respondents that opposed the idea that the creation of bands for priority points will help make rehousing priorities clearer were asked to explain why.

There were 19 comments to this question. Comments made have been themed and those with two or more comments are summarised in the table below.

Examples of comments made can also be seen on the next page, with the full list of themes and comments made found in the appendices report.

Theme	Count
Complicated process	4
Restrictive	3
Demoralising	2
Not necessary	2



# Comment examples

*“It creates more division especially for those who have been waiting years to be rehoused. Being in a low band is very demoralising and impacts mental health!”*

Demoralising

*“It highlights housing priorities in a predetermined way. It does not clarify anything!”*

Restrictive

*“I think it depends on if this helps RBKC to quickly identify which properties to whom out of the many on the list. As mentioned above, simple is better, if it creates more work and computer system alterations with little benefit is it worth it. People have points, only a few have enough points to bid. Do RBKC really feel this will make a difference in deciding who will be allocated a property?”*

Complicated process

*“Will just make things more complicated and those in a lower band will stay stagnant.”*

Complicated process

*“I think it would confuse things.”*

Complicated process



*“I don’t think it’s necessary, anyone who joins the housing register is clever enough to get what the points mean or to have it clearly spelt out for them.”*

Not necessary

*“Will stop movement.”*

Restrictive

*“These bands continue to restrict moving and make one feel hopeless. One is constantly not prioritised due to being under a particular band.”*

Restrictive

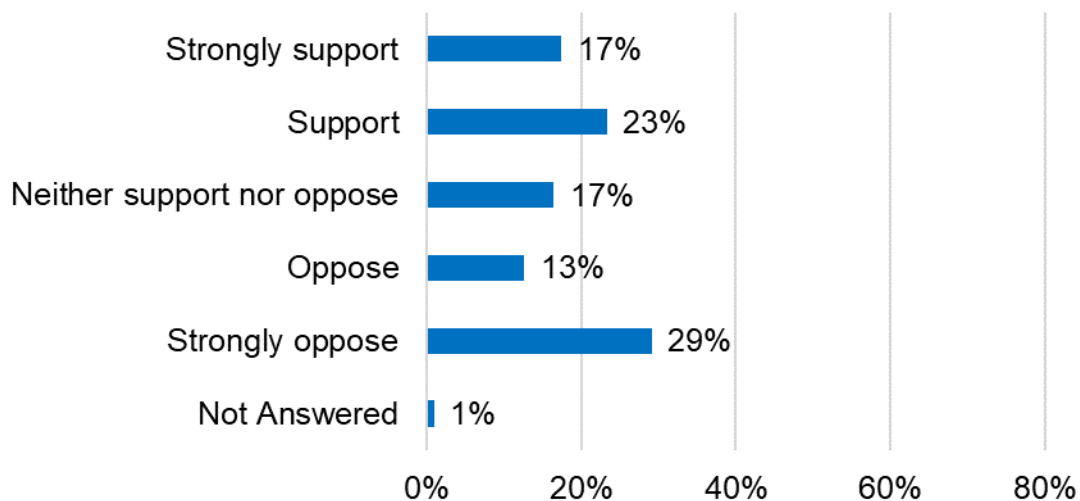


# Proposed key changes

Respondents were asked how strongly they supported or opposed greater priority being given for homeless families who choose a private rented sector home instead of moving into or remaining in temporary accommodation.

- **Over a quarter** of respondents (29 per cent) **Strongly oppose** priority given to homeless families and 13 per cent chose the **Oppose** option
- A total of 40 per cent opted for either **Support** (23 per cent) or **Strongly support** (17 per cent) the proposal

How strongly do you support or oppose greater priority given for homeless families who choose a private rented sector home instead of moving into or remaining in temporary accommodation?



Base: All responses (103)



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# Proposed Key Changes

Respondents that opposed greater priority being given for homeless families were asked to explain why.

There were 35 comments to this question. Comments made have been themed and those with four or more comments are summarised in the table below.

Examples of comments made can also be seen on the next page, with the full list of themes and comments made found in the appendices report.

Theme	Count
Private housing unaffordable	12
Unfair system	6
Beneficial for the Council only	6
Safer temporary accommodation needed	4



# Comment examples

*“This idea to me seems like a way to reduce cases from the council so the work load for housing officers are smaller. It is not easy for housing to be found in the private sector that is affordable especially when you are a DSS applicant so people should not be penalised for this and helped to find it via there housing officers and given the same level of priority regardless. In what way does this benefit the family truly?”*

**Beneficial for the Council only**

*“People will be trapped in the benefit system as private sector homes are unaffordable. The focus should be on RBKC supporting more co-ops, community led housing and multi-tenure land trusts to break the profiteering cycle.”*

**Private housing unaffordable**

*“Not a greater priority this does not seem fair at all.”*

**Unfair system**

*“The private rented sector is way beyond the means of most people who find themselves homeless.”*

**Private housing unaffordable**



*“In London, although I am searching every single opportunity to get a private rent as it is crowding, no body give me that as I was not meet the criteria and considered vulnerable financially, so it is unfair to be considered priority! It is completely the opposite as the temporary accommodation is weekly, risky and less stability. While the private rent have much secured timing.”*

**Safer temporary accommodation needed**

*“I said this all along. Make the temp accommodation experience better and you won’t have a million families whinging! Sorry to put it like that but I think it’s a good idea - my only concern is that in a few years you are going to use this as ammunition- i.e. say well you found your own temp accommodation so you’re alright, which as we know is a precarious situation to be in. Also, what if they have a mate or family member that says I’ll let you sleep on my sofa/corner of living room for a year would you allow that? I do tend to agree with this idea as it encourages pro activity and people may be able to stay in the Borough.”*

**Safer temporary accommodation needed**



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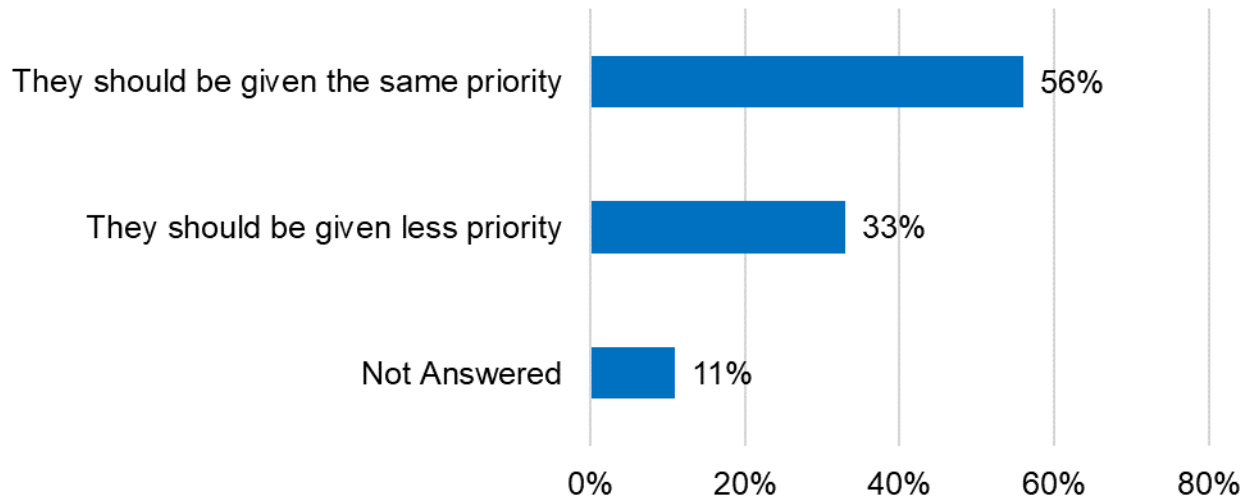


# Proposed key changes

Respondents who opposed a greater priority, were asked if the priority should be same or less compared to those who move into or stay in temporary accommodation.

- Just over **half respondents** (56 per cent) think **they should be given the same priority**
- **A third** of respondents stated **they should be given less priority**

If you oppose a greater priority, do you think it should be the same, or less priority compared to those who move into or stay in temporary accommodation?



*Base: All those who opposed a greater priority (61)*

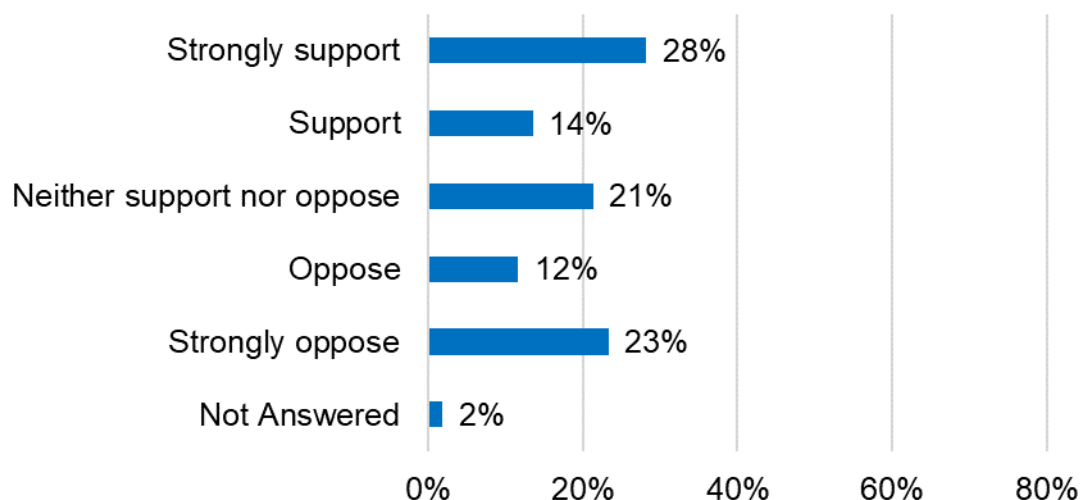


# Proposed key changes

Respondents were asked how strongly they supported or opposed the removal of paid work points – except for those who already have them.

- Under a third of respondents (28 per cent) **Strongly Support** the removal of paid work points and 14 per cent **Support** it
- The **lowest percentage** of respondents (12 per cent) stated they **Oppose** and **under a quarter** (23 per cent) opted for **Strongly oppose**

How strongly do you support or oppose the removal of paid work points –  
except for those who already have them?



*Base: All respondents (103)*



# Proposed Key Changes

Respondents that opposed the removal of paid work points were asked to explain why.

There were 31 comments to this question. Comments made have been themed and those with six or more comments are summarised in the table below.

Examples of comments made can also be seen on the next page, with the full list of themes and comments made found in the appendices report.

Theme	Count
Keep paid work points	10
Work points are unfair to vulnerable people	7
Removal incentivises unemployment	6
Remove paid work points	6



# Comment examples

*“Points for working should remain as an incentive people to work.”*

Keep paid work points

*“Having working points puts lots of other people that can't work carers, people with young children, long term sick at a very unfair advantages and is a discriminatory policy!”*

Work points are unfair to vulnerable people

*“This is because they are at a disadvantage with disposable income. Someone I know in social housing are double income high earner household and use the flat as a pied-a-terre. So paid points would hopefully stop this”*

Keep paid work points

*“I oppose paid work points. Vulnerable people get stuck because of these.”*

Work points are unfair to vulnerable people

*“You should remove altogether not fair for people who are carers. or people who are disabled.”*

Work points are unfair to vulnerable people

*“Covid is over now and the Government are looking at ways to allow people to keep their benefits even though working. I think these points should now be removed otherwise a certain part of the community will be overly compensated for all things and for these very valuable council property.”*

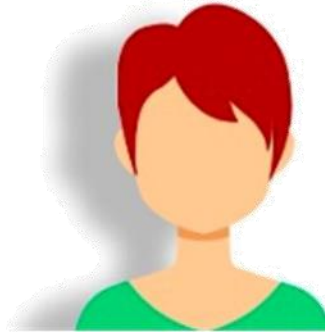
Remove paid work points

*“Removal of points on paid works will just demotivate the person not to work and will end up relying on benefits.”*

Removal incentivises unemployment

*“Don't incentivise more people not to work in the current economic crisis.”*

Removal incentivises unemployment

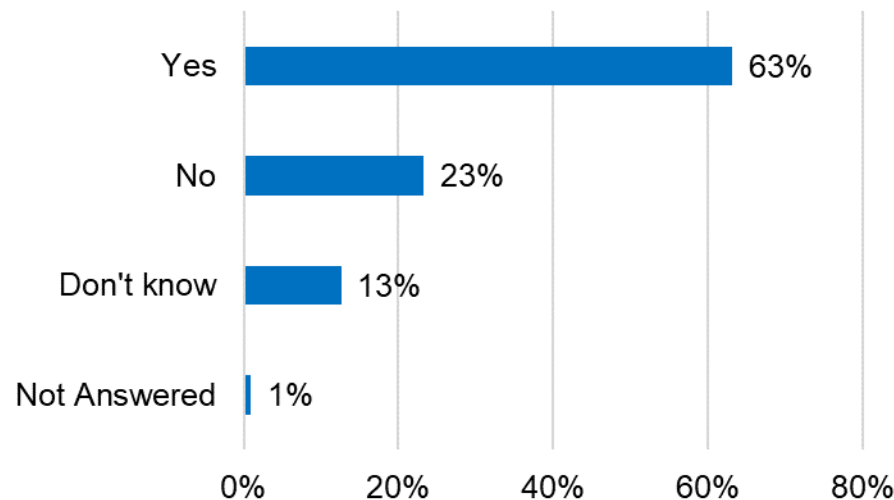


# Proposed key changes

Respondents were asked if existing applicants should be allowed to keep paid work points –considering that paid work points will not be added to any future applications under the new scheme.

- The **highest percentage** of respondents (63 per cent) said **Yes**
- **Under a quarter** of respondents (23 per cent) answered **No**

We will not be adding paid work points to any future applications under the new scheme. Should existing applicants be allowed to keep them as is proposed?



*Base: All respondents (103)*

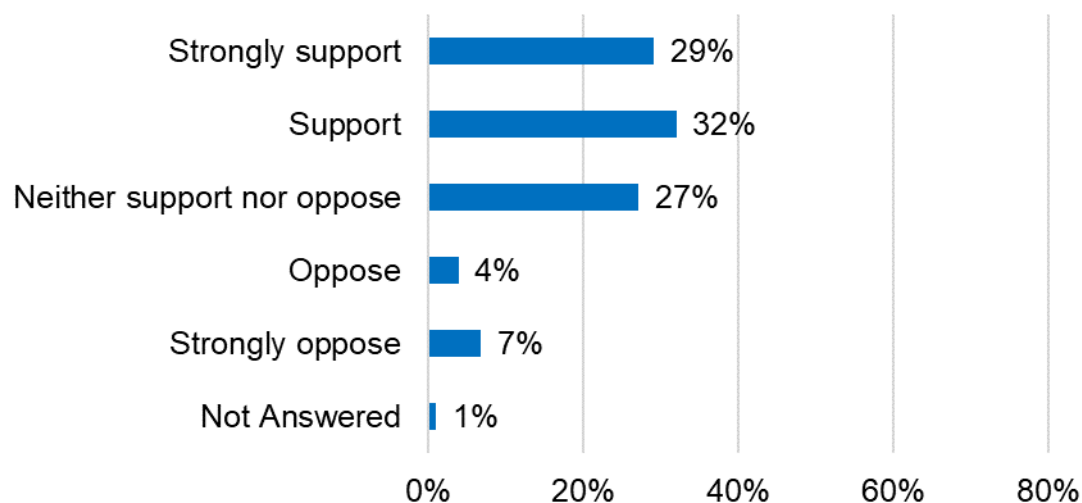


# Proposed Key Changes

Respondents were asked how strongly they supported or opposed quotas or a percentage of homes for specific priorities instead of using the old separate Rehousing Plan.

- Just under **a third** of respondents (32 per cent) **Support** quotas and a similar percentage (29 per cent) **Strongly support** it
- Only very **low numbers** of respondents stated they **Strongly oppose** (7 per cent) or **Oppose** (4 per cent) the quotas

How strongly do you support or oppose quotas or a percentage of homes for specific priorities instead of using the old separate Rehousing Plan?



*Base: All respondents (103)*



# Proposed Key Changes

Respondents that oppose quotas or a percentage were asked to explain why.

There were 16 comments to this question. Comments made were varied and it was not possible to theme them. The full list of themes and comments made will be integrated in the appendices report.

Some examples of comments can be found below:

*“I support having Quotas but am concerned with how they are set. Will it be a set percentage of the people of that type waiting or is it a random chosen number?”*

*“RBKC should be accountable for its actions!”*

*“The council should be building long term sustainable properties which can be adapted as needed. We don’t have money for bespoke solutions.”*

*“Housing should be based on needs of the particular family.”*

*“Get people out of long term temporary accommodation, the length of time some people wait is extremely unacceptable.”*

*“This creates extra work for the council but is for transparency I assume. I prefer to reduce the RBKC time and money spent on things that do make any difference to the actual properties available and other pressing tasks it has.”*

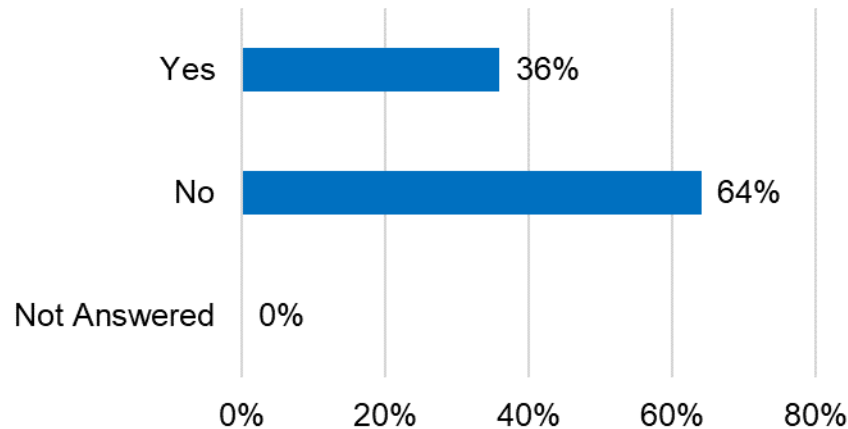


# Proposed key changes

Respondents were asked if they were aware of the existence of a Rehousing Plan prior to this consultation.

- The **majority** of respondents (64 per cent) stated they were **not aware** of the existence of a Rehousing Plan and just over a third (36 per cent) declared they were **aware** of it

Were you aware of the existence of a Rehousing Plan prior to this consultation?



*Base: All respondents (103)*





# Any other comments on the Housing Allocation Scheme Draft

Respondents were asked if they wanted to add any other comments on any other elements of the draft Housing Allocation Scheme.

A total of 43 people responded with comments, most of which mention or refer to personal circumstances (with highlighting issues regarding disabled people, long waiting list, priorities etc), hence these can be found in full in the appendix report, with some examples –where more generic, below:

*“More priority should be awarded to homeless people in temporary accommodation for long time.”*

*“I would like to add that families who are placed in temporary accommodation outside the borough to be given extra points.”*

*“I don’t see nothing new being changed I get emails and letters every year about this and I’m still in temporary accommodation for 5 years it’s pointless.”*

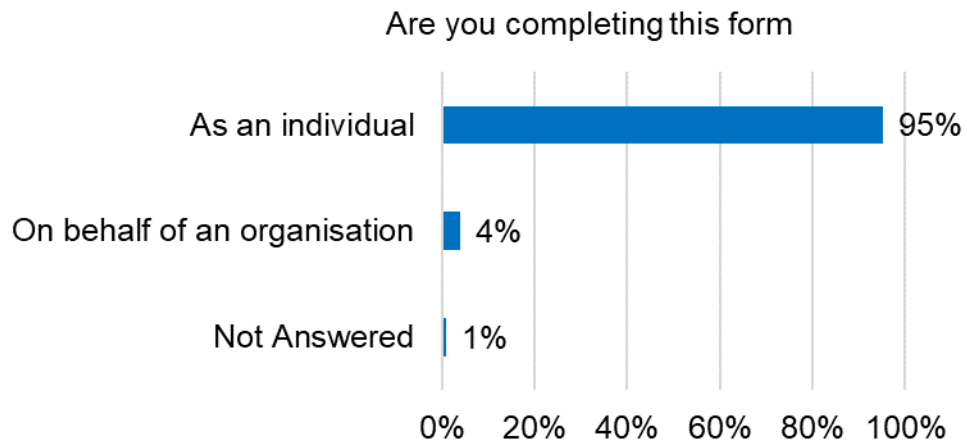
*“Low to middle income too should be able apply to council housing - single men are utterly exceeded discriminated and we a demographic crisis.”*

*“Homes on ground floor accommodation must be earmarked for the disabled, the elderly and those with health conditions which affect mobility and fitness. Stop offering and allocating such properties to fit and healthy able bodied residents”*

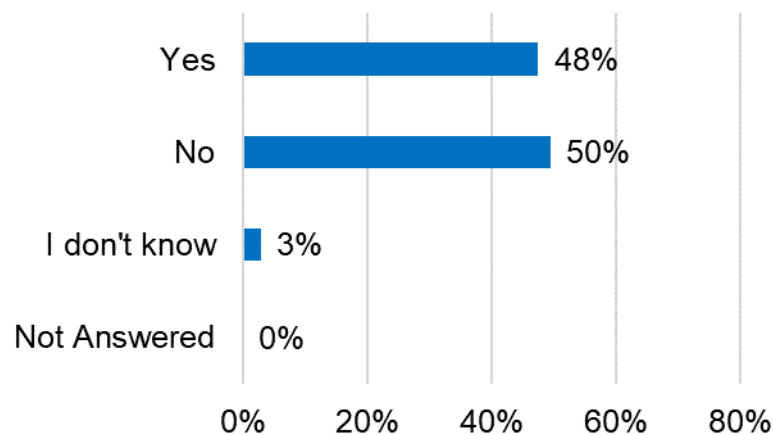


# Respondents' housing circumstances

Respondents were asked a series of questions about their housing circumstances.



Are you currently on the Council's Housing Register?



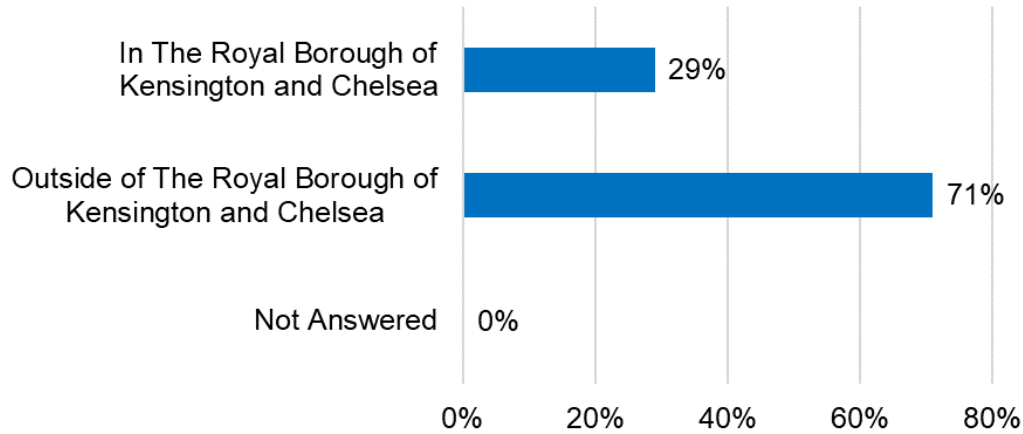
Base: All respondents (103)



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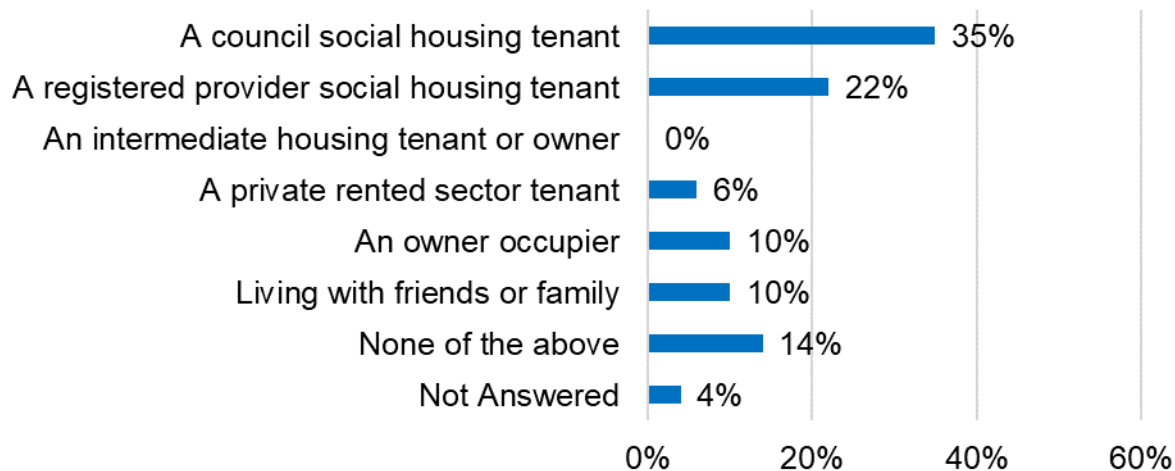
# Respondents' housing circumstances

If you are living in Temporary Accommodation please select where this is.



*Base: Those on the housing Register(49)*

If you are not on the Council's Housing Register, please select the statement below which best describes your circumstances.

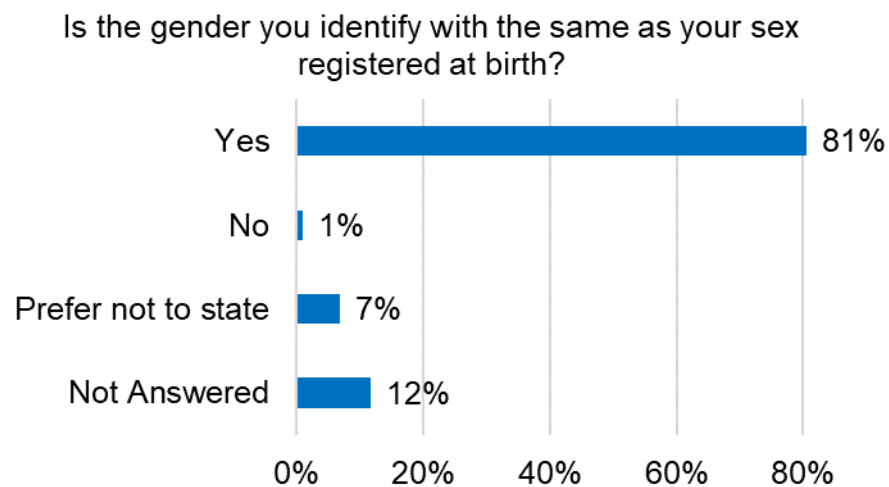
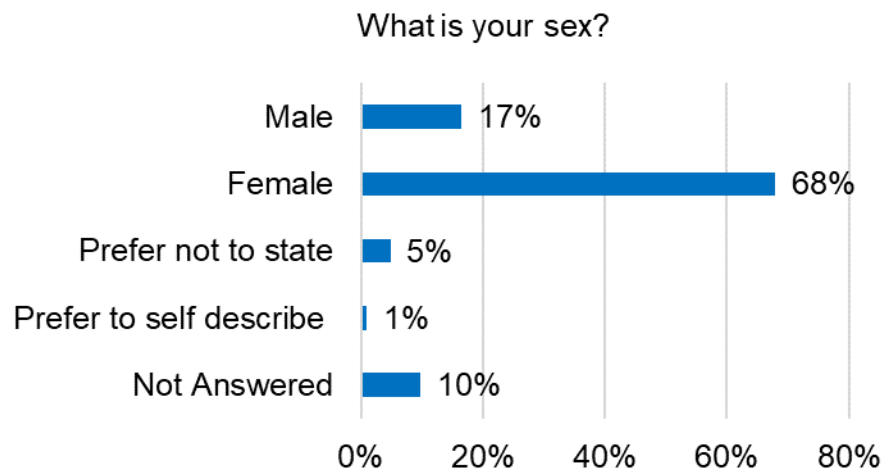


*Base: Those not on the housing Register(51)*



# Profile of respondents

Respondents were asked a series of questions about themselves, to understand who had responded to the consultation.

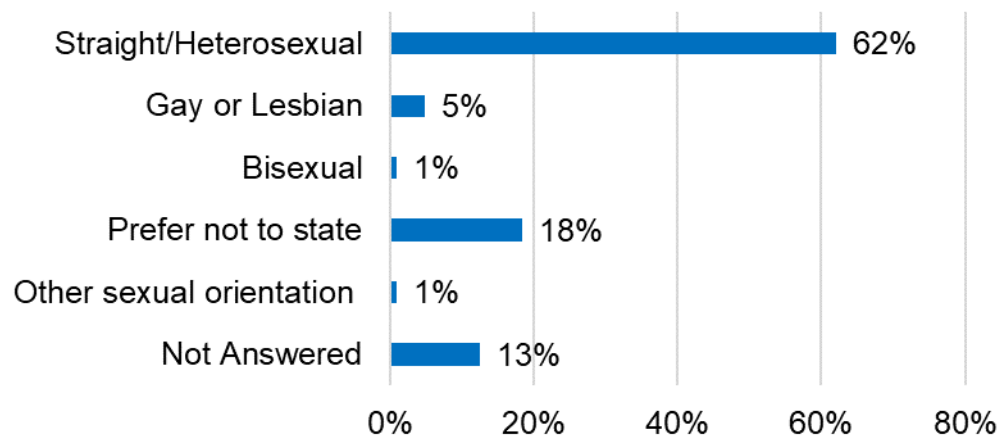


Base: All respondents (103)

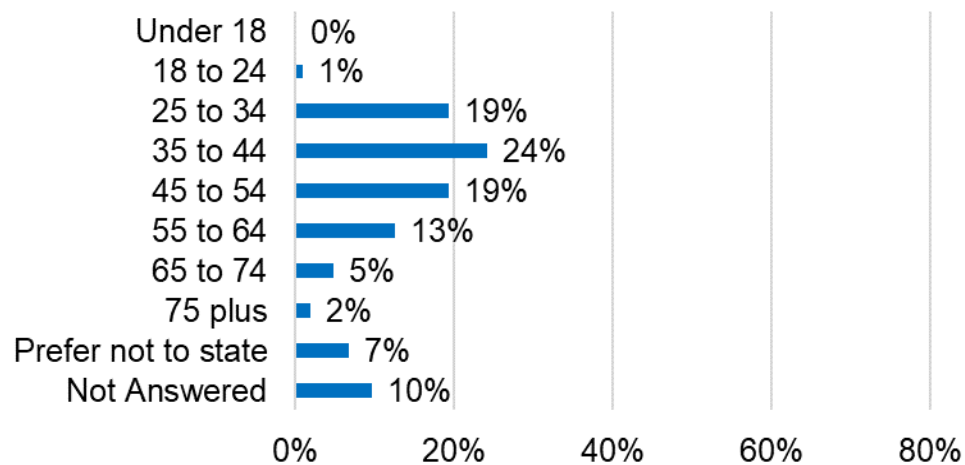


# Profile of respondents

Which of the following best describes your sexual orientation?



Which age group do you belong to?



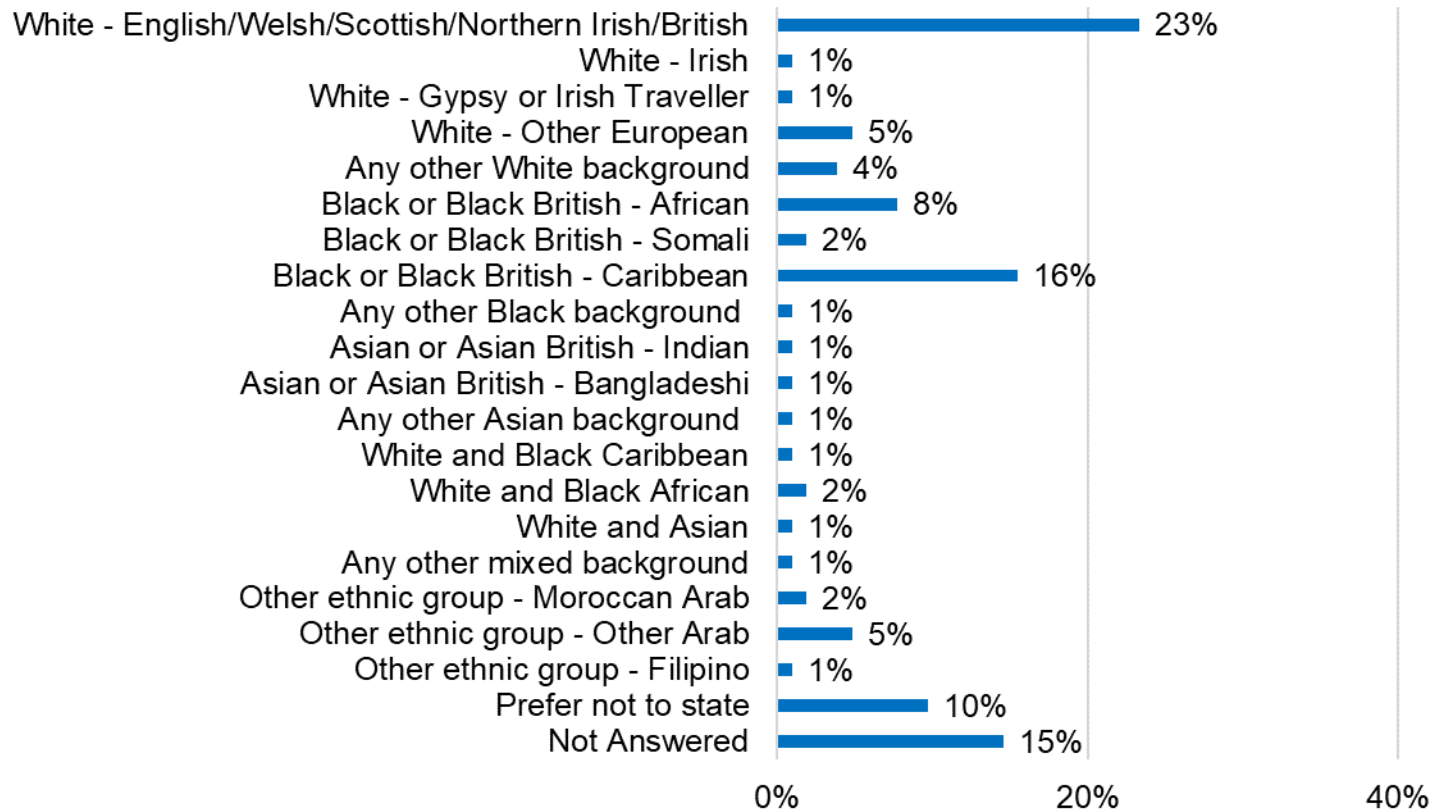
Base: All respondents  
(103)



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# Profile of respondents

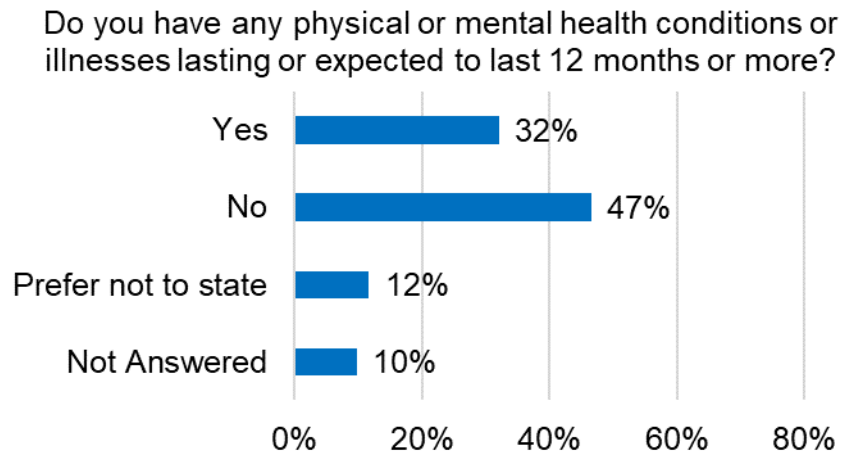
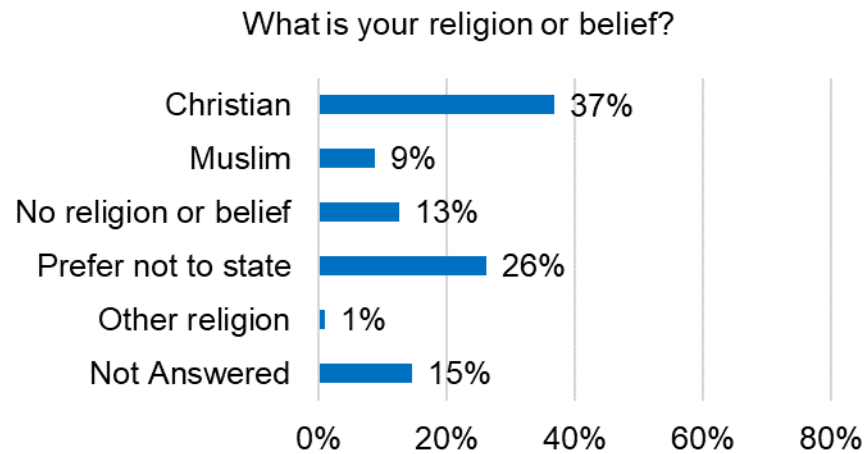
How do you describe your ethnic origin?



Base: All respondents (103)



# Profile of respondents

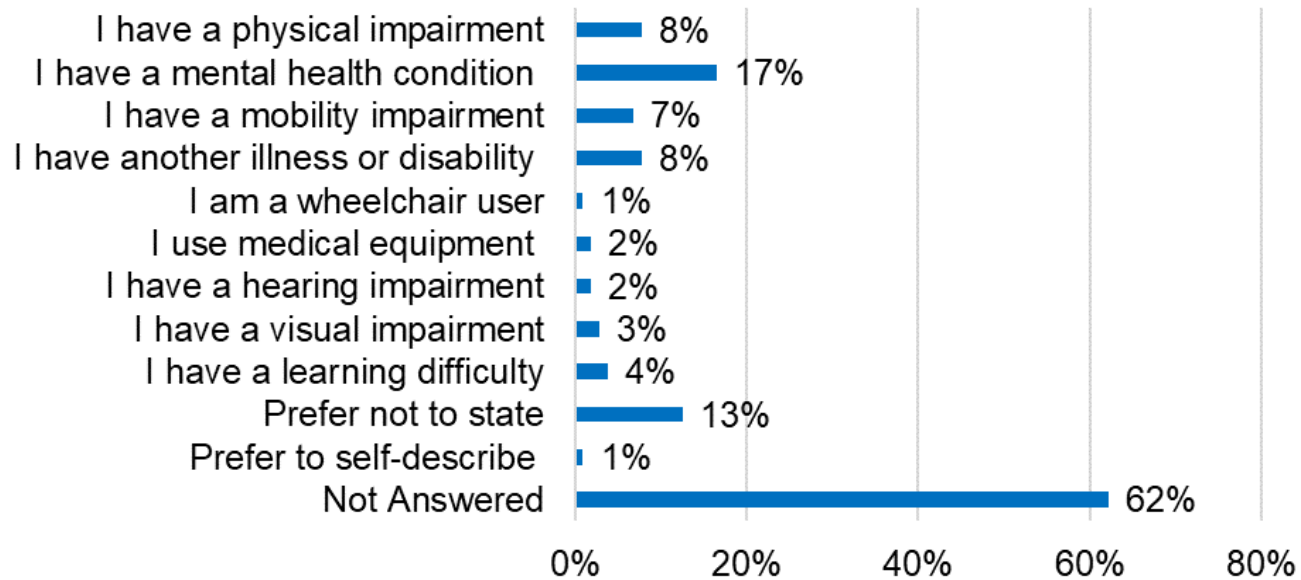


Base: All respondents (103)



# Profile of respondents

If yes, what is the nature of your physical or mental health condition or illness?



Base: All respondents (103)

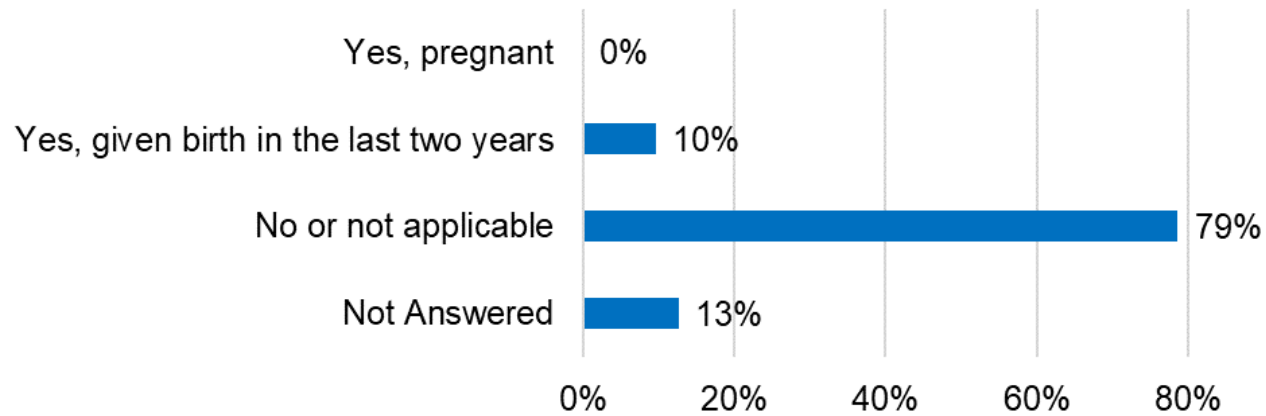


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# Profile of respondents

Are you pregnant, or have you given birth in the last two years?



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