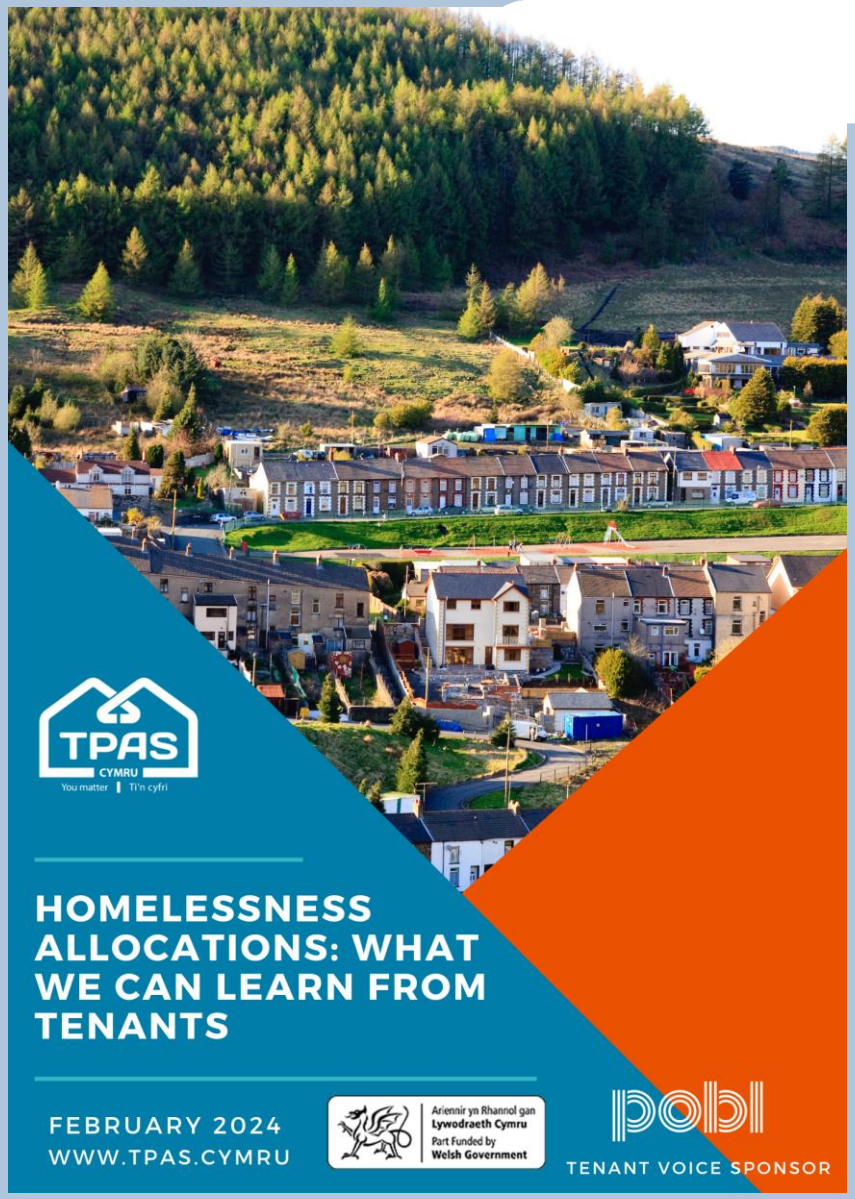
Homelessness Allocations: What we can learn from tenants



Who I am?

Elizabeth Taylor
Policy and Engagement Officer
Elizabeth@tpas.cymru

Introduction to Tenant Pulse

Tenant Pulse is the national platform for Wales that enables tenants to voice anonymous accounts of their experiences and thoughts relating to their homes and communities.

It currently incorporates:

1) Annual surveys around key subjects that TPAS Cymru feel need tracking.
   Both our current annual surveys are themed around:

- Energy attitudes & Net Zero
- An Annual 'What Matters?'

2) Specific topical surveys co-developed with stakeholders and housing policy influencers, such as Welsh Government, to help bring insight to policy developments.

3) Specific audience surveys –often not as visible, as they are aimed at specific audiences.

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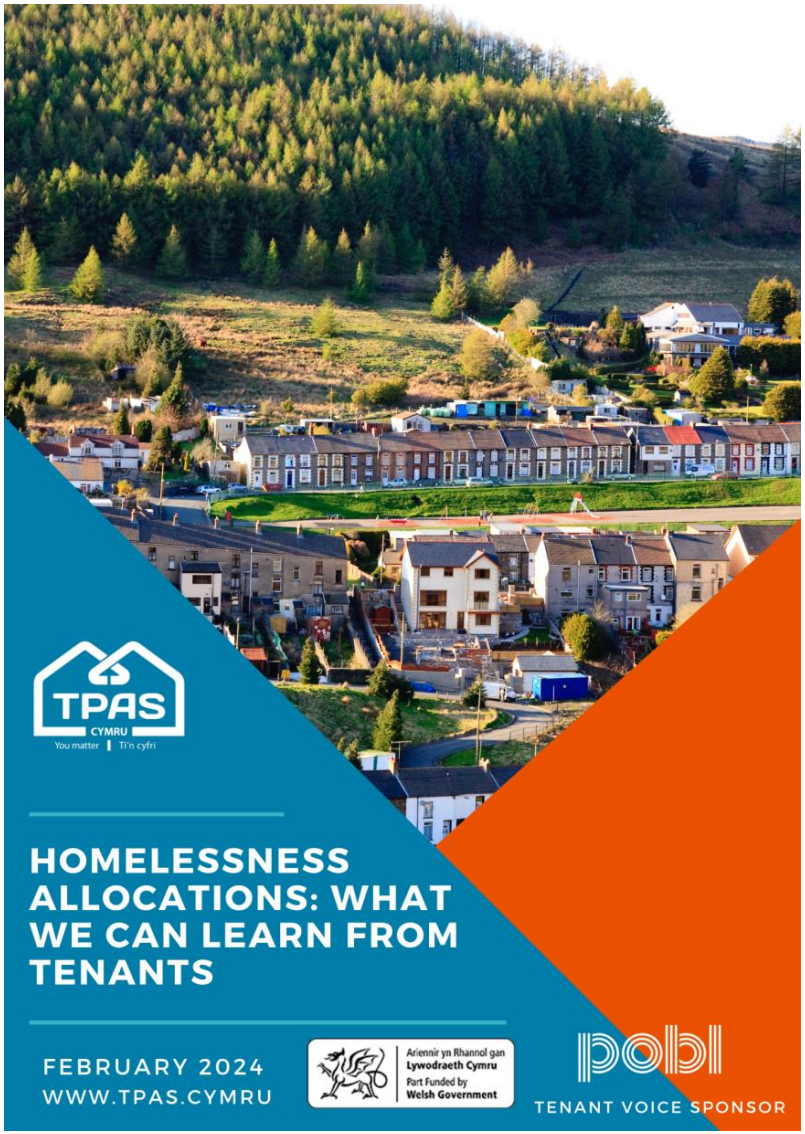
Getting the report

Available now via our website

www.tpas.cymru/pulse

You are the first to see the results



Why is Pulse important?

Welsh Government launched a White Paper that proposes significant changes

Homeslessness organisations repsonded as you expect

Wider tenants voice **is vital** on **policy discussions** at a national level

Promotion of the survey

Issued to 1k+ subscribed tenants, exc PRS.

Many social landlord and tenant groups supported by publicising this Tenant Pulse to their tenants.

Some landlords contacted tenants directly to share the survey.

A total of 662 social housing tenants from across every Local Authority in Wales responded to the survey.

Highest responding was RCT and the lowest Monmouthshire.

High representation across all age groups,
(lowest being 18-30 as we did not include PRS and paid ad tools in timeframe we had)

Majority of respondents had lived in social housing over 5 years

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Highest representation among d/Deaf or disabled individuals

The 'other' comments highlighted other underrepresented groups, including Neurodiverse and parent/orphan.

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Note: We are unable to filter and report on all variables in this report, but if you have data requests for certain segmentation, please get in touch.

Some requests might incur a small charge depending on the work, but we are happy to help where we can.

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Key Findings

- Accessibility for everyone
- Needs-Based Allocation
- Special consideration for specific groups
- Tenants disagreed with removing people from the housing waiting list
- Deprioritising those who manipulate the system
- Satisfaction with social housing upon moving in

Key findings

A slight majority 51% were initially in favour of giving homelessness priority to housing.

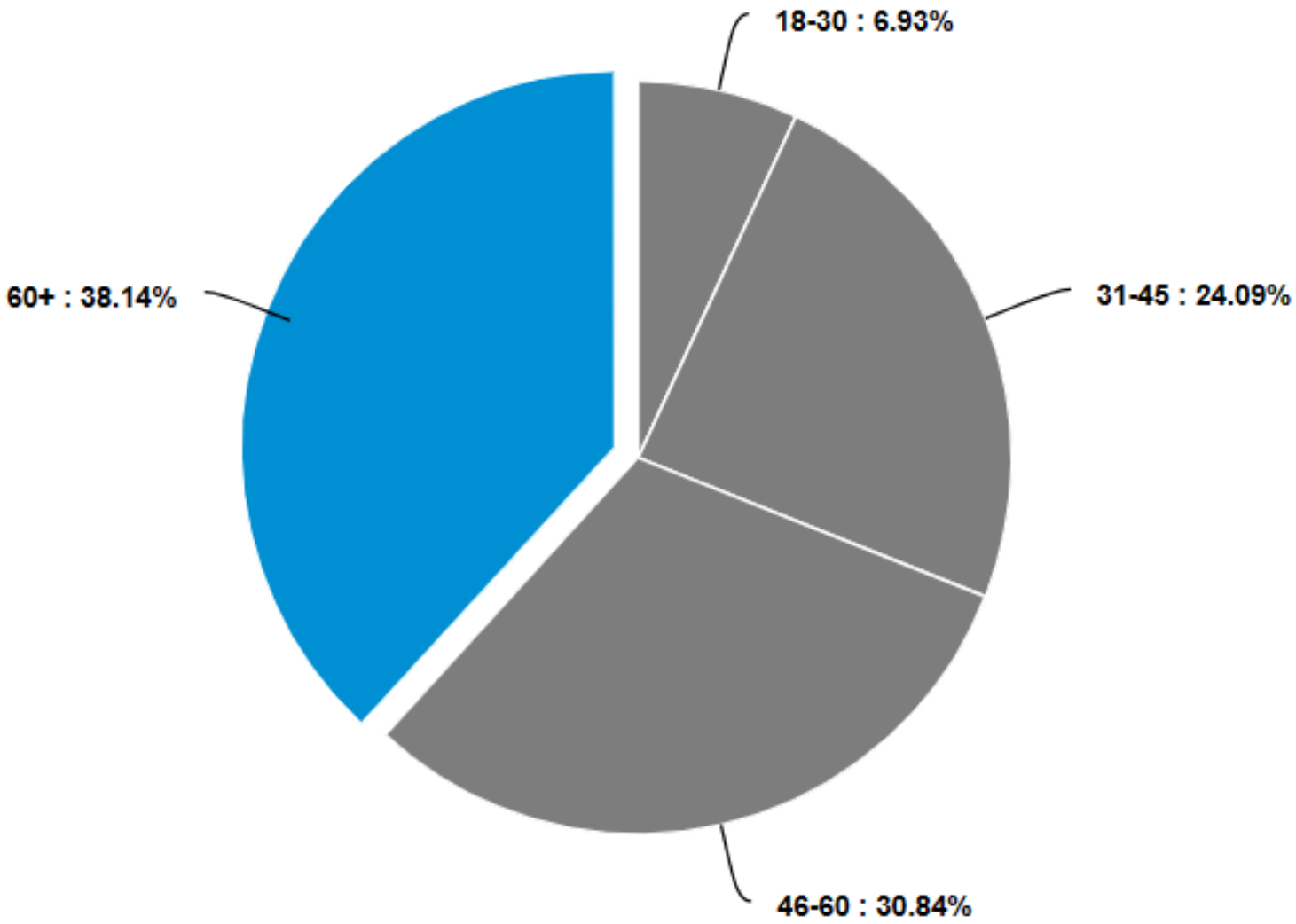
That fell back to 33% when they tenants consider others might be impacted.

Majority did not support removal from the waiting list if they are not viewed by the local authority as housing need. Trust was the key issue – they didn't trust LA to cut the list.

We asked about young people leaving the care system if they should be added as a priority group. Only 35% supported that with 50%+ backing other solutions.

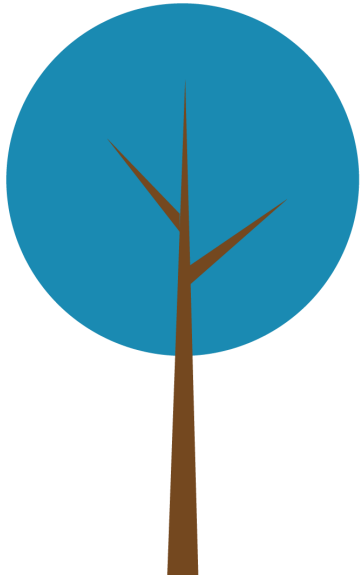
Very strong support people to move people down the list if they manipulate the system

Age breakdown

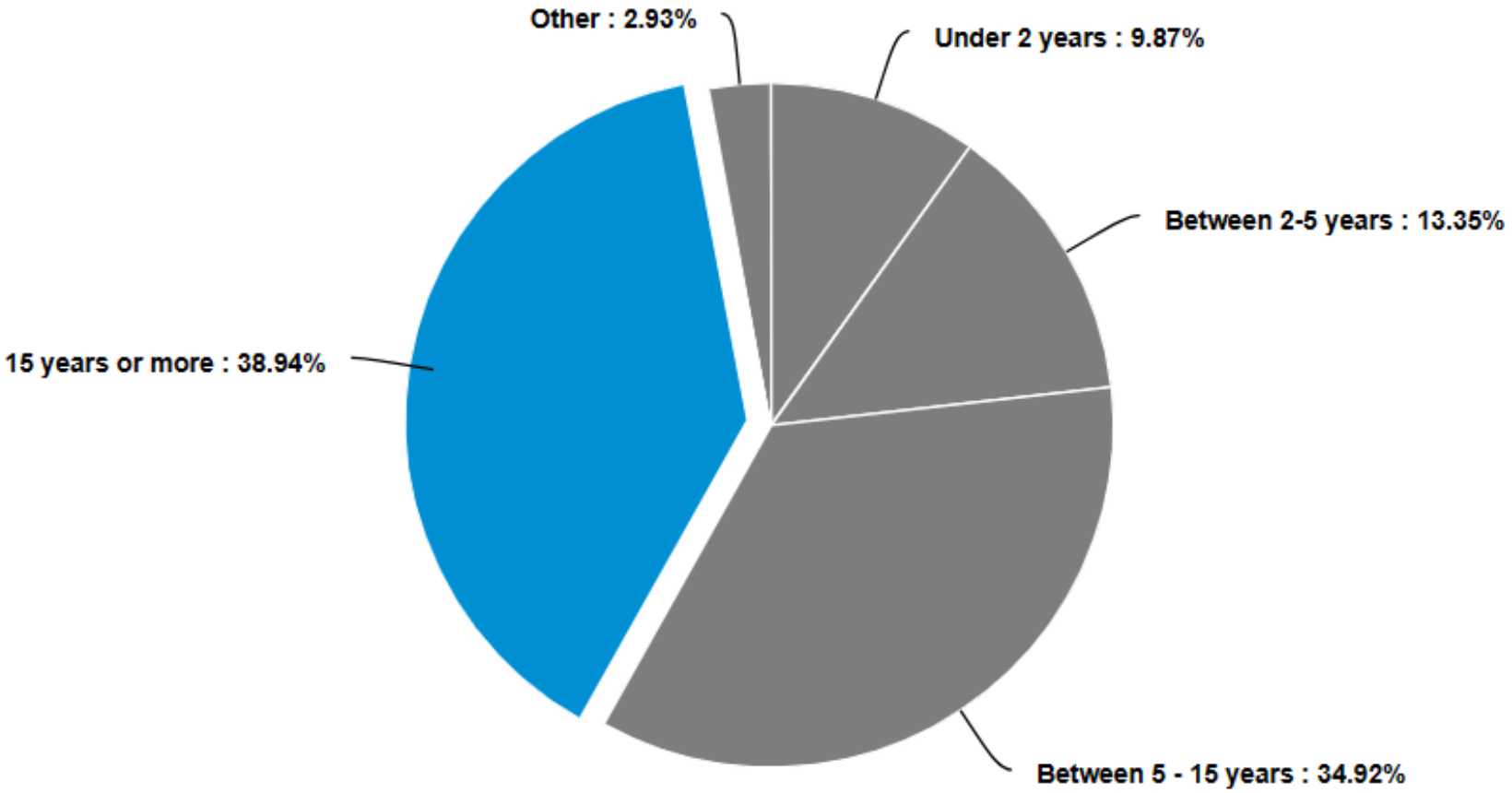


Under-represented groups

Group	Overall %
d/Deaf / Disabled	47%
Black & Minority Ethnic	5%
LGBTQ+	11%
Carer	23%
Gypsy, Roma or Irish Traveller	0.3%
English or Welsh isn't my first language	10%



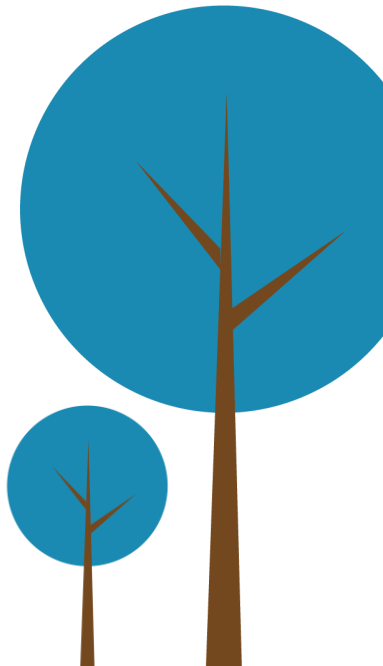
We asked tenants how many years they had lived in social housing



So, what did the survey say?

We asked tenants: Who do you believe Social Housing is for?

6



1. Accessibility for everyone

- The most recurring theme throughout is the belief that social housing should be accessible to everyone, regardless of income, background, or other factors.

- The idea that housing is a basic human necessity that should be available to all is emphasised.

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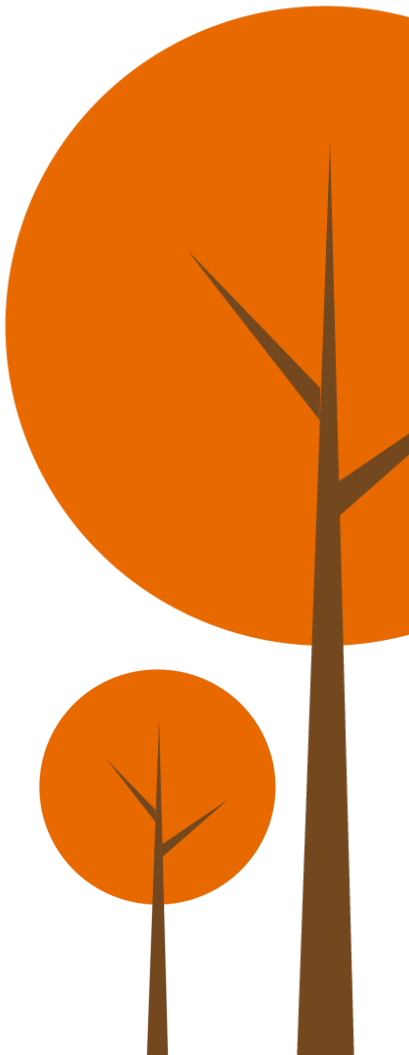
2. Needs-Based Allocation

- The concept of needs-based allocation is emphasised, where priority is given to those with the greatest need, whether due to homelessness, medical issues, or unsuitable living conditions.
- Some suggested allocating housing based on the urgency and the severity of the individual situation.
- Emphasis on providing social housing for those on lower income.



3. Local Connection and Priority

- Some respondents expressed the view that social housing should prioritise local residents or general public.
- The idea of prioritising those with a long waiting history was mentioned.

4. Specific consideration for specific groups and diverse needs

- There was consistent mention of the specific needs of families, single parents, those facing domestic violence and ex members of the armed forces.

- Acknowledgment that people have diverse needs and circumstances is clear, with calls for individual assessments and common sense to be used in determining priority and urgency.

- Concerns about the potential misuse of the system, such as individuals falsely claiming homelessness to secure social housing is mentioned.

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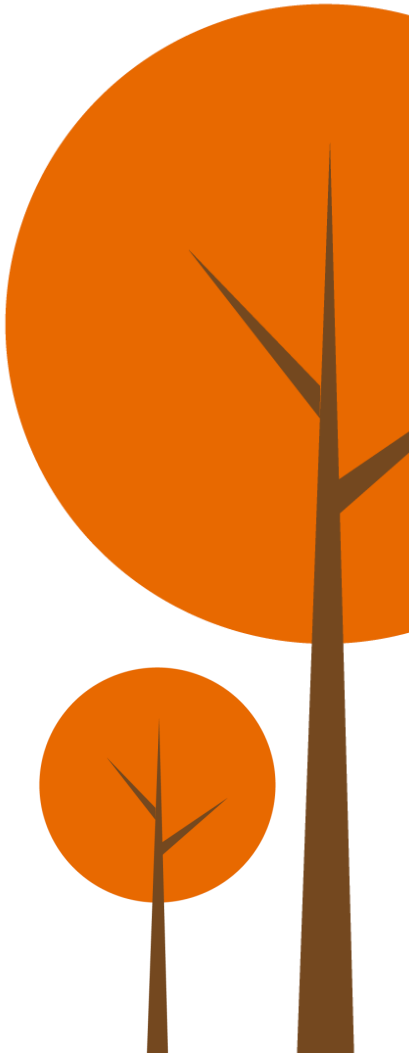
5. Affordability and Accessibility

- A common theme was the idea that social housing should be available to those who can’t afford to buy a home or rent in the private sector.
- Tenants emphasise their concerns around rising property prices, unaffordable rents, and the challenges faced by low-income families.



6. Critical Evaluation of the system

- Tenants highlight that social housing allocations are based on historical factors rather than current needs.

We asked tenants:

Do you agree or disagree that those experiencing homelessness should be given additional or greater priority for social housing.

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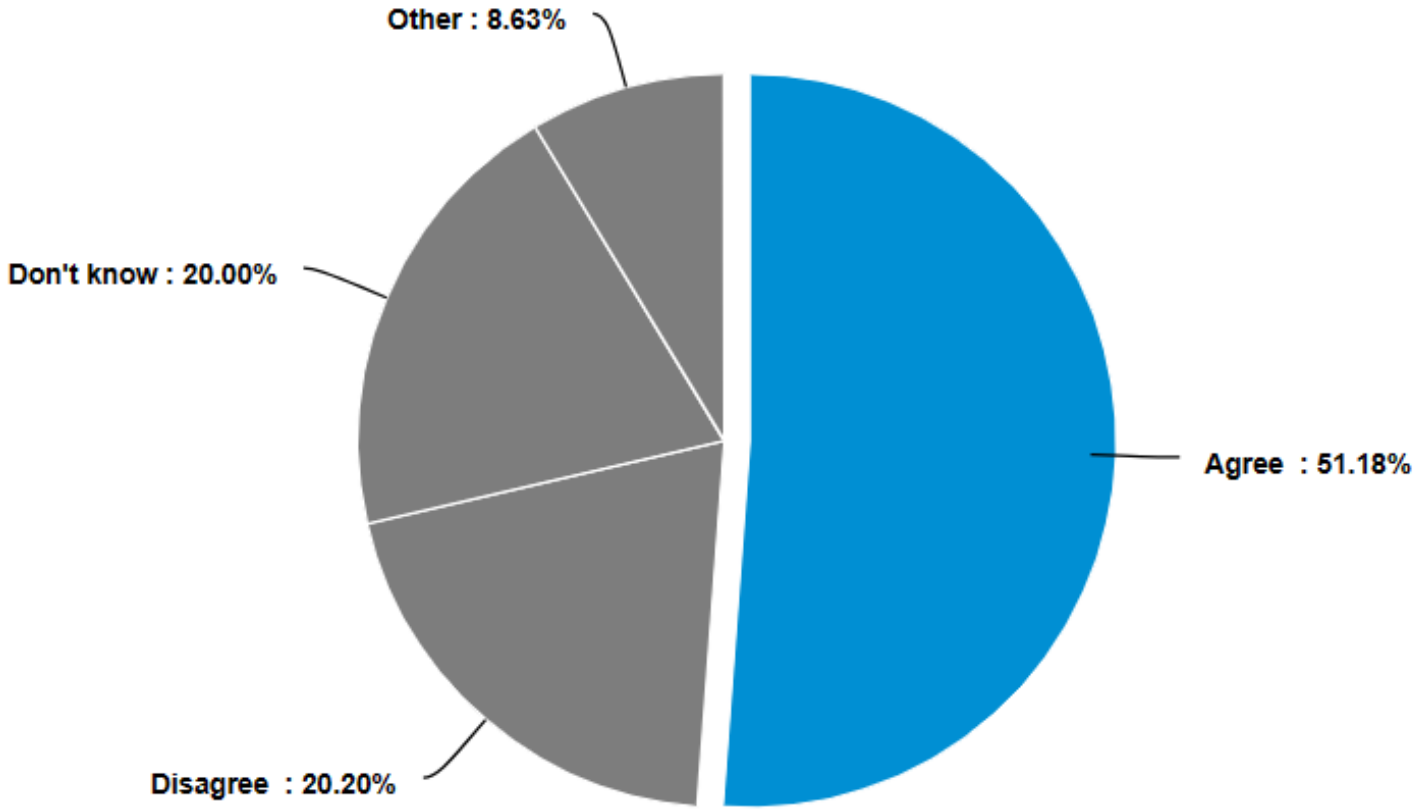
They said…yes (initially)



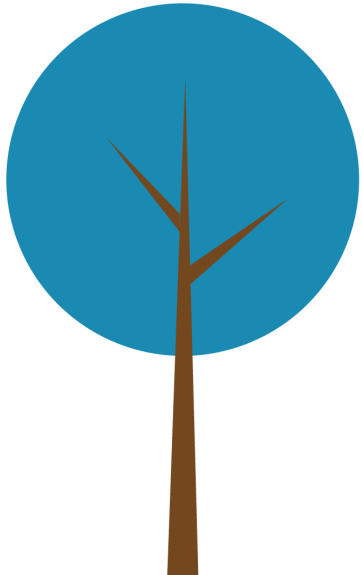
1. The need for an individualised approach

2. Housing solutions and priority

Further questions around whether people agreed or disagreed

5 themes

1. Contextual evaluation of homelessness
2. Challenge and support for those experiencing homelessness
3. Priority and fairness
4. Diverse needs and circumstances
5. Ethical considerations and compassion



However, the next question changed tenant perception of this issue....

To give higher priority to social housing for those experiencing homelessness, there may be an impact (e.g slower access to social housing) on others such as,

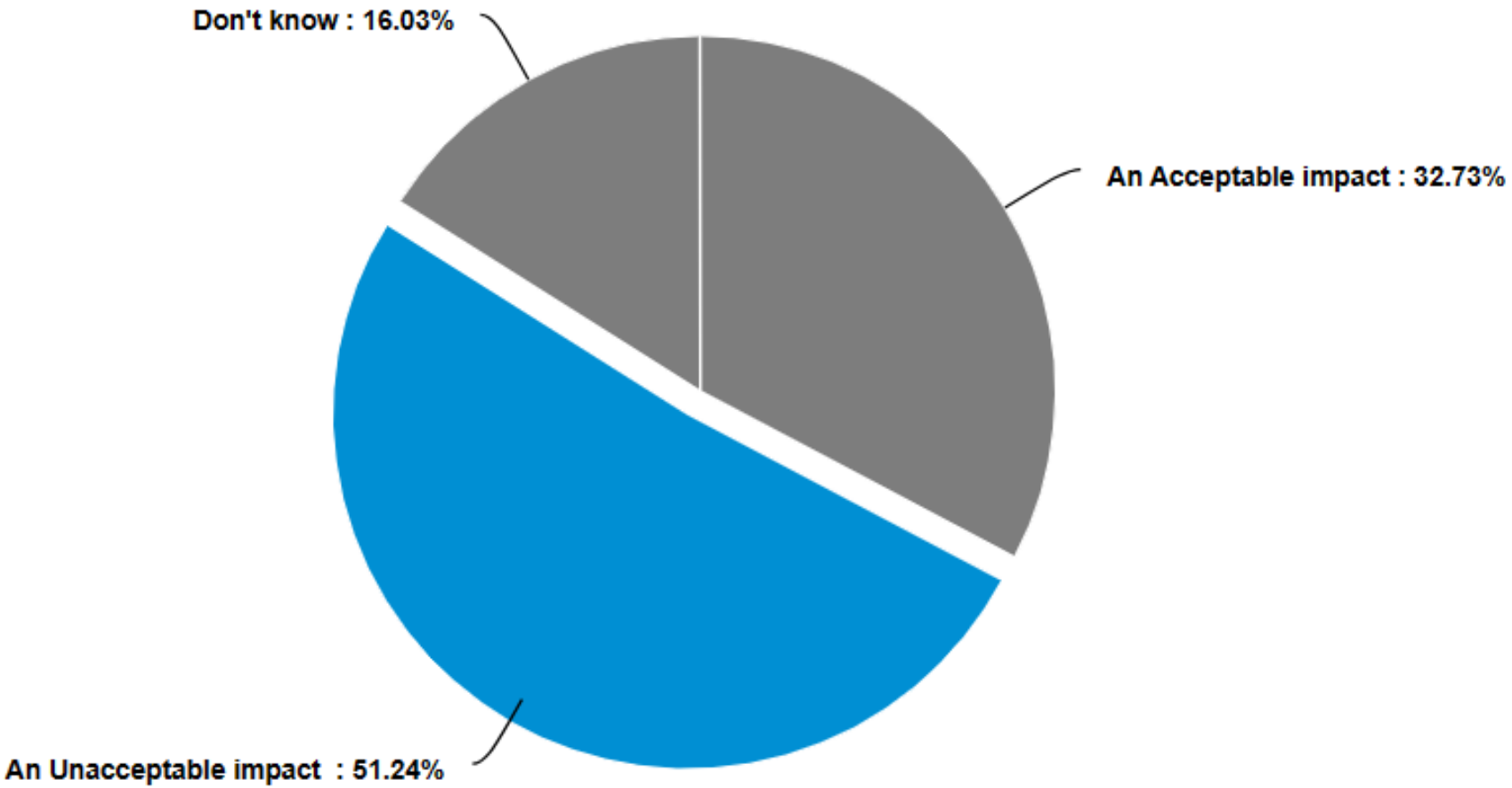
1) People housed in insanitary or overcrowded housing:

2) People with medical or welfare needs, including disability;

3) people who need to move to a particular locality to avoid hardship;

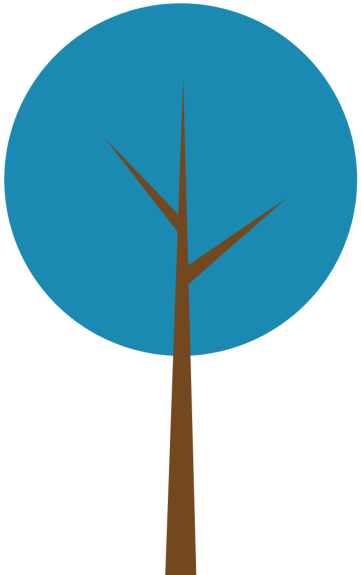
Do you believe this is an acceptable impact or unacceptable?

They said:


Don't know : 16.03%
An Acceptable impact : 32.73%
An Unacceptable impact : 51.24%

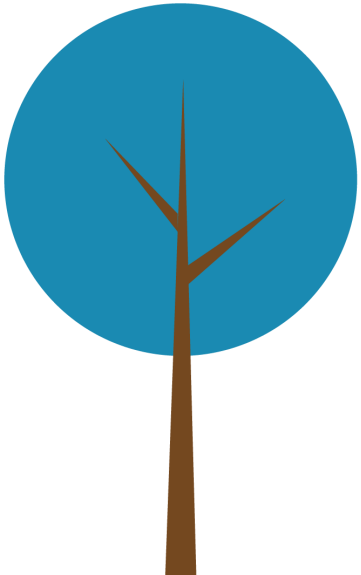
3 themes

1. Challenges in the housing system
2. Importance of long-term, solutions and preventative measures
3. Individualised support and tailored solutions



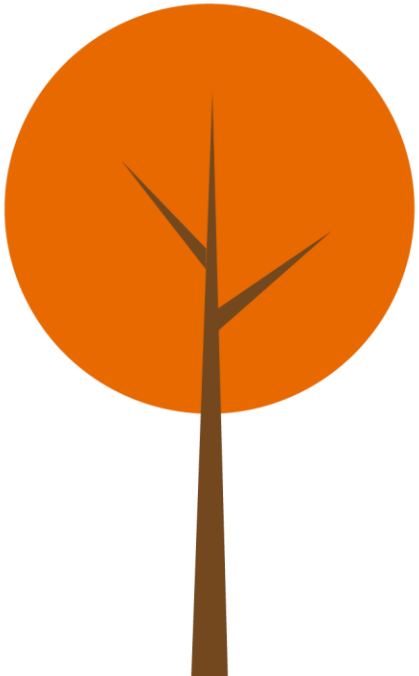
3 themes

1. Impact on health and wellbeing
2. Priority and fairness
3. Individual circumstances

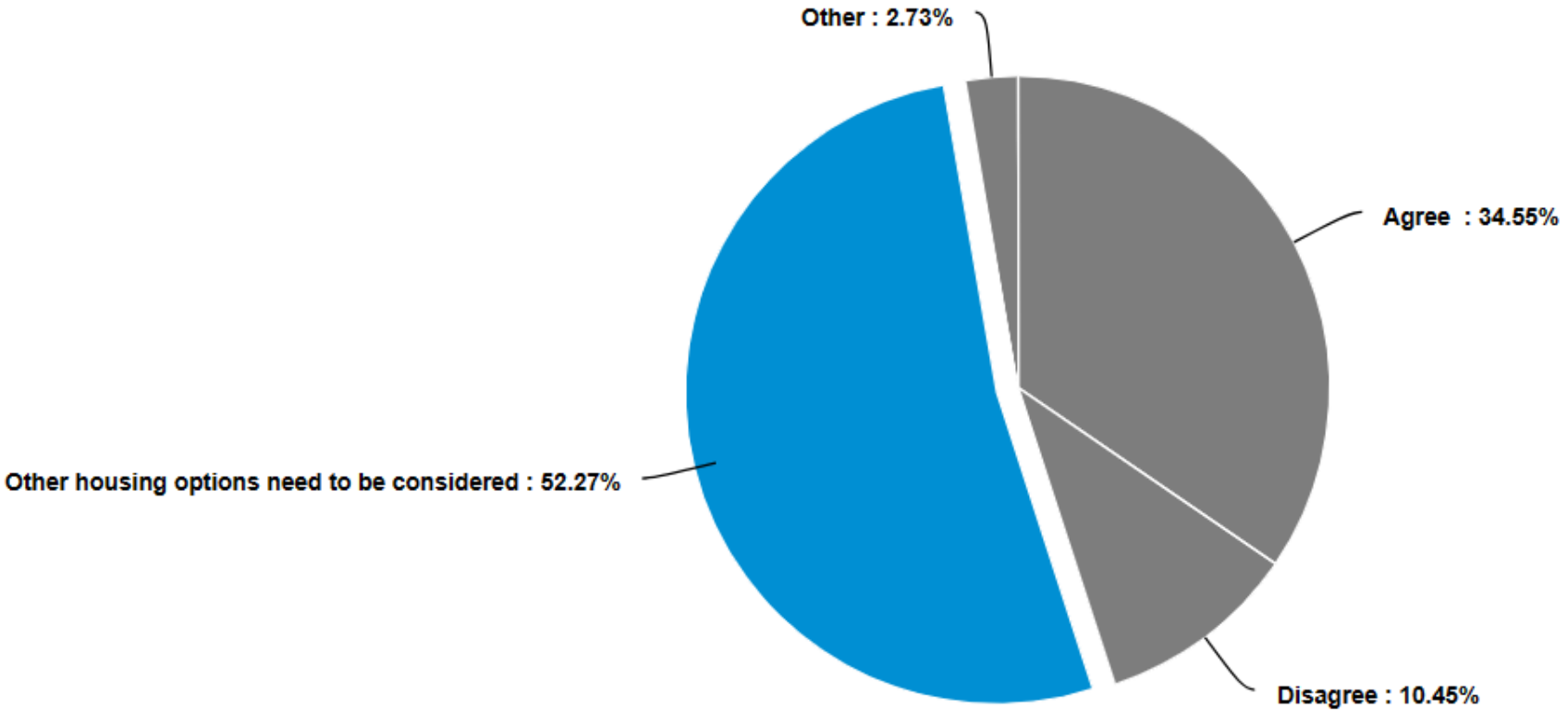


Young people leaving the care system are currently NOT one of the priority groups for social housing set in legislation.

Do you agree that they should be added as a new priority group for housing? (faster access to social housing).



Tenants said:



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Council Housing Priority Lists -

Currently many people are waiting on the housing lists and may never get allocated social housing.
The Welsh Government proposals say if you are not viewed by the local authority as having a “housing need” you may be removed from the waiting list.
Do you agree with this?

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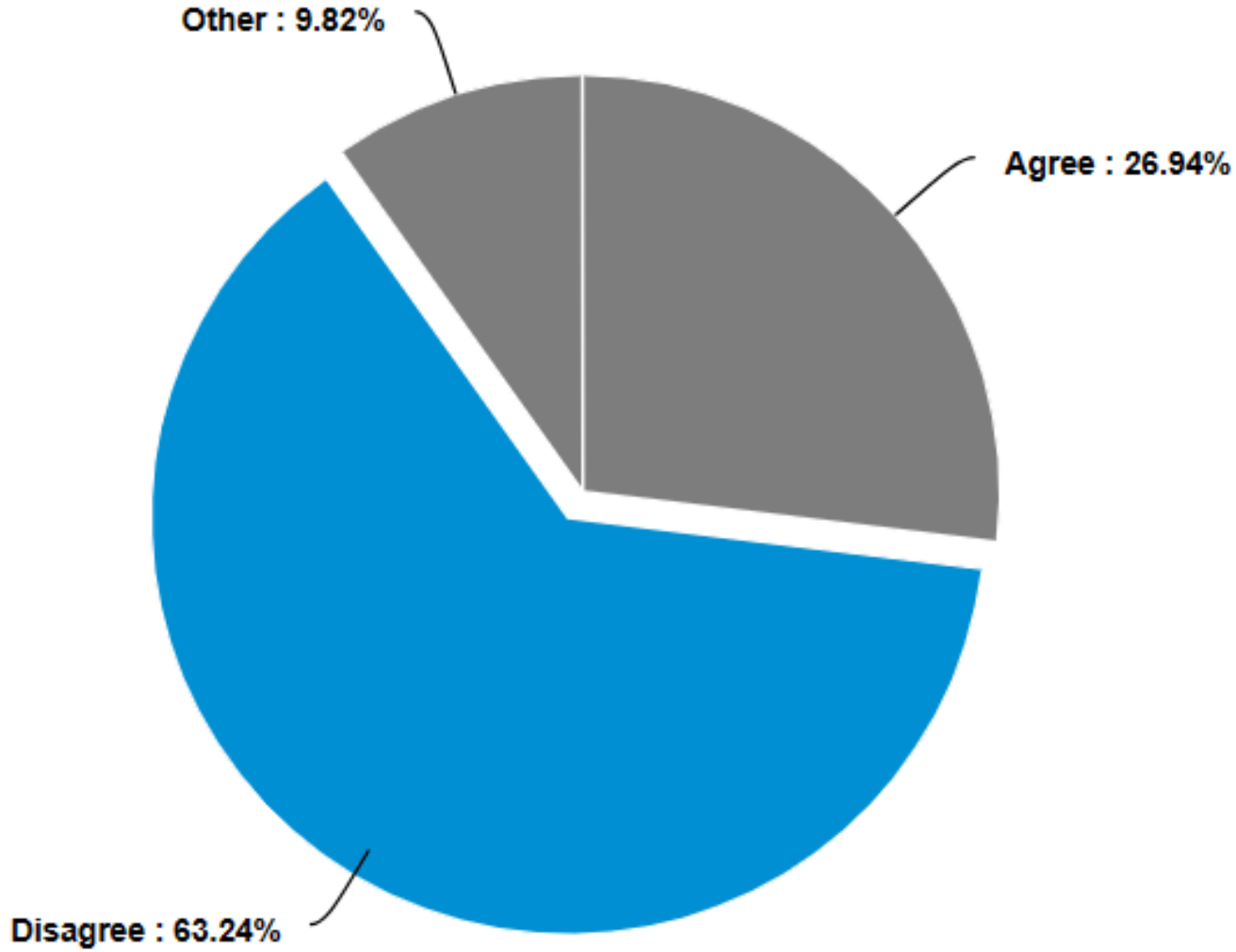
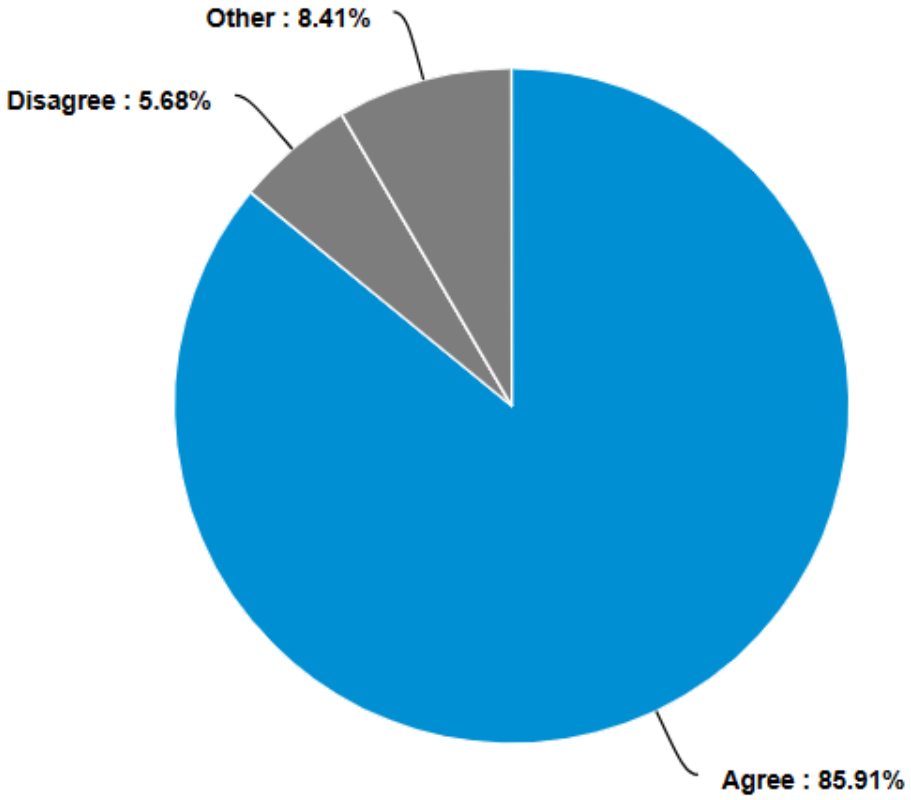
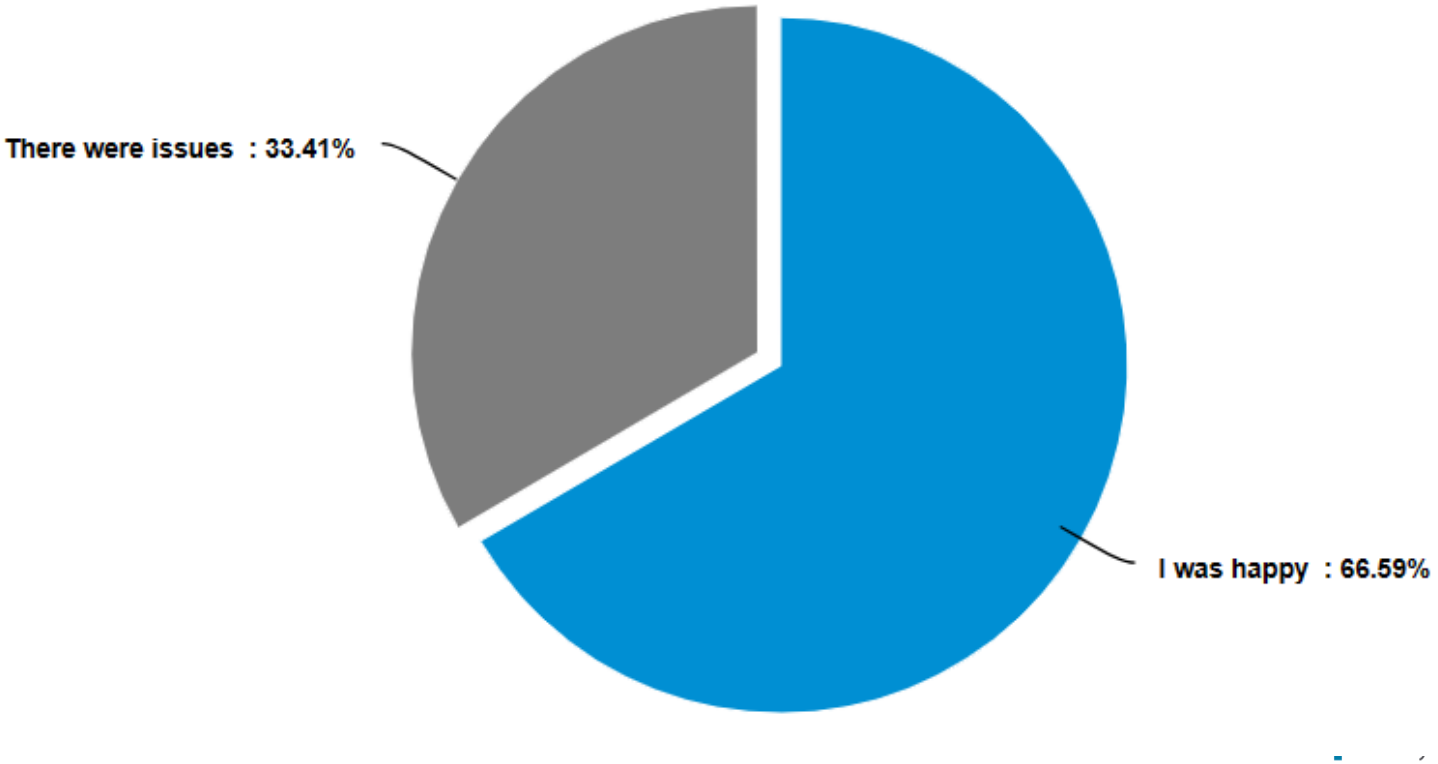
Tenants said:



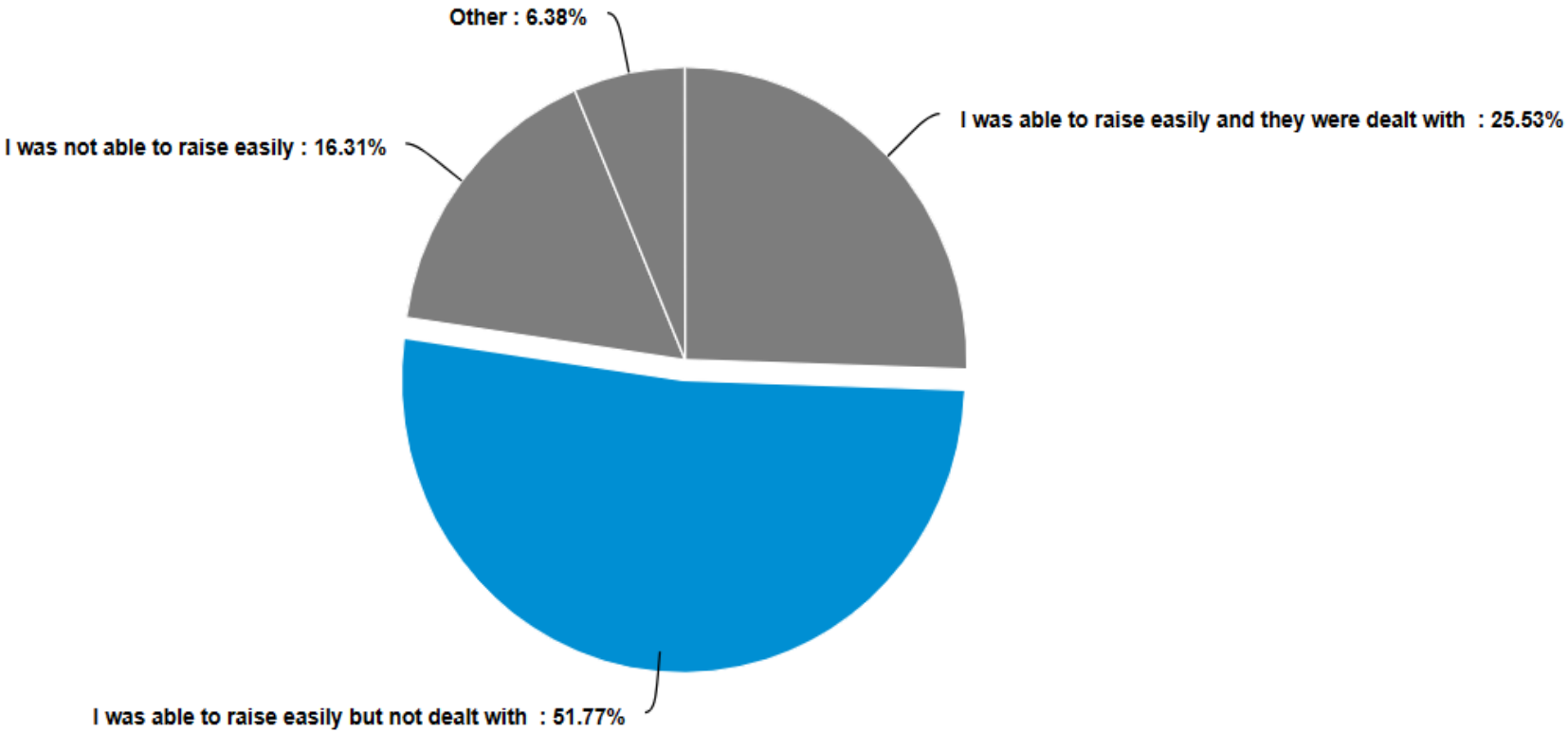
Do you agree or disagree that if people manipulate the system to gain social housing, they should be moved down the list?



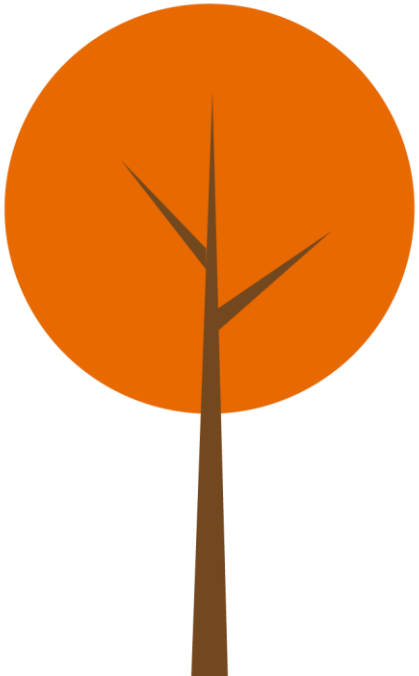
When you received your social housing accommodation, was the accommodation of a good and safe standard for you to occupy?



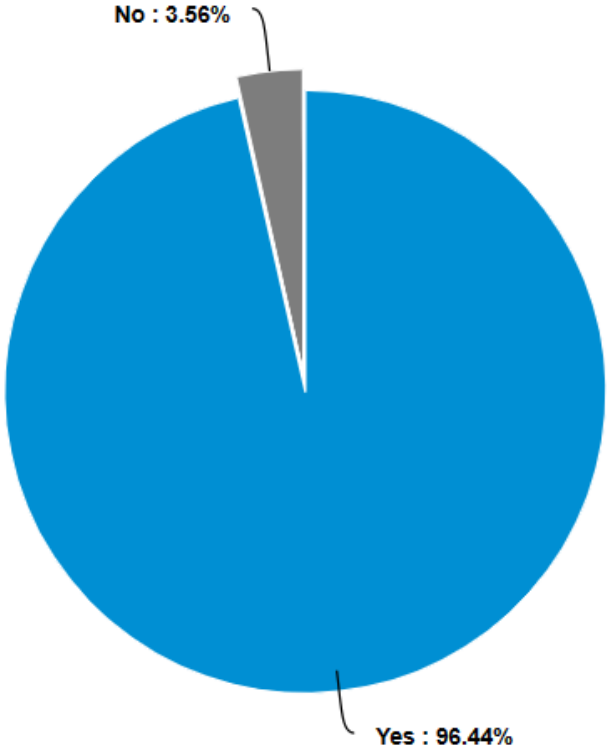
If there was an issue, were you able to raise these issues with your landlord in a straightforward way?



Generally, if you were to identify a fault, hazard or physical condition at your current accommodation which affected your safety and wellbeing, would you know how to report it?



Tenants told us:



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Final question - Whilst waiting for settled housing accommodation, have you ever had to decline or refuse an offer, because it was not suitable for the needs of you and your household?
Was there a consequence of doing so?

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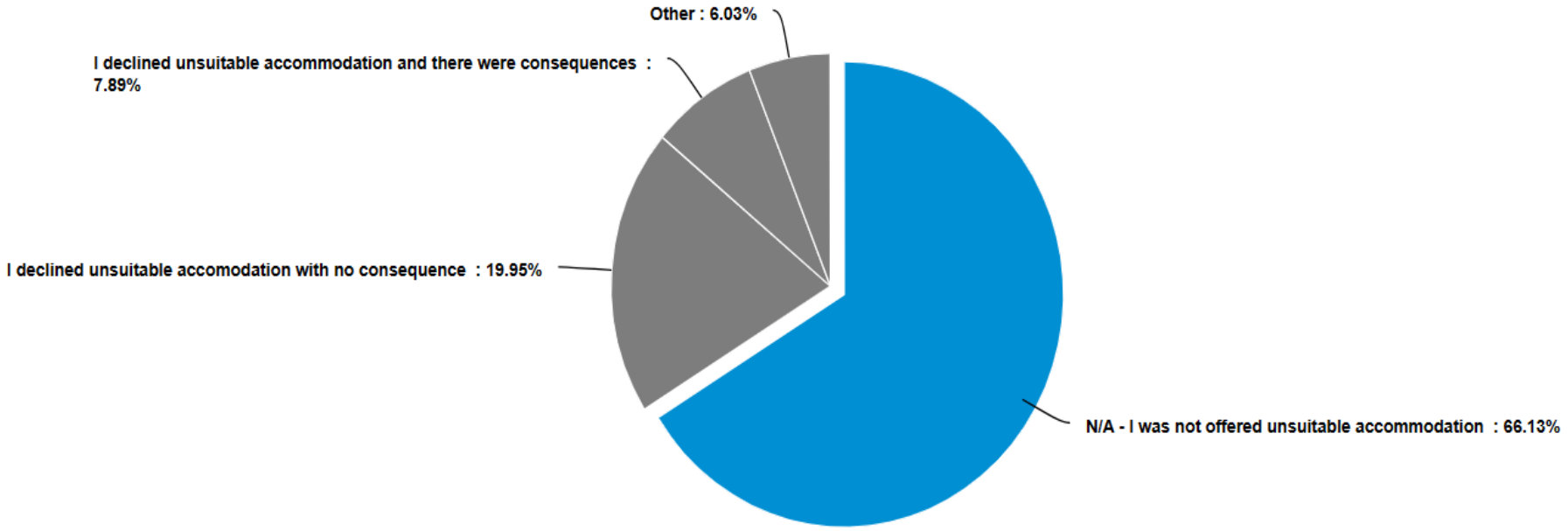
Tenants told us:



Those that said there were consequences:

1. Limited Housing Options and Pressure to Accept Unsuitable Accommodation
2. Challenges in Accessibility and Adaptability
3. Geographical challenges and impact on family ties

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Going Forward

Let's work together

If you are a tenant group or landlord team and want to discuss further, let us know

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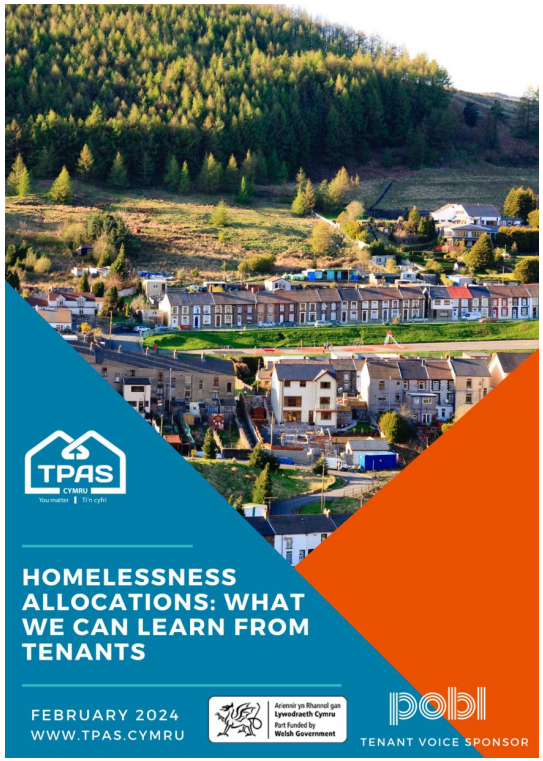
Our Request

1. Read and share the report with colleagues and tenant groups
2. Discuss it at tenant groups, use it to influence scrutiny subjects and tenant panels
3. Share on social media and watch our upcoming video summary to make other aware
4. Share recording of this webinar, available from our website from next week



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