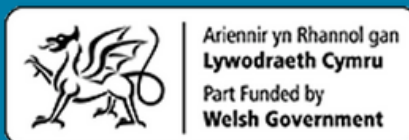




# HOMELESSNESS ALLOCATIONS: WHAT WE CAN LEARN FROM TENANTS

FEBRUARY 2024  
[WWW.TPAS.CYMRU](http://WWW.TPAS.CYMRU)



# ABOUT THIS RESEARCH:

Welsh Government launched their white paper on ending homelessness in Wales. The consultation looked at reforming existing core homelessness legislation and the role of the Welsh public service in preventing homelessness. To ensure tenants have their experiences heard and represented to Welsh Government, we launched this survey.

## RESEARCH METHODS

- A survey was live for a week in January. Despite the time limit, we reached a diverse tenant population.
- We delivered Tenant Pulse via the QuestionPro online survey platform.
- TPAS Cymru posed 22 questions to Pulse database members and members of the public.
- We used a variety of social media platforms to increase impact

## SURVEY OVERVIEW

- 662 responses from social housing tenants across 22 local authority areas in Wales
- Highest response from RCT and the lowest from Monmouthshire

## DEMOGRAPHIC OVERVIEW

- Representative of all age groups, with slight increase in respondents over 60.
- Highest representation among d/Deaf or disabled individuals
- The comments highlighted other underrepresented groups, including Welsh, Neurodiverse and parent/orphan.



## KEY FINDINGS

- 1. Accessibility for everyone: The overarching belief is that social housing should be accessible to all, regardless of income or background, as housing is seen as a fundamental human necessity.
- 2. Need-Based Allocation: Priority for social housing should be given to those who are homeless, have medical issues, or living in unsuitable conditions. One of these should not be deemed more important than the other.
- 3. Special Consideration for Specific Groups: There's recognition of the diverse needs of various groups, such as families, single parents, people experiencing domestic violence, ex members of armed forces, with calls for tailored support and assessment that are fit for purpose and consider individuality.



## REMOVAL FROM HOUSING WAITING LISTS

The majority of respondents, particularly those from diverse ethnic backgrounds disagreed with the removal of individuals from the housing waiting lists if they were not deemed to have an immediate housing need by local authorities.

The themes in this section underscored the importance of fairness, transparency, and flexibility in housing allocation decisions, with focus on meeting the needs of vulnerable people.

## DE-PRIORITISING THOSE WHO MANIPULATE THE SYSTEM.

The vast majority (86%) of respondents supported de-prioritizing individuals who manipulate the social housing system, although agreement varied among demographics, with younger, newer social housing occupants, and underrepresented groups showing slightly lower agreement. Notably, only 46% of those identifying as Black Asian and Minority Ethnic agreed, preferring a case-by-case approach due to the difficulty in proving manipulation.

# **SATISFACTION WITH SOCIAL HOUSING UPON MOVING IN**

The majority (67%) of respondents were satisfied with the good and safe standard of their social housing upon moving in, though satisfaction levels varied among demographics. Younger respondents and those from under-represented groups reported lower satisfaction, while older individuals and those with less tenure in social housing were more satisfied. Regarding addressing issues with their landlord or housing association, over half (52%) reported being able to raise concerns, but not all issues were satisfactorily resolved. Those with less than two years' tenure found it easier to have their issues addressed, with a notable proportion of respondents from underrepresented groups and those identifying as Black Asian and Minority Ethnic reporting successful resolution of their concerns.

## **SARAH RHODES DEPUTY DIRECTOR, HOUSING POLICY, WELSH GOVERNMENT**

“Thank you for the overwhelming response from tenants who took the time to give their opinions on how we transform our approach to homelessness in Wales. Tenants have shared their views and real-life experiences in relation to how they access and reside in social housing, giving the Welsh Government an important insight into the impact of having accessible, good-quality housing. This is a critical voice that we will continue to listen to, to help inform and shape our policy development to support our long-term ambition of Ending Homelessness in Wales’.

# NEXT STEPS

Tenants have given us their time to provide their views in this survey.

Their voices matter and deserve your consideration and action.

1) All tenants who completed the survey and opted to receive a copy of the report will be sent a copy ahead of publication.

2) We have sent this report to key decision makers across the housing sector including Welsh Government, Members of the Senedd (with an interest in housing), Housing CEOs and Heads of Service asking for their consideration and action.

3) TPAS Cymru will look for opportunities to present and discuss the findings within sector and media to ensure stakeholders absorb and act on the report.

4) In addition, based on other TPAS Cymru's reports it's likely we will be approached to present to tenant groups and staff teams across Wales. To request a session, please contact [enquiries@tpas.cymru](mailto:enquiries@tpas.cymru)

We are very interested to know your views on this report and especially what action you took as result.