

Overview and Scrutiny Task Group –

Select Move September 2022



Contents

Contents.....	2
Introduction	3
Summary Recommendations	4
Membership of the Task Group	5
Officer Support	5
Approach to the Task Group.....	5
Scoping the review	5
The Desired Outcomes:.....	6
Terms of Reference.....	6
Witnesses.....	6
Meetings.....	7
Method of Investigation	7
Background and Context	7
Recommendations and Outcomes from 2014 Select Move Task Group.....	7
What is Select Move?.....	9
Select Move Website.....	10
Social Prescribing Team.....	12
Allocations Policy Review	13
Registered Providers	16
Select Move Facts and Figures	17
Select Move Survey Findings	17
Select Move Coordinator	21
Sir Lindsay Hoyle	21
Conclusion	23
Appendices	25
Appendix A – First Monitoring Report from 2014 Select Move.....	25
Appendix B – Second Monitoring Report from 2014 Select Move.....	33
Appendix C – Current Banding Policy.....	40
Appendix D – Questionnaire Results	45
Appendix E – Qualitative Survey Questions	59
Appendix F – Select Move Survey: Initial Findings	68

Introduction

From the Chair of the Select Move Task Group Councillor June Molyneaux, and Vice Chair Councillor Sarah Ainsworth



Following concerns raised by members with Select Move, it was agreed a Select Move Task Group would be set up. This group would investigate these issues and any outstanding issues from the 2014 Task Group. We met with various people involved with Select Move and sought their views. I would like to thank them for their input. The following report shows our findings.

I would like to thank all members who were involved in the Task Group. A special thanks to the vice chair, Cllr. Ainsworth who was a great support to me.

Summary Recommendations

The recommendations in this report are informed by the views and ideas provided by the diverse group of stakeholders engaged throughout the inquiry. The recommendations seek to drive forward our local commitment to improving Select Move in the borough, ensuring that the service is efficient, easy to use and is meeting the needs of users while identifying and considering what the Council can influence.

The recommendations

- 1) Review the role Chorley Council's Customer Service has in relation to Select Move and housing applications and queries.
- 2) An annual Member Learning Session to be conducted with Members of Chorley Borough Council, specifically in relation to Select Move. Members are to be updated and kept informed on any substantial changes made to Select Move.
- 3) Simplify the banding system and influence the partnership to reduce the number of bands to ensure they are simple to understand and user friendly. Ensure that any consideration for changing a user's banding is communicated and clear.
- 4) This Task Group recommends that the Select Move Partnership retains an open housing register to prevent disqualifying those with no evidenced housing need.
- 5) The Select Move partnership to tighten the qualification criteria for local connection, and for Members of Chorley Borough Council to be frequently informed of migration figures, e.g. Member Learning Session, IntheKnow, or upon Member request.
- 6) The Select Move Partnership to retain the practice of being able to refuse three reasonable offers in line with the common allocations policy (though one offer refusal will still allow the council to discharge its statutory homelessness duty).
- 7) Encourage the partnership to increase the threshold of individual savings and income within the policy review, maintaining the position that exemptions will be assessed on housing need.
- 8) Ensure and exercise oversight of the Select Move Partnerships' adherence to the Common Allocations Policy, to ensure transparency, clarity, and accountability.
- 9) An annual satisfaction survey to be completed with all users of Select Move, with action plans in place to resolve reported issues.
- 10) Ensure and exercise oversight of the Select Move Partnership's consistency in the application process in relation to valid documentation, e.g. GP evidence letters.
- 11) Ensure that face to face access remains available to all users alongside the technological improvements. If required, users are to be signposted to services available such as the Citizens Advice Bureau and Chorley Help the Homeless.
- 12) Chorley Council to explore further opportunities to support customers in rural areas to access the Select Move register, e.g. commission library services.
- 13) Monitor the progress and roll out of the upgraded system provided by Civica which should allow the Select Move website to be functional and easy to use on all devices.

Chorley Council to be actively involved in any future procurement exercise in relation to the Choice Base Letting platform.

- 14) Provide clear and open lines of communication and information to allow applicants of Select Move to manage and set their expectations. Providing photographs of listed properties should be a priority; average waiting times for responses, average waiting times for different sized properties and average waiting times per geographic location should also be provided.
- 15) Develop a greater understanding and insight into the Housing Associations makeup and demographics of the people moving into the area through the 25% allowance not through Select Move.
- 16) That the partnership recognise the importance of treating social housing customers with dignity and respect, and that customer service standards are of utmost priority.
- 17) A further Select Move Task Group, or a Scrutiny Investigation to be conducted following the final Monitoring Report to the Overview and Scrutiny Committee if the recommendations failed to be adhered to or if significant issues arise.
- 18) This Task Group believes the current Select Move service is not fit for purpose, and that if reasonable adjustments cannot be made, options to explore the advantages and disadvantages of remaining within the Partnership, increasing Chorley Council's own housing stock, and/or the feasibility of setting up our own Housing Association be fully considered.

Membership of the Task Group

Councillor June Molyneaux (Chair)
Councillor Sarah Ainsworth (Vice-Chair)
Councillor Steve Holgate (December 2021-May 2022)
Councillor Hasina Khan
Councillor James Nevett
Councillor Kim Snape
Councillor Julia Berry (Observer)

Officer Support

Jennifer Mullin, Director - Communities
Rachel Stewart, Housing Solutions Manager
Matthew Pawlyszyn, Democratic and Members Services Officer

Approach to the Task Group

The Task Group acknowledged and accommodated both the initial and ongoing impact of the Covid-19 pandemic on public services, and the delivery of Select Move's administration function.

Scoping the review

The objectives the Task Group wished to achieve

- To ensure that recommendations made in 2014 are being adhered to, if applicable.
- To investigate and evidence whether Select Move is meeting the needs, satisfaction and benefits of customers and Members.

- To investigate the current methods and models of communication between Select Move and customers, and explore what actions, if any can be taken to improve the process, accessibility and transparency.

The Desired Outcomes:

- Greater understanding of the application, allocation, and banding process.
- That Select Move is accessible, transparent, and easy to understand for all users
- Select Move to be a user-friendly system, with staff available to respond to applicants in a timely, efficient and effective manner
- For Members to be frequently updated on any significant changes proposed to Select Move and its services to users
- To identify any areas of improvement and provide recommendations
- For a greater understanding into the figures relating to those housed in Chorley from outside the Borough.

Terms of Reference

1. To compare and contrast Select Move's current operation against recommendations made in 2014, and to assess if Select Move is meeting the needs of its customers and Members in Chorley.
2. To establish if there are reoccurring or new issues with Select Move.
3. To identify what the Council can influence and understand the resources that will be needed to address this.
4. To develop recommendations and priorities to Executive Cabinet on how the Council can make a real and tangible difference.

Witnesses

The following witnesses met with the task group and shared information.

Chorley Council Councillors:

- Councillor Peter Gabbott – Executive Member Homes and Housing (December 2021 – May 2022)
- Councillor Terry Howarth – Executive Member Homes and Housing (May 2022 -)
- Councillor Aaron Beaver
- Councillor Alan Whittaker
- Councillor Julia Berry

Chorley Council Officers

- Jennifer Mullin – Director (Communities)
- Rachel Stewart – Housing Solutions Manager
- Lisa McCormick - Select Move Coordinator
- Jon-James Martin – Performance and Transformation Officer
- Hayley Hughes – Public Services Referral Hub Co-Ordinator

External Partners

- Susanne Ravenscroft – South Ribble Borough Council's Housing Options Team Leader
- Councillor Nweeda Khan – Preston City Council's Cabinet Member for Communities and Social Justice
- John Cameron – Preston City Council's Senior Housing Advisory Officer
- Ivan Wright – Jigsaw Homes
- Dean Wall – Jigsaw Homes
- Stephen Spencer – Progress Homes
- Andy Gale – Andy Gale Housing Consultancy

- Sir Lindsay Hoyle – MP for Chorley

Evidence Submitted by

- Users of Select Move via digital survey.

Meetings

The agendas, minutes and livestreams of each meeting can be found on the Council's website [Browse meetings - Overview and Scrutiny Task Group - Select Move 2021 \(chorley.gov.uk\)](https://www.chorley.gov.uk/Browse-meetings-Overview-and-Scrutiny-Task-Group-Select-Move-2021).

Method of Investigation

The Task Group were provided with information

- 1) by the Director of Communities Jennifer Mullin and Councillor Peter Gabbott – Executive Member for Homes and Housing
- 2) by key Officers from Preston City Council and South Ribble Borough Council, and Executive Member from Preston City Council
- 3) by representatives from Jigsaw Homes and Progress Homes.
- 4) by Andy Gale – Andy Gale Housing Consultancy
- 5) by Hayley Hughes – Public Services Referral Hub Co-Ordinator
- 6) by the Select Move Coordinator, Lisa McCormick
- 7) by Sir Lindsay Hoyle, MP for Chorley
- 8) Findings of the Select Move Customer Survey presented by Performance and Transformation Officer, Jon-James Martin

Background and Context

In July 2021 it was reported to the Overview and Scrutiny Committee that residents had expressed issues and concerns with Select Move. The Overview and Scrutiny Committee commissioned a report on Select Move to be delivered by the Director of Communities and was presented at the meeting 30 September 2021. Following the delivery of the report, it was agreed for the matter to be the subject of a Task Group which commenced in December 2021.

Concerns raised to and expressed by Members of Chorley Council included

- The inward migration into Chorley without a local connection.
- Accessibility of the service, many homes were advertised without pictures
- Communication to users of the service
- Concerns with the quotas and allocations.

Recommendations and Outcomes from 2014 Select Move Task Group.

Recommendations:

1. *That there continues to be regular monitoring by the Council of the level of net migration into Chorley, including periodic reporting to the overview & Scrutiny Committee, to ensure the new policy achieves the overall aims of prioritising Chorley properties for those with a connection to the borough, and migration does not exceed 10%.*
2. *That each Registered Provider review their processes for handing over properties at re-let stage, including both recording the time taken to prepare a property ready for a*

let and also the level of assistance for new tenants That all RPs look raise their offer to the same standard across all providers.

- 3. That each Registered Provider review the provision for a decoration allowance for new tenants and review its level, increasing it to ensure it where necessary to ensure it is sufficient.*
- 4. That the partnership consider the provision of surgeries or drop in sessions for customers to allow face to face support and demonstrations of how to perform certain tasks on the Select Move system.*
- 5. That any provision for surgeries or drop-in include the rural areas and are promoted to ensure that older people are aware of them and able to attend.*
- 6. That the partnership considers undertaking a process of proactive marketing to those who are not bidding regularly and offer to provide assistance. This should include promotion of any drop-in sessions, mailing out of the newsletter and assisting bidding on properties by proxy.*
- 7. That the Registered Providers within the partnership are encouraged to provide more details in their property adverts, including detail of any specific local connection provisions (for example in rural villages) and also the provision of photographs on the majority of adverts.*
- 8. That the partners continue to work collaboratively to develop a database of adapted properties which will ensure that when an adapted property becomes available, it can be advertised with all of the relevant information to ensure it is appropriately allocated*
- 9. That the Registered Providers within the partnership endeavour to include any properties which are to be direct matched, on the Select Move system, clearly specifying it is not available for other applicants, in order to enhance transparency and integrity in the scheme*
- 10. That the partnership lobbies Abritas to implement the new system upgrade in order to improve the customer interface.*
- 11. That the partnership ensures that any affordability policies or tests are consistent across RPs and that these policies do not wholly exclude groups of customers*
- 12. That the partnership ensures that as part of any affordability policy, there are provisions available which will help customers to improve their circumstances in order to pass any assessment of affordability threshold in order to secure a property and that these are consistently available across all Registered Providers*
- 13. That the Council continues to work with Registered providers in order to enable new affordable housing of the right type and tenure is available so local housing need is met*
- 14. That the partnership amends the banding notification letter to include confirmation as to the evidence on which the banding is based.*
- 15. That the partnership recognise the importance of treating social housing customers with the dignity and respect that the customer service standards are of utmost priority.*

Outcomes:

Following the completion of the 2014 Task Group, the report was presented to Executive Cabinet, 28 August 2014 which accepted the Task Group's findings that the scheme was 'fit-for-purpose and that the evidence collected demonstrated that the scheme was meeting the needs of customers, and also approved the Task Groups identified areas for improvement and the above 15 recommendations. Two monitoring reports were presented to the Overview and Scrutiny Committee [7 April 2015](#) and [8 October 2015](#), and provided updates of the implementation of the above recommendations. Full reports can be found in Appendix A and B.

What is Select Move?

Local Authorities have a legal responsibility to ensure social housing is allocated to people in greatest need and these duties exist regardless whether or not they still own social housing stock. For Authorities where a large-scale voluntary stock transfer has taken place, such as Chorley, the responsibility includes assessing customers for social housing and ensuring that the legally defined categories of those in most need, namely 'reasonable preference categories' are given sufficient priority.

Select Move is a Choice Based Lettings Partnership that replaced traditional waiting lists and allocations policies that were held by each local authority and each registered provider (RP). Chorley became a partner of Select Move in 2011. Within the partnership, applicants proactively express interest on properties they wish to be considered for, rather than wait inactively on a traditional waiting list. Select Move advertises housing association properties and some shared ownership homes, with all major housing associations using the scheme to allocate their homes.

The Select Move partnership includes

- Chorley Borough Council
- South Ribble Borough Council
- Preston City Council
- Chorley Community Housing
- Jigsaw
- Community Gateway Association
- Progress Housing Group
- Onward Homes
- Great Places
- Together Housing
- Places for People
- Your Housing
- Accent Foundation
- Sage

Select Move is a partnership approach, all partners share the same Allocations Policy, and all operate with the same processes and procedures for assessing housing applications and use the same software necessary to administer the system. The costs are spread throughout the partnership and collaboration undertaken to configure and update policy and procedure when required.

The partners are governed by a Steering Group that is responsible for the strategic overview of the scheme, with senior representatives from all of the partner organisations attending. An Operational Group also exists and meets regularly to discuss day to day matters and specific issues or casework.

The Allocations Policy set out how applications will be assessed, and each application is prioritised into a band. There are 5 bands, from A to E and they are detailed in Appendix C.

Select Move Website

Select Move applications are made through the website, accessible on both desktop/laptop and mobile devices. The Select Move website advertises properties by all RP's in the partnership and new properties are added daily Monday through Friday. Each property's page contains information that detail the size, the location, and photographs of the property, although due to privacy and security concerns, and with the short turnaround time between a property being vacated and filled, not all properties feature photographs.

Applicants express their interest by placing 'bids' using their unique account. A shortlist of interested applicants is then created and reviewed by the RP who manages the property before allocating to the most appropriate applicant according to the policy. The scheme promoted choice and sustainable communities as tenants are believed to be more likely to stay in a property chosen by themselves instead of for them.

Both applicants and available properties are banded, and properties are advertised for a particular band, which was based on a quota which is published in the Allocations Policy. The quotas for bands A-D are 40%, 30%, 20%, and 10% respectively.

The figures below illustrate the view from the website accessed by desktop computer.

Cookies and this website
 This website uses cookies to give you the best online experience. If you'd like to know more please read our cookie policy
[Click here to review our cookie policy](#) | [Hide this message](#)

Property search results

Properties in: Chorley (Lancashire) within: 5 miles Update search

Login for a personalised search
 If you have already registered with us, you should login to get personalised search results.
[Log in](#) | [Not now](#)

Home Information **List view** Map 222 properties found

Closest first

- 1 bed 2 per**
BACKASHBY STRI
- 2 bed 3 person house in Chorley**
 Water Street Chorley Lancashire PR7 1EE
 Total cost: £397.00 Monthly
 Added: 21/01/2022
 Distance: 0.15 miles from Chorley (Lancashire)
- 2 bed 3 person house in Chorley**
 Albert Street Chorley PR7 2TY
 Total cost: £73.00 Monthly
 Added: 02/04/2013
 Distance: 0.27 miles from Chorley (Lancashire)
- 4 bed 8 person house in Chorley**
 Broom Street Chorley PR5 0BE
 Total cost: £192.43 Weekly (48 weeks)
 Added: 07/11/2013
 Distance: 0.32 miles from Chorley (Lancashire)
- 2 bed 4 person house in Chorley**
 Sharnock Place Chorley Lancs PR5 0BW
 Total cost: £79.41 Weekly (48 weeks)
 Added: 21/10/2013
 Distance: 0.32 miles from Chorley (Lancashire)
- 1 bed 2 person flat in Chorley**
 Delamere Place Chorley PR5 0BS
 Total cost: £71.96 Weekly (48 weeks)
 Added: 16/06/2022
 Distance: 0.40 miles from Chorley (Lancashire)
- 2 bed 4 person house in Chorley**
 WATERLOO STREET CHORLEY PR7 1HD
 Total cost: £81.90 Weekly (52 weeks)
 Added: 21/01/2022
 Distance: 0.43 miles from Chorley (Lancashire)
- 3 bed 5 person house in Chorley**
 Progress Street Chorley Chorley PR5 0RY
 Total cost: £95.33 Weekly (48 weeks)
 Added: 17/06/2022
 Distance: 0.49 miles from Chorley (Lancashire)
- 1 bed 2 person flat in Chorley**
 Lyons Lane Chorley Lancashire PR69PJ
 Total cost: £78.35 Weekly (48 weeks)
 Added: 12/06/2018
 Distance: 0.49 miles from Chorley (Lancashire)
- 2 bed 4 person house in Chorley**
 railway road Chorley PR5 0HW
 Total cost: £114.64 Weekly (50 weeks)
 Added: 06/05/2022
 Distance: 0.50 miles from Chorley (Lancashire)
- 1 bed 2 person flat ground floor in Chorley**
 BACKASHBY STREET CHORLEY LANCASHIRE PR7 3DR
 Total cost: £75.51 Weekly (48 weeks)
 Closing date: 31/08/2022
 Added: 27/06/2022
 Distance: 0.52 miles from Chorley (Lancashire)

Marketing Info [Select Move Privacy Notice](#) [Cookie Policy](#)

One Bed Ground Floor Flat with amenities such as the Ra... and a tenancy will not be offered unless you can provide proof of this. An advanced rent payment is necessary to secure a tenancy. Set as an affordable rent.

Register Login

ons My to do list

Overview Images

CBL Property
 Jigsaw Homes North
 Closing date: 31/10
 Added: 27/10

Reference
 Property reference: 100.
 Area: Cho
 Local Authority: Cho
 Property Type: Flat
 Number of bedrooms: 1 Br
 Tenancy Type: Star

Eligibility
 Bands allowed: A, B Reg
 Maximum Permitted Occupants: 2

Priority
 Band Priority: A

Facilities
 Floor In Building: Gro
 Dwelling level: One
 Lift Type: No I
 Bathroom Facilities: Bath

Costs
 Rent: £72.
 Property Related Charges: £2.7

Refine results

Property ref:

- CBL Property (4)
- Mutual Exchange Property (214)
- Shared Ownership Property (5)
- Private Landlord (5)
- Garage (5)
- Affordable Rent (5)
- Immediately Available Homes (4)
- House (137)
- Flat (25)
- Bungalow (4)
- Maisonette (1)
- Other (5)
- Upper floor flat (26)
- Ground floor flat (26)
- Bedd / room (1)
- 1 Bed (44)
- 2 Beds (119)
- 3 Beds (54)
- 4 Beds (17)
- 5 Beds (8)
- 6 Beds (3)

More search options
[Update results](#)

The service is operated on an open register; however, some applicants may be eligible but do not qualify, examples include:

- Been evicted from a Select Move partners property
- Have outstanding housing related debt over £1000
- Have outstanding housing related debt over £999.99 or less and you have not maintained an agreed payment plan
- Own or have a financial interest/of have transferred ownership of a property but have continuing rights to reside in a property unless your housing needs can only be met by Social Housing
- Have savings/assets over £30,000 or a gross annual income of over £60,000
- Have any antisocial behaviour/poor tenancy conduct – individual circumstances will be considered
- Have been rehoused within the last 12 months into a Select Move Property and have no priority reason to move
- Do not have a local connection within the Select Move area
- Are a current tenant of a partner and have housing related debts.

There are some people who will not by law be eligible to join the housing register. These are:

- Certain people who are subject to Immigration Control under the 1996 Asylum and Immigration Act
- Certain people from abroad who are not subject to immigration control but who are not habitually resident in the UK, the Channel Islands, the Isle of Man or the Republic of Ireland

Some circumstances may result in failing to qualify to join the register. These apply to those

- Have outstanding housing related debt of over £1000
- Have outstanding housing related debt of £999.99 or less and have not maintained an agreed payment plan
- Own or have a financial interest and /or have transferred ownership of a property but have continuing rights to reside in a property unless your housing needs can only be met by Social Housing.
- Have savings/assets over £30,000 or a gross annual income of over £60,000
- Have any antisocial behaviour/poor tenancy conduct – individual circumstances will be considered
- Have been rehoused within the last 12 months into one of our properties and have no priority reason to move
- Are a person from abroad who is subject to immigration control – conditions apply
- Do not have a local connection with the Select Move area

Social Prescribing Team

Chorley Council's Social Prescribing team provided the Task Group with their experiences and involvement with Select Move applicants and noticed at the start of the year there was an increase in referrals to support 'housing issues' and Select Move applications.

20% of the open cases to the Social Prescribing Team identified a need for support with Select Move concurrently with other support needs.

The Covid-19 pandemic impacted the ability for customers to access support both in person and digitally. There was a gap in the digital skills support offered by the council but has recently been addressed and information circulated.

Hayley Hughes Public Services Referral Hub Co-Ordinator provided the Task Group through written correspondence a list of difficulties users had with Select Move.

Issues raised includes

- The lack of internet access or interest being online hindered applying to Select Move
- The time and cost required to provide identification, such as a birth certificate
- The process could be overwhelming to some
- The requirement to remember passwords with the inability to reset passwords
- Overall misunderstanding and misconception of the process and system
- Those most at need, and those that live a chaotic lifestyle, and those with additional needs risked missing out on properties

Recommendation: Review the role Chorley Council's Customer Service has in relation to Select Move and housing applications and queries..

Allocations Policy Review

The Allocations Policy sets out who is able to join the council's housing register. Every council is legally required to have an allocations policy even if the council does not maintain their own stock of housing. The policy had not been reviewed since 2018 and it was agreed by the Select Move Steering Group that this was required, and the review commenced in April 2022.

Recommendation: An annual Member Learning Session to be conducted with Members of Chorley Borough Council, specifically in relation to Select Move. Members are to be updated and kept informed on any substantial changes made to Select Move.

Andy Gale, the consultant in the process of drafting an updated Allocations Policy proposed potential changes to the Task Group, however, any change to the Allocations Policy will need to be agreed upon by all members of the partnership.

Banding

Select Move is unusual compared to other councils in the country as it categorises applicants into five bands, A to E. Most councils categorise into three or four, with some using only two bands.

A suggestion in the policy review is for the removal of global banding due to the confusion it creates in its application and for users to understand. For those with a local connection to more than one borough in the partnership, applications can be administered to reflect this without the need for global banding.

Recommendation: Simplify the banding system and influence the partnership to reduce the number of bands to ensure they are simple to understand and user friendly. Ensure that any consideration for changing a user's banding is communicated and clear.

Quotas

The select move partnership has quotas in place for properties listed in bands A to D, the quotas are 40%, 30%, 20%, and 10% respectively.

Any user in any band can bid on any property, the successful applicant will be of greatest need in Band A, however, to get a mix of tenants in properties and areas, a property that is in the quota for band C, an applicant in Band C will be prioritised over an applicant in Band A.

A potential change to the Allocations Policy could see the withdrawal of quotas in place, this would consequently see more applicants from Band A housed and fewer in the lower bands. The intention of the quotas is to help create sustainable communities.

Local Housing Register

The Select Move Partnership operates on an open housing list that enables anyone to apply and register themselves. Their need is then assessed, and they are placed in one of the five bands. 50% of the councils in the country operate a closed housing register with the purpose of ensuring that their registers contain those of the highest need. The choice of operating a closed or open register is not one of partisan or political in nature.

Recommendation: This Task Group recommends that the Select Move Partnership retains an open housing register to prevent disqualifying those with no evidenced housing need.

Local Connection

The policy in place awarded local connection as such;

The applicant must be able to demonstrate that they have lived 6 out of the last 12 months or 3 out of the last 5 years continuously in the specific Local Authority area.

- The applicant must be able to demonstrate that they have parents, children or adult siblings who currently permanently reside in the specific Local Authority area and have done so continuously for at least 5 years.
- The applicant is currently employed in the specific Local Authority area. Employment is work that is not temporary or seasonal, is for at least 16 hours per week and has been continual for at least 6 months and the applicant must be working at the point an offer of a tenancy is made. (banding is global)
- The applicant is currently making a positive community contribution or undertaken voluntary work in the specific Local Authority area for at least 10 hours per month over the last 12 months.
- The applicant needs to give or receive long term care, which is effective and genuine to another person who permanently resides within the specific Local Authority area and who could not otherwise manage without the care provided
- and there is a need for the applicant to move into the area in order to facilitate the provision of such long term care.
- The applicant at the time of the application is serving in or has formerly served in the UK regular forces within the last 5 years.
- The applicant has recently ceased or will cease to be entitled to reside in accommodation provided by the UK Government following the death of that persons spouse or civil partner who has served in the UK regular forces and their death was attributable wholly or partly to that service.

- The applicant at the time of the application is serving in or has formerly served in the reserve forces and who is suffering from a serious injury, illness or disability which is attributable wholly or partly to that service.
- Applicants/households that cannot demonstrate a local connection but have an exception welfare need will be accepted on to the scheme e.g. harassment, domestic abuse, witness protection etc.
- Applicants under the Right to Move Regulations i.e. social tenants moving into the area to take up employment. See Appendix E.

For comparison, Blackburn operate a similar criteria on length or residence (six out of twelve months) family and employment connection. Bolton operate on the same length of residence and employment but are more generous in terms of family associations. Wigan in contrast have a tighter local connection threshold to be met by applicants; five out of ten years residency in the borough or having been born and spent most of their life in the borough (NB Wigan also operate a points based not banding system so not directly comparable).

Recommendation: The Select Move partnership to tighten the qualification criteria for local connection, and for Members of Chorley Borough Council to be frequently informed of migration figures, e.g. Member Learning Session, IntheKnow, or upon Member request.

Offers

Select Move allows users to reject three reasonable offers before being removed from the list for 12 months. Most councils allow two. The reason is that refusing an offer could increase the time properties are empty.

Recommendation: The Select Move Partnership to retain the practice of being able to refuse three reasonable offers in line with the common allocations policy (though one offer refusal will still allow the council to discharge its statutory homelessness duty).

Financial Eligibility

Select Move allow individuals with savings of £30,000 or less, and a gross income less than £60,000 to be eligible. This figure is deemed to be comparably high as councils across England's figure is often capped at £16,000.

There is also a disqualification criteria for homeowners who wish to access the register. However, applications will be assessed individually, and exceptions could be made where there is evidence that only social housing will be able to meet the needs of the applicant.

Recommendation: Encourage the partnership to increase the threshold of individual savings and income within the policy review, maintaining the position that exemptions will be assessed on housing need.

Recommendation: Ensure and exercise oversight of the Select Move Partnerships' adherence to the Common Allocations Policy, to ensure transparency, clarity, and accountability.

Views from South Ribble Borough Council and Preston City Council

The Task Group engaged with South Ribble's Housing Options Team Leader, Susanne Ravenscroft, Councillor Nweeda Khan, Preston City Council's Cabinet Member for Communities and Social Justice and John Cameron, Preston City Council's Senior Housing

Advisory Officer to compare and contrast experiences each council had being part of the Select Move partnership. There are no highlighted differences in experiences by any of the councils, and similar issues present themselves, including having too short a supply of houses for the demand. The most sought-after properties are two and three bedroom with declared interest into the triple digits. Similar issues purveyed including the 'local connection' issue and many users felt aggrieved that properties are being let to those without a local connection to the borough.

The issues with the lack of pictures was raised by all three councils, but it was clarified that users did not bid blind on properties. Every property could be viewed before signing and refuse the property; however, three refusals will reduce their place on the list.

It is at the RP's discretion to house those that presented challenges including but not limited to anti-social behaviour and rent arrears, all three councils in the partnership possess teams that provide support and assistance to access financial/mental health/addiction support. None of the three councils hold the concept of 'lifetime bans' for users, and each case is reviewed periodically, with efforts made to remove the barriers that prevent active and positive engagement. If an applicant enters the appeals process, the councils will support the prospective tenant.

Registered Providers

Representatives from Jigsaw Homes and Progress attended a meeting with the Task Group and discussed the projected and actual turnaround times of properties. Covid added time required to turn round a property, but the targets are between 23 and 25 days.

The average period of time that a property was unoccupied, known as void length, in the partnership was currently 24 days, but improvements have been noted as the year progressed.

Jigsaw provided extra support to those that lacked digital access, although there was no office located in Chorley, home visits were available to be made to those struggling.

Progress's head office was in the middle of Leyland and in-person support and outreach could be completed in the office or over the phone.

Vacant properties were often filled using marketing initiatives, websites and allowed users to 'refer a friend'.

Mutual Exchange

Both Progress and Jigsaw saw mutual exchange of properties as a positive for tenants, particularly for those wanting to either upsize or downsize. For a mutual exchange to take place, both tenants must have resided in their properties for 12 months. Mutual exchanges can be completed across housing providers, there is no geographical limitations, and local connection requirements are not necessary. There are criteria that each property needs to pass in addition to the required checks and inspections. There can not be a mutual exchange between a specific designated property and a general use property. Both Jigsaw and Progress will assist residents to mutually exchange, but there are other means and methods of entering a mutual exchange, which includes specialised mutual exchange websites and Facebook. Mutual exchanges are not counted in the figures and quotas as neither property is classed as being free during the process.

Select Move Facts and Figures

The social sector in Chorley represents 13% of the total housing stock. This is broadly similar to other Lancashire districts.

The largest stockholding RP is Jigsaw Homes with 3511 units. Places for People are the second biggest, with 2661 units.

During the course of this scrutiny exercise, it was recognised that the Select Move Allocations Policy was overdue for review having last been updated in 2018. The updated draft Allocations Policy is at second draft stage within the Steering Group and once agreed there will require approval by cabinet within all three local authorities and at board for all of the registered social landlords.

The exercise is not yet complete, and any agreed changes will not be implemented until spring of 2023.

The current housing register breakdown for customers living in Chorley is:

	1 bed need	2 bed need	3 bed need	4 bed need	Total
Band A	40	26	9	3	78
Band B	62	36	12	4	114
Band C	71	46	14	2	133
Band D	81	80	35	5	201
Band E	133	84	36	6	259
Total	387	272	106	20	785

* Accurate figures as of 31st August 2022 and showed active applications with customers with a local connection to Chorley evidenced, and only those in the priority bands (does not include Open Property Register applicants)

There is a common misconception that the Housing Register is a traditional waiting list of first come first serve, this has not been the case since 1935. The housing register is a register of need with those greatest in need housed first rather than those waited the longest. This is a common point of frustration for those not in band A and still waiting to be housed. The total number on the housing register as of 25 July 2022 was 2189 households. This figure related to households and not individuals, a family of four would be classed as a single household. In the 2021/22 financial year, 1072 households were housed which was a good figure, some councils have only been able to house 12.5-16% of households on their housing register.

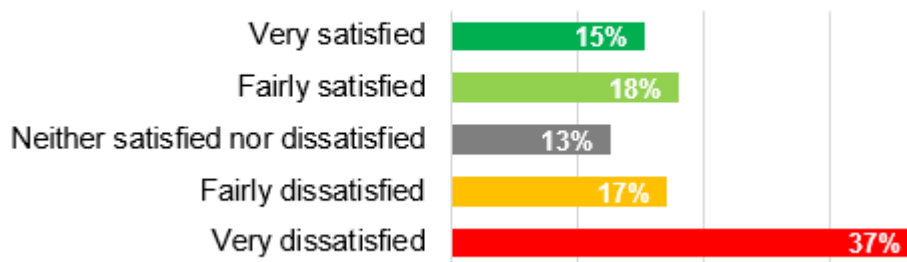
Select Move Survey Findings

From 1 July to 29 July 2022, a survey was sent out to all users of Select Move that had registered and used the service between April 2019 and March 2022, which in total was 2652 people. The purpose was to understand the experience of users of the system in three areas: the housing process, the website and assistance and support received. A total of 144 responses were received, representing a response rate of 4.2%. While it was noted that this low response rate meant findings should be interpreted cautiously, Members welcomed the contributions of service users and found that these backed up many of the concerns raised by their constituents. Members fed back concerns about the delays of the survey going live and acknowledged potential methods that could be used to receive a higher response rate.

The full questionnaire, responses and analysis by the Performance and Policy Officer can be found in Appendix D, E and F

Demographically, on certain questions a large portion of the respondents ‘preferred not to say’, however results show¹ that 47% of respondents were women against 16% male. 30.7% were single, 15% married and just over 5% cohabitating. 23% identified with a religion or belief. The majority of users at 56% were ‘White British’, and 24% classified themselves disabled as defined by the Equality Act 2010 as having a long-standing illness, disability or infirmity.

Figure 1: Satisfaction with the Select Move process

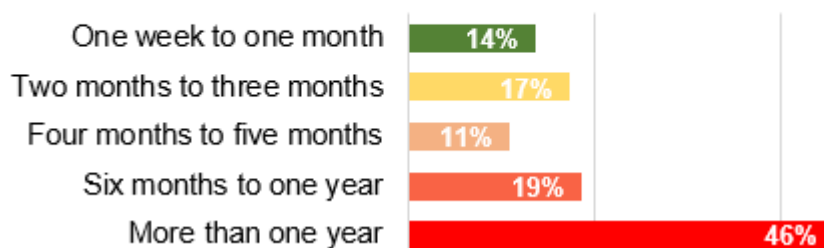


2

54% of respondents were dissatisfied with the process. This figure has drastically increased from the 2014 Select Move Task Group survey that highlighted only 21% were dissatisfied with the service. However, the majority were satisfied with the experience of using the website and with assistance received. Fewer than 10% of applicants were housed within a month of registering with Select Move, and 32.5% took longer than a year, no figures were ascertained how much longer than a year.

Recommendation: An annual satisfaction survey to be completed with all users of Select Move, with action plans in place to resolve reported issues.

Figure 5: Time taken to secure a house following registration



3

A potential factor in the waiting time of applicants depended upon the swiftness of the documentation provided to Select Move. The three councils of the partnership accepted medical evidence from the applicants GP, as the backlog of occupational therapists was

¹ Where applicable, all percentages included the response “prefer not to say” so figures may not add up to 100%. The 6 graphs provided from the report produced by the Performance and Policy Officer’ did not factor respondents that ‘preferred not to say’

² 2% preferred not to say

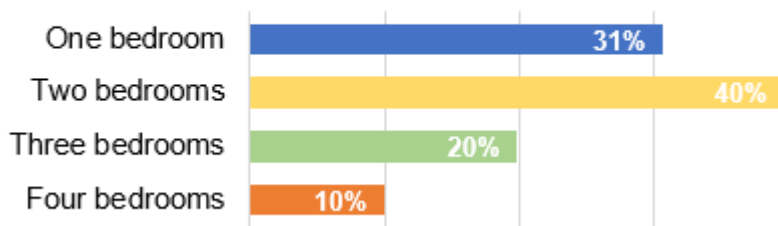
³ 29% preferred not to say

Lancashire County Council was too long. It was noted that not all RP's accepted evidence from the GP.

Recommendation: Ensure and exercise oversight of the Select Move Partnership's consistency in the application process in relation to valid documentation, e.g. GP evidence letters.

71% of respondents required a property that was either one or two bedrooms, this was in contrast with partner Local Authorities and Housing Associations views of need. However, the survey reflected 144 respondent's property size need.

Figure 4: Size of property need



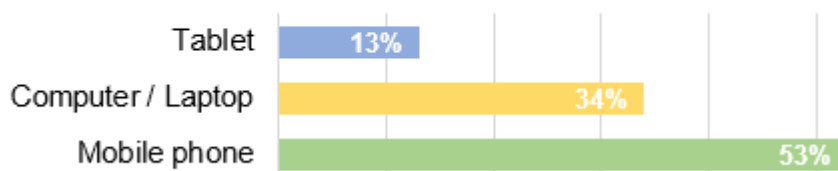
4

Mobile device was the most popular method of accessing Select Move, however, the survey indicated that it was not the easiest platform to navigate Select Move.

Recommendation: Ensure that face to face access remains available to all users alongside the technological improvements. If required, users are to be signposted to services available such as the Citizens Advice Bureau and Chorley Help the Homeless.

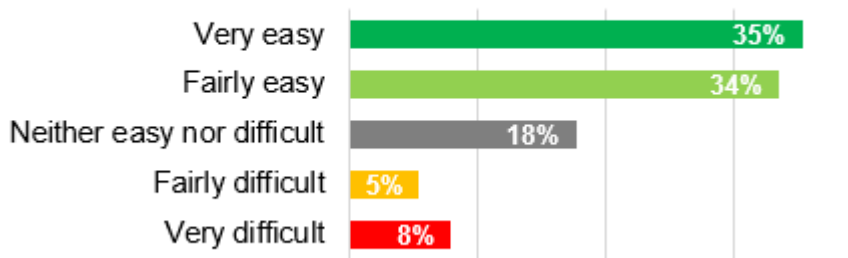
Recommendation: Chorley Council to explore further opportunities to support customers in rural areas to access the Select Move register, e.g. commission library services.

Figure 6: Website access method



⁴ 2.5% preferred not to say

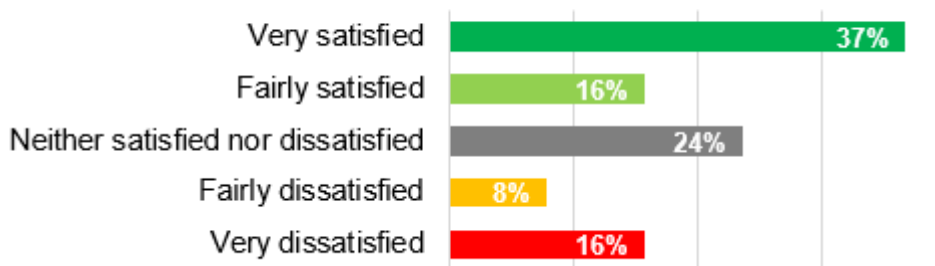
Figure 2: Ease of website navigation



5

22% of respondents required assistance, of those, 23% required information on the process itself and 7% required digital support. Overall, respondents were satisfied with the assistance received.

Figure 3: Satisfaction with assistance received



6

Those that responded with what Select Move could do better, answers ranged widely, with common issues relating to communication between Select Move and the applicant, long waiting times with a series of unsuccessful bidding, shortage of housing, dissatisfaction and misunderstanding with the banding system. The lack of properties in desired locations. A complicated application process, which made process the frustrating and stressful. Civica were currently in the process of updating the website to ensure the it is accessible across all devices with an estimated completion date of October 2022.

Recommendation: Monitor the progress and roll out of the upgraded system provided by Civica which should allow the Select Move website to be functional and easy to use on all devices. Chorley Council to be actively involved in any future procurement exercise in relation to the Choice Base Letting platform.

When asked what Select Move did well, praise was given to housing officers, communication with housing providers related to maintenance appointments.

The results of the survey emphasised that there were issues and cause for concern related to Select Move. It can be summarised that there are users of Select Move that did not achieve a desired outcome in a timeframe they found to be acceptable.

⁵ 1% preferred not to say

⁶ 67% of respondents did not answer this question

The survey did not differentiate the wait times for different bands and as the service operated on a register of need, it could be hypothesised that those that were waiting the longest, or did not achieve a desired result were not considered to be the most in need, and if data was available, could provide greater insight into the experiences of all users.

The open-ended response highlighted potential issues with how those with mental health issues were assisted, with some reported it had exacerbated their condition. There were alarming comments about the system failing to help and support a victim of domestic abuse that was consequently injured by their partner while waiting for Select Move.

It remained unclear the expectations applicants held at the start of the application and can be questioned if all users were adequately informed about the Select Move, and ultimately the potential length of the process.

Recommendation: Provide clear and open lines of communication and information to allow applicants of Select Move to manage and set their expectations. Providing photographs of listed properties should be a priority; average waiting times for responses, average waiting times for different sized properties and average waiting times per geographic location should also be provided.

The importance of accessibility was understood to ensure all users could access the service. Covid-19 raised the awareness of digital illiteracy and highlighted the crucial nature of face to face interactions. This was raised in the survey with those that struggled to use technology and favoured physical paperwork and documentation, and those with visual impairments, and mobility issues such as arthritis.

Select Move Coordinator

Lisa McCormick, the Select Move Coordinator attended the Task Group to highlight their role, and also to provide context to the survey results.

Communication had been a cause of concern for certain users of Select Move, however due to additional capacity to the Housing Department, the backlog has been cleared, and users are being responded to on the day if they attempted to make contact through the Select Move app, via phone or email.

Further addition to the department will come in the form of a 'Select Move Advisor'. Their role will be to support the process of applications.

A newly appointed Domestic Abuse Prevention Co-ordinator had been appointed to ensure support was provided as quickly and effectively as possible, and worked closely with the Select Move Coordinator.

Sir Lindsay Hoyle

The MP for Chorley, Sir Lindsay Hoyle attended the Task Group and shared his experience with constituents that had reached out to him with their experience of Select Move and raised the most pressing issues.

Local Connection

The view of the MP was that 6 months residency to qualify was absurd. 75% of houses let through Select Move had to evidence that the applicant met the criteria for local connection according to the policy, (see page 14 and 15 of this report). It is the responsibility of the

partners of the partnership to rely information relating to their true voids and that they have met the 75% of lets on the register. It was confirmed that there was no way to audit the information or to evidence the strength of the figures, but there had been no evidence to suggest any partner had been dishonest or deceitful.

The Use of Cotswold House

Cotswold House is temporary accommodation, although due to the need for larger and adapted properties than available, it resulted in some placements lasting longer than desired. It was noted that due to the allocations policy, those that had been housed in Cotswold House for longer than six months would be eligible to join the housing register. In the previous 12 months, South Ribble had not housed any resident in Cotswold House, with the only exception for those that had fled domestic abuse. The vetting procedure for Cotswold House was tight to prevent the accommodation of violent and aggressive tenants.

Migration into the Borough

Concerns were raised that there were a larger number of people migrating into Chorley via Select Move from South Ribble and Preston, than those that left Chorley into the two partner Local Authorities. Specific examples were raised where new arrivals in neighbourhoods had resulted in escalating antisocial behaviour, harassment, property damage and physical violence.

Information was only known when residents left Chorley to enter South Ribble or Preston and vice versa, there was no data to show Chorley residents migrating to a different local authority.

Local Authority housed in	Local Authority lived in at application					Total
		Chorley	Outside the 3 partner Las	Preston	South Ribble	
Chorley		237	18	27	34	316
Preston		22	30	721	34	807
South Ribble		27	33	49	205	314
Total		286	81	797	273	1437

* Figures accurate 17 February 2022

Net migration between the areas of the partnership for 12 months of 2021 showed the net migration was +2% from Preston and South Ribble.

Recommendation: Develop a greater understanding and insight into the Housing Associations makeup and demographics of the people moving into the area through the 25% allowance not through Select Move.

Right People in the Right Places

Sir Lindsay Hoyle exclaimed the need to ensure that the right people were placed in the right accommodation and felt examples of young people housed primarily with the elderly was not ideal. It was noted that with Primrose Gardens and Tatton Gardens, in addition to bungalows purchased by the council were steps to free up houses for the people of Chorley.

Allocations Policy

All three councils Chorley, South Ribble and Preston share the same rules in place, however, the Housing Associations can set the age criteria of their stock, but their rules apply across their stock rather than geographical location, for example, Jigsaw would have the same age criteria for their properties in Chorley, South Ribble and Greater Manchester, However, the Housing Associations themselves have stated that there are special exceptions for moving people into aged accommodation younger than advertised.

View of Select Move

The MP was doubtful whether Select Move was fit for purpose, and proposed that until there was certainty that the partnership would do right by the residents of Chorley, that Chorley Council either pulled out of Select Move, or started to build its own Housing Association to ensure the residents of Chorley are adequately served.

Residents had reported difficulties in completing the application, provided examples of offers accepted and then withdrawn without justification or explanation. Angry residents have felt let down with the system and struggled to be seen by an officer. With some stating they were treated poorly by staff and looked down upon. It was stressed that both the communication and customer services needed to be improved.

It was clarified that the Housing Team has faced significant issues with capacity that has only recently been resolved, however, apologies were offered to anyone that they had received poor customer service and interaction. With increased capacity, the backlog of correspondence had been cleared and users and applicants of Select Move were responded to in real time. If the any Housing Association failed to exercise their duty of care, the Housing Ombudsman could intervene, and antisocial behaviour legislation could be enacted against any perpetrator

Recommendation: That the partnership recognise the importance of treating social housing customers with dignity and respect, and that customer service standards are of utmost priority.

Conclusion

The Task Group was established to investigate and evidence whether

- The recommendations made in 2014 are being adhered to, if applicable
- Select Move is meeting the needs, satisfaction and benefits of customers and Members.
- The current methods and models of communication between Select Move and customers, and explore what actions, if any can be taken to improve the process, accessibility and increase transparency.

Of the 2014 recommendations, one was no longer applicable. Two recommendations were not being adhered to and eleven are.

The Task Group concluded that, at present Select Move does not meet the needs of all customers while under the current Allocations Policy. The local connection criteria are deemed to be too weak and detrimental to residents of Chorley that are unable to obtain accommodation. The banding system is too complicated for Members and users to fully understand which caused frequent misinformation and misunderstandings. The financial

limit, although deemed to be generous is felt to be a hinderance to elderly residents and could create a divide where housing is not based on need but on financial status.

As a key partner of Select Move, The Task Group wishes to explore a range of options in relation to Chorley Council's role in Select Move, including but not limited to seeking demonstrable improvements to the service, the option to withdraw from the Partnership and create its own Housing Association, to expand its own portfolio of affordable properties, renovate derelict properties for the benefit of residents of Chorley, or a combination of these.

The Task Group understood that since 2014, advancements in technology and ever increasing climate consideration, resulted in the increase reliance of ICT, and online methods of communication, but Select Move still has a responsibility to ensure the access of all users, and the Task Group feel it is imperative that face to face engagement and support is available to all who need and want it.

It is positive that in the wake of Covid-19, and in the middle of the investigation, staff capacity in the Housing Department increased and specific roles were implemented to support Chorley Council's position in the Select Move Partnership with Select Move Coordinator and soon to be Select Move Advisor post. With such an active role in the partnership, elected Members of Chorley Council have access to data, contacts and transparency to assist residents.

Recommendation: A further Select Move Task Group, or a Scrutiny Investigation to be conducted following the final Monitoring Report to the Overview and Scrutiny Committee if the recommendations failed to be adhered to or if significant issues arise.

Recommendation: This Task Group believes the current Select Move service is not fit for purpose, and that if reasonable adjustments cannot be made, options to explore the advantages and disadvantages of remaining within the Partnership, increasing Chorley Council's own housing stock, and/or the feasibility of setting up our own Housing Association be fully considered.



Report of	Meeting	Date
Director of Customer and Advice Services	Overview and Scrutiny Committee	7 th April 2015

REPORT TO PROVIDE A MONITORING UPDATE FOLLOWING THE OVERVIEW AND SCRUTINY TASK GROUP INQUIRY INTO SELECT MOVE

PURPOSE OF REPORT

1. This report provides an update on progress made to implement the fifteen recommendations made by the Overview and Scrutiny Task Group which looked into Select Move. The final report of the task group was published in April 2014 and it was endorsed by Executive Cabinet in August 2014.

RECOMMENDATION(S)

2. To note the updates provided in section 12.

EXECUTIVE SUMMARY OF REPORT

3. This report provides the six monthly update on the outstanding actions from the Overview and Scrutiny Task Group inquiry into Select Move.

CORPORATE PRIORITIES

4. This report relates to the following Strategic Objectives:

Involving residents in improving their local area and equality of access for all	X	A strong local economy	
Clean, safe and healthy communities	X	An ambitious council that does more to meet the needs of residents and the local area	X

BACKGROUND

5. The Overview and Scrutiny Committee asked the Task Group to undertake a scrutiny inquiry to look at the Select Move Choice Based Lettings scheme, of which the Council is a member, alongside 9 Registered Providers of social housing (hereafter referred to

as RPs). The Select Move scheme is the method by which social housing in Chorley (in addition to Preston and South Ribble) is allocated.

6. Objectives were agreed to investigate and evidence whether Select Move is meeting the needs to the satisfaction of the applicants, by reviewing a) the application processes b) the allocation processes and c) the standard of allocated properties.
7. Desired Outcomes of the review included to secure a choice-based lettings service that meets the needs of Chorley residents, and to identify areas of improvement on condition of property at handover, and finally, to reduce waiting times and lists.
8. The task group concluded that Select Move does largely meet our customers' needs, as satisfaction is good and allocations are being made within a period we considered to be reasonable. The majority of customers when asked if the Council should revert back to the old system said that we should not. Choice and personal preference are key elements of the scheme and so these were found to have a bearing on how long a customer may wait until they secure a property (for example, some customers prefer to wait for a particular street or area until they place a bid on a property).
9. A quick review of waiting times in days on Select Move before being housed during the period of 12/09/2012 to 11/09/2013 was on average 286 days to receive the offer of housing, and 323 days to be housed, with 552 lets in Chorley. Compared to the 12 months 01/01/2014 to 31/12/2014, the average to receive an offer was 242 days (reduced by 15.4%) and the average number of days taken to be housed was 294 (down 9.0%). This may have been at least in part due to the increased number of lets being 635, an increase of 83 or 15.0% from the first comparable year.
10. The number of **Chorley households on the Housing Register** has fallen over the last two years:

31/12/2012: 1,483
31/12/2013: 1,351
31/12/2014: 965
11. Whilst the fall in number above are mainly due to changes in the Allocations Policy, the increased **number of lets in the Chorley** will also have helped, with the lets per calendar year demonstrated below

2012: 514
2013: 617
2014: 635
12. The task group did identify that there are some areas of Select Move we need to improve. However with the then forthcoming refreshed Allocations Policy (which was subsequently implemented) and the software system upgrade, (which is scheduled for implementation in May 2015) there have been and will be, ongoing improvements for the customer interface and experience. The task group identified a total of fifteen recommendations which would contribute to the achievement of the identified objectives and desired outcomes.
13. The implementation of the majority of the recommendations require the willingness and cooperation of our partners, particularly Registered Providers of Social Housing (RPs) as the Council no longer has any housing. The Council retains a statutory duty to ensure social housing is allocated according to housing need and therefore plays an important enabling role in working with RPs. Therefore RPs were engaged in

discussions regarding the relevant recommendations to ensure the outcomes were meaningful and deliverable.

14. Below is the list of fifteen recommendations and the corresponding update on progress made to date.

Overview & Scrutiny Recommendation	Executive Response	Update
<p>That there continues to be regular monitoring by the Council of the level of net migration into Chorley, including periodic reporting to the Overview & Scrutiny Committee, to ensure the new policy achieves the overall aims of prioritising Chorley properties for those with a connection to the borough, and migration does not exceed 10%.</p>	<p>Agreed</p>	<p>Inward migration is monitored in the Housing Team on a monthly basis.</p> <p>Analysis of the period from August 2013 to December 2014 has demonstrated a reduction inward migration from 8.66% to 0.47%. See Appendix 1</p> <p>The drop from 8.66% to 0.47% is directly connected to the refreshed Select Move Allocations policy which came into effect in February 2014. The new policy disqualified households from the Housing Register if they had no local connection to Chorley, Preston or South Ribble, and also gives priority within each band to households with a verified local connection to the borough the property is located in.</p>
<p>That each Registered Provider review their processes for handing over properties at relet stage, including both recording the time taken to prepare a property ready for a let and also the level of assistance for new tenants. That all Registered Providers look to raise their offer to the same standard across all providers</p>	<p>Agreed</p>	<p>Collectively, the RPs reviewed their processes and agree that there is consistency, as each partner incurs similar costs for the average property relet (this is reported to be IRO £2,200 per property). All RPs undertake void inspections, some involving either tenant representative inspectors and /or random Chief Executive officer checks, to ensure the quality is high and consistent.</p> <p>RPs are committed to letting properties and eliminating voids and so each has provisions for flexibility when it comes to facilitating a let. This flexibility can vary from new kitchen units, additional decoration or even carpets. There are also provisions for help with moving.</p>

<p>That each Registered Provider review the provision for a decoration allowance for new tenants and review its level, increasing it where necessary, to ensure it is sufficient.</p>	<p>Agreed</p>	<p>All RPs in Chorley offer a decoration allowance at a similar amount per room for new tenants and all have the flexibility to vary this offer dependant on the condition of the property they are moving into and also their vulnerability. RPs feel that unless a tenant is vulnerable (in which case decoration may be undertaken on their behalf) decoration is a personal choice and should be undertaken by the tenant</p>
<p>That the partnership consider the provision of surgeries or drop in sessions for customers to allow face to face support and demonstrations of how to perform certain tasks on the Select Move system.</p>	<p>Agreed</p>	<p>Each RP has in place a service offer for customers around digital inclusion. These included specialist officers who work on an outreach basis, providing customers with practical help to learn how to use their own technology and or help to access online systems where a customer is unsure what they need to do.</p> <p>Some RPs have tenants who act as digital champions, who will engage with other tenants and prospective tenants to provide help, which works very well and is popular as this is more a peer based approach.</p> <p>The Council's existing customer services will also offer assistance to customers in using Select Move in the one stop shop and where vulnerable customers have requested printed copies of the weekly Select Move newsletter they are sent out by the Council and the RPs. From 2015 -2017 the Council is developing and implementing a digital inclusion project with the aim of increasing Chorley resident's access to on-line services which will look to include accessing Select Move.</p>
<p>That any provision for surgeries or drop-in include the rural areas and are promoted to ensure that older people are aware of them and able to attend.</p>	<p>Agreed</p>	<p>As above, RPs do not feel there is a need or sufficient demand for surgeries as their experience has proved these arrangements to be poorly attended. Each RP has something in place already to offer customers who live in a rural location, help with accessing the Select Move system. This offer is targeted at older and vulnerable people, RPs agree that customers of working age who are fit and well should be able</p>

		to access local IT facilities and this links into the Council digital inclusion project.
That the partnership considers undertaking a process of proactive marketing to those who are not bidding regularly and offer to provide assistance. This should include promotion of any drop- in sessions, mailing out of the newsletter and assisting bidding on properties by proxy.	Agreed	<p>RPs each have provision for assisting those who are unable to bid and some of the RPs regularly review their customers applications and bidding activity to identify those who appear to be having difficulties. The RPS agree that the reasons for non-bidding are complex and in many cases are linked to personal choice, timing and other personal circumstances. Mailing out newsletters and proxy bidding are some of the measures made available to assist customers. RPs did not feel that there would be any merit in doing anything over and above what is currently in place to help customers.</p> <p>For those customers who are identified as experiencing some difficulties, either because of a lack of access to a computer or because they are unable to use the technology, steps will be put in place to assist them.</p> <p>As above, each RP have measures in place to provide assistance to those who need it</p>
That the Registered Providers within the partnership are encouraged to provide more details in their property adverts, including detail of any specific local connection provisions (for example in rural villages) and also the provision of photographs on the majority of adverts	Agreed	All RPs agree that details on property adverts including photographs are important and therefore renewed their commitment to ensuring these are included on adverts for Chorley properties.
That the partners continue to work collaboratively to develop a database of adapted properties which will ensure that when an adapted property becomes available, it can be advertised with all of the relevant information to ensure it is appropriately allocated.	Agreed	This piece of work has been started across the partners in Chorley however there are identified barriers to the project being delivered including the quality of data available regarding adapted properties, the format of the available data and then the resourcing of maintaining this data, to ensure it is kept up-to-date. RPs agree that there is still a compelling case to explore this and therefore it will be taken forward as an action for the partners including the Council, to deliver.

<p>That the Registered Providers within the partnership endeavour to include any properties which are to be direct matched, on the Select Move system, clearly specifying it is not available for other applicants, in order to enhance transparency and integrity in the scheme</p>	<p>Agreed</p>	<p>Direct matches are recorded on the system and the figures reported on the quarterly monitoring report which is presented to the Select Move Steering Group on a quarterly basis. The reports demonstrate that RPs are recording these.</p>
<p>That the partnership ensures that any affordability policies or tests are consistent across Registered Providers and that these policies do not wholly exclude groups of customers.</p>	<p>Agreed</p>	<p>One of the RPs in Chorley does not use any affordability policy or criteria to allocate housing. The other RPS do have policies which look at income and expenditure and the customers' ability to afford to run a home. Each of the RPs with these policies offers assistance to customers with income maximisation and financial inclusion in order to address fundamental issues and improve customer's prospects of being allocated a property.</p> <p>The RPs advise that some of the issues with the ability for certain groups to afford a property are linked to welfare reform measures and national policy. There are some initiatives in Chorley specifically aimed at those group particularly affected including those aged under 25 years of age and those aged between 25 years of age and 35 years of age</p>
<p>That the partnership ensures that as part of any affordability policy, there are provisions available which will help customers to improve their circumstances in order to pass any assessment of affordability threshold in order to secure a property and that these are consistently available across all Registered Providers.</p>	<p>Agreed</p>	<p>Each of the RPs with these policies offers assistance to customers with income maximisation and financial inclusion in order to address fundamental issues and improve customer's prospects of being allocated a property.</p>
<p>That the Council continues to work with Registered Providers in order to enable new affordable housing of the right type and tenure is available so local housing need is met.</p>	<p>Agreed</p>	<p>The Council has an excellent working relationship with the two main developing RPs in Chorley and have delivered a good supply of affordable housing in recent years, with 129 units in 2013/14 and exceeding local targets. The forward plan for pipeline delivery suggests this delivery will continue and is flexed in order to meet local need, with variance in mix and</p>

		type applied as new schemes are negotiated.
That the partnership amends the banding notification letter to include confirmation as to the evidence on which the banding is based.	Agreed	The RPs confirmed that these letters do state the relevant information used to make a banding decision and therefore no action is required.
That the partnership recognises the importance of treating social housing customers with dignity and respect and that customer service standards are met.	Agreed	Each RP has internal mechanisms for collecting information regarding customer satisfaction and report that there is overall high satisfaction from their customers. A relevant point is that occasionally negative decisions regarding allocations need to be made and therefore 100% customer satisfaction may not always be achievable. However it was agreed between the RPs that existing customer care policies and standards of each respective partner is sufficient to ensure a consistent standard of service is delivered.

15. In conclusion, the scrutiny review of Select Move has demonstrated that the system is effective and meets customer's needs. The most significant issue concerning Select Move, namely that of inward migration has been addressed through the implementation of a policy revision. The monitoring data illustrates the impact these measures have had on ensure customers with a local connection to the borough have the greatest chance of securing homes in Chorley. This monitoring work has become business as usual for the Housing Team and will be ongoing.
16. A further outcome of this piece of work is a demonstrate of the partnership approach we have with the RPs in Chorley, who were all involved in both the scrutiny work itself and also implementing the recommendations. The policy refresh and system upgrade confirm that all partners remain committed to Select Move and its ongoing improvement to the benefit of the customer.

LESLEY-ANN FENTON
DIRECTOR OF CUSTOMER AND ADVICE SERVICES

Report Author	Ext	Date	Doc ID
Zoe Whiteside	5771	19.3.15	

Appendix

Graphs to Illustrate Migration Fluctuations

Figure 1

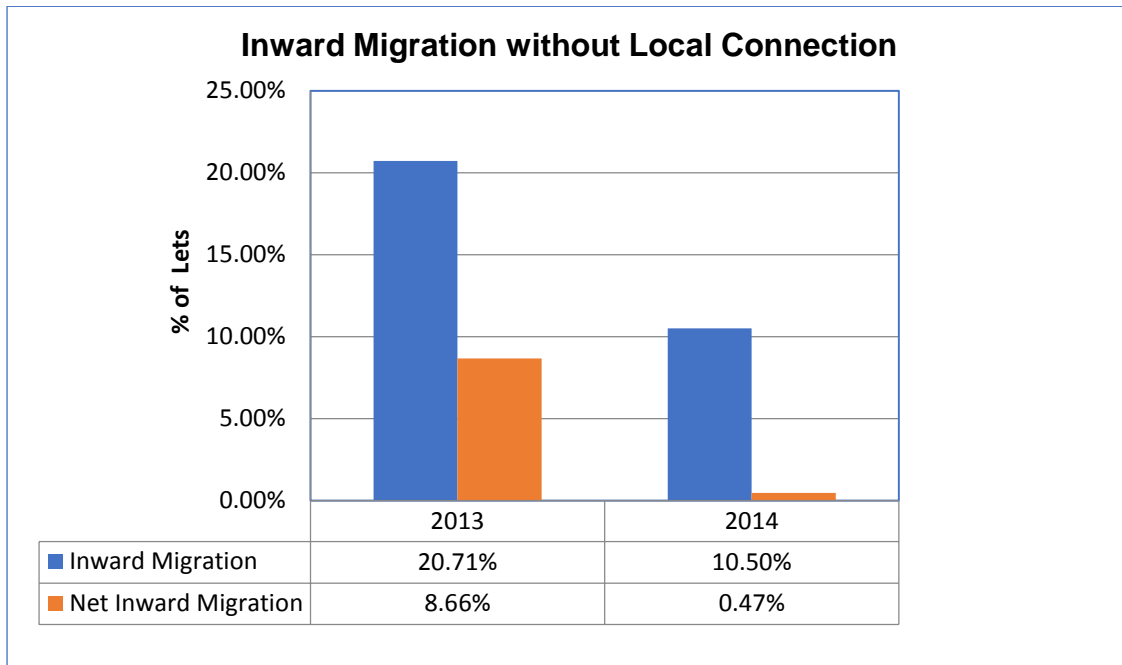
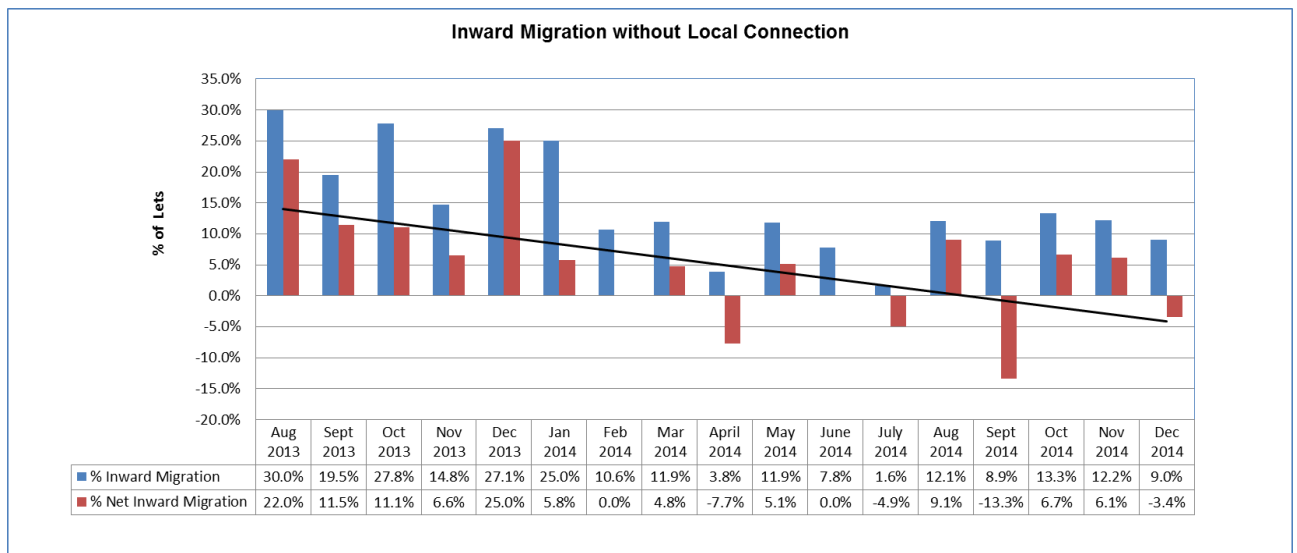


Figure 2





Report of	Meeting	Date
Director of Customer and Advice Services	Overview and Scrutiny Committee	8 th October 2015

REPORT TO PROVIDE A MONITORING UPDATE FOLLOWING THE OVERVIEW AND SCRUTINY TASK GROUP INQUIRY INTO SELECTMOVE

PURPOSE OF REPORT

1. This report provides the final update on progress made to implement the fifteen recommendations made by the Overview and Scrutiny Task Group which looked into Select move. The final report of the task group was published in April 2014 and it was endorsed by Executive Cabinet in August 2014.

RECOMMENDATION(S)

2. To note the final updates provided in section 12.

EXECUTIVE SUMMARY OF REPORT

3. This report provides the final update on the outstanding actions from the Overview and Scrutiny Task Group inquiry into Select move.

CORPORATE PRIORITIES

4. This report relates to the following Strategic Objectives:

Involving residents in improving their local area and equality of access for all	X	A strong local economy	
Clean, safe and healthy communities	X	An ambitious council that does more to meet the needs of residents and the local area	X

BACKGROUND

5. In 2013, the Overview and Scrutiny Committee asked the Task Group to undertake a scrutiny inquiry to look at the Select Move Choice Based Lettings scheme, of which the Council is a member, alongside 9 Registered Providers of social housing (hereafter referred to as RPs). The Select Move scheme is the method by which social housing in Chorley (in addition to Preston and South Ribble) is allocated.

6. Objectives were agreed to investigate and evidence whether Select Move is meeting the needs to the satisfaction of the applicants, by reviewing a) the application processes b) the allocation processes and c) the standard of allocated properties.
7. Desired Outcomes of the review included to secure a choice-based lettings service that meets the needs of Chorley residents, and to identify areas of improvement on condition of property at handover, and finally, to reduce waiting times and lists.
8. Following a detailed review, including desk top analysis and engagement with partners and customers, the task group concluded that Select Move does largely meet our customers' needs, as satisfaction is good and allocations are being made within a period we considered to be reasonable. The majority of customers when asked if the Council should revert back to the old system said that we should not. Choice and personal preference are key elements of the scheme and so these were found to have a bearing on how long a customer may wait until they secure a property (for example, some customers prefer to wait for a particular street or area until they place a bid on a property).
9. Reducing the waiting list was a desired objective and this has been achieved. A recent snapshot taken on 31/8/2015 illustrates the total waiting list (which includes those not in housing need but seeking social housing) as 938. This figure was 1522 when the overview and scrutiny task group was first initiated in September 2013.

Chorley Select Move Households as of 31st August 2015						
Band / Bedroom Need	A	B	C	D	E	Total
1	12	53	77	127	217	487
2	6	17	48	115	134	322
3	1	5	7	49	32	97
4+	1	4	3	14	16	38
Total	20	79	135	305	399	938

Source: Select Move Data

10. The table below illustrates the number of recorded lets made within the past three full years, rising from 561 in 2012/13 to 638 in 2014/15.

Chorley Social Housing Let Via Select Move by Year					
Bedrooms / Year	1	2	3	4+	Total
2012/13	204	225	121	11	561
2013/14	189	269	151	7	616
2014/15	180	287	157	14	638

Source: Select Move Data

11. The implementation of the majority of the recommendations require the willingness and cooperation of our partners, particularly Registered Providers of Social Housing (RPs) as the Council no longer has any housing.
12. Below is the list of fifteen recommendations and the corresponding final update on progress made to date.

--	--

Overview & Scrutiny Recommendation	Update								
<p>That there continues to be regular monitoring by the Council of the level of net migration into Chorley, including periodic reporting to the Overview & Scrutiny Committee, to ensure the new policy achieves the overall aims of prioritising Chorley properties for those with a connection to the borough, and migration does not exceed 10%.</p>	<p>Net Inward migration is monitored in the Housing Team on a monthly basis. The figures below demonstrate a significant reduction in net inward migration to Chorley.</p> <table data-bbox="754 510 1090 645"> <tr> <td>2012/13:</td> <td>7.8%</td> </tr> <tr> <td>2013/14:</td> <td>8.8%</td> </tr> <tr> <td>2014/15:</td> <td>-0.8%</td> </tr> <tr> <td>Q1 2015/16:</td> <td>-2.7%</td> </tr> </table>	2012/13:	7.8%	2013/14:	8.8%	2014/15:	-0.8%	Q1 2015/16:	-2.7%
2012/13:	7.8%								
2013/14:	8.8%								
2014/15:	-0.8%								
Q1 2015/16:	-2.7%								
<p>That each Registered Provider review their processes for handing over properties at relet stage, including both recording the time taken to prepare a property ready for a let and also the level of assistance for new tenants. That all Registered Providers look to raise their offer to the same standard across all providers</p>	<p>RPs continue to be committed to letting properties and eliminating voids and so each has provisions for flexibility when it comes to facilitating a let. This flexibility can vary from new kitchen units, additional decoration or even carpets. There are also provisions for help with moving.</p>								
<p>That each Registered Provider review the provision for a decoration allowance for new tenants and review its level, increasing it where necessary, to ensure it is sufficient.</p>	<p>All RPs in Chorley continue to offer a decoration allowance at a similar amount per room for new tenants and all have the flexibility to vary this offer dependant on the condition of the property they are moving into and also their vulnerability. RPs feel that unless a tenant is vulnerable (in which case decoration may be undertaken on their behalf) decoration is a personal choice and should be undertaken by the tenant.</p>								
<p>That the partnership consider the provision of surgeries or drop in sessions for customers to allow face to face support and demonstrations of how to perform certain tasks on the Select Move system.</p>	<p>As reported previously, each RP has in place a service offer for customers around digital inclusion. These include specialist officers who work on an outreach basis, providing customers with practical help to learn how to use their own technology and or help to access online systems where a customer is unsure what they need to do.</p> <p>The Council has a corporate project to promote digital inclusion and this involves a series of drop in events across the borough to enable customers to learn digital skills and be able to do things for themselves which includes accessing Select</p>								

	move.
That any provision for surgeries or drop-in include the rural areas and are promoted to ensure that older people are aware of them and able to attend	As above, the Councils roll out of the digital access events will include locations in the rural areas which will ensure vulnerable residents have access to assistance to develop digital skills.
That the partnership considers undertaking a process of proactive marketing to those who are not bidding regularly and offer to provide assistance. This should include promotion of any drop-in sessions, mailing out of the newsletter and assisting bidding on properties by proxy.	As reported previously, for those customers who are identified as experiencing some difficulties, either because of a lack of access to a computer or because they are unable to use the technology, steps will be put in place to assist them. As above, each RP have measures in place to provide assistance to those who need it
That the Registered Providers within the partnership are encouraged to provide more details in their property adverts, including detail of any specific local connection provisions (for example in rural villages) and also the provision of photographs on the majority of adverts	All RPs are committed to providing photographs on their adverts and following the review, there have been no complaints received regarding the lack of photographs on adverts. Standard practice is for an RP to include a photograph of the actual property to be let or a picture of a similar property (or artist impression where new build).
That the partners continue to work collaboratively to develop a database of adapted properties which will ensure that when an adapted property becomes available, it can be advertised with all of the relevant information to ensure it is appropriately allocated.	This project is being led by the Registered Providers and the Council are fully committed to being engaged.

<p>That the Registered Providers within the partnership endeavour to include any properties which are to be direct matched, on the Select Move system, clearly specifying it is not available for other applicants, in order to enhance transparency and integrity in the scheme</p>	<p>Direct matches are recorded on the system and the figures reported on the quarterly monitoring report which is presented to the Select move Steering Group on a quarterly basis. The reports demonstrate that RPs are recording these.</p>
<p>That the partnership ensures that any affordability policies or tests are consistent across Registered Providers and that these policies do not wholly exclude groups of customers.</p>	<p>As reported previously, some of the RPs are operating affordability policies which include looking at customer's financial circumstances and their ability to afford to run a home and budget. The councils housing staff will engage with RPs where any issues arise in individual cases and no complaints have been received regarding the operation of such policies.</p>
<p>That the partnership ensures that as part of any affordability policy, there are provisions available which will help customers to improve their circumstances in order to pass any assessment of affordability threshold in order to secure a property and that these are consistently available across all Registered Providers.</p>	<p>Each of the RPs with these policies offers assistance to customers with income maximisation and financial inclusion in order to address fundamental issues and improve customer's prospects of being allocated a property.</p>
<p>That the Council continues to work with Registered Providers in order to enable new affordable housing of the right type and tenure is available so local housing need is met.</p>	<p>The Council has an excellent working relationship with the two main developing RPs in Chorley and have delivered a good supply of affordable housing in recent years.</p> <p>2012/13 - 183 units were delivered</p> <p>2013/14 – 129 units were delivered</p> <p>2014/15 - 165 units were delivered</p>
<p>That the partnership amends the banding notification letter to include confirmation as to the evidence on which the banding is based.</p>	<p>This was implemented previously.</p>

<p>That the partnership recognises the importance of treating social housing customers with dignity and respect and that customer service standards are met.</p>	<p>Each RP has internal mechanisms for collecting information regarding customer satisfaction and report that there is overall high satisfaction from their customers. A relevant point is that occasionally negative decisions regarding allocations need to be made and therefore 100% customer satisfaction may not always be achievable. However it was agreed between the RPs that existing customer care policies and standards of each respective partner is sufficient to ensure a consistent standard of service is delivered.</p>
--	---

13. In conclusion, the scrutiny review of Select move has demonstrated that the system is effective and meets customer's needs. There has been an upgrade of the Select move system to version 8 which has delivered improvements for both the customer and also the back office.

14. The most significant issue concerning Select move, namely that of inward migration has been addressed through the implementation of a policy revision. The monitoring data illustrates the impact these measures have had on ensure customers with a local connection to the borough have the greatest chance of securing homes in Chorley.

LESLEY-ANN FENTON
DIRECTOR OF CUSTOMER AND ADVICE SERVICES

Report Author	Ext	Date	Doc ID
Zoe Whiteside	5771		

Appendix

Graphs to Illustrate Migration Fluctuations

Figure 1

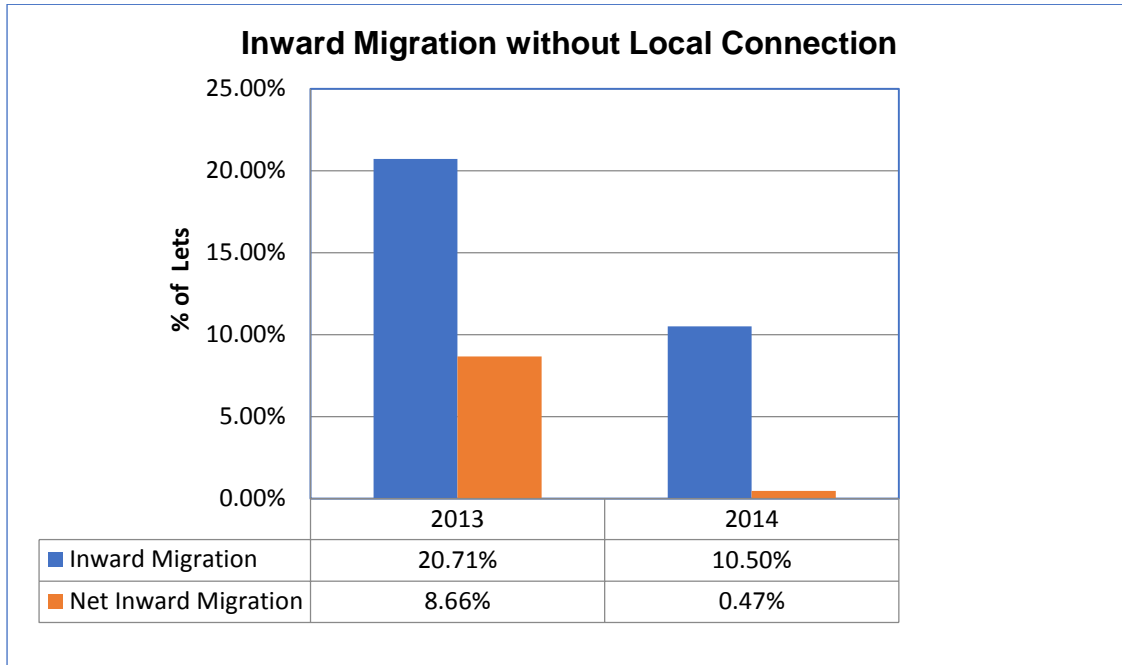
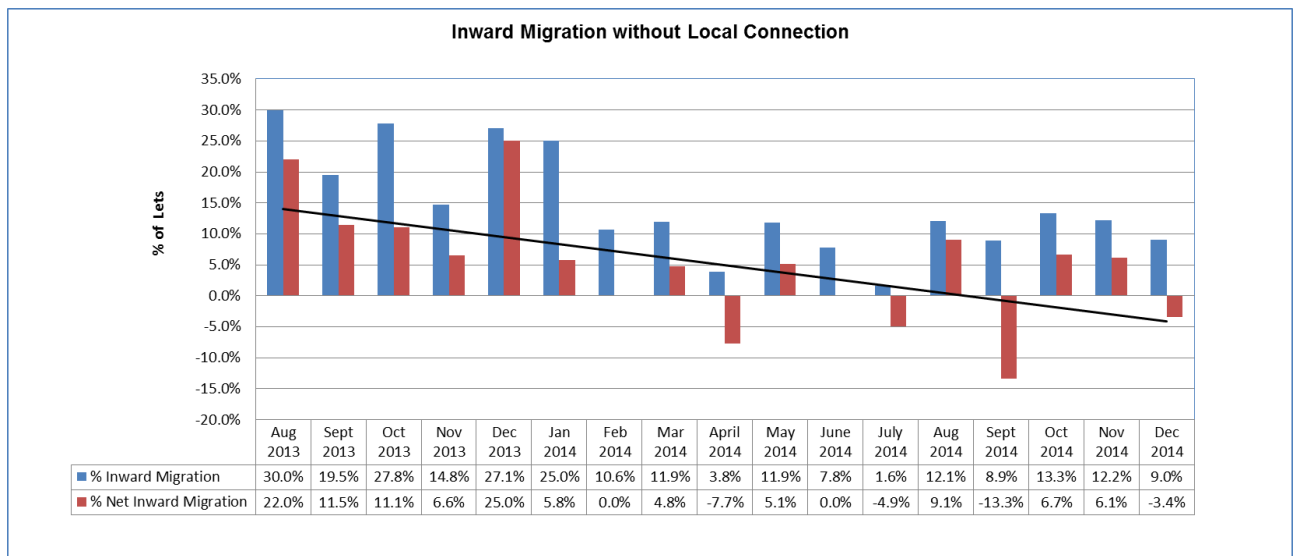


Figure 2



Appendix C – Current Banding Policy

Band A	
<p>Medical/Welfare Grounds</p> <p>Global</p>	<ul style="list-style-type: none"> • An immediate life threatening or progressive condition which is seriously affected by the current housing and where re-housing would solve or alleviate that medical condition or make it significantly easier to manage.- To be agreed by a manager • A member of the household seeking accommodation cannot be discharged from hospital or rehabilitation accommodation until suitable housing is provided and the household had settled accommodation in a Select Move partner's area prior to hospital admission. • A member of the household is elderly, disabled or has a progressive illness and is likely to require admission to hospital or residential/nursing care in the immediate future and re-housing would enable that person to remain living at home. To be agreed by a manager • The household seeking accommodation has welfare needs so severe that the protection of vulnerable adults or children is only possible if the household were to move to a new home and where the present circumstances could deteriorate to such an extent as to place household members at risk, or in need of residential care unless re-housing is offered.
<p>Care Leavers</p> <p>Global</p>	<p>Care leavers who are threatened with homelessness and who will continue to be supported by their local Leaving Care Team assessed through the agreed protocol. Applicants are awarded this category in accordance with protocols between the Council's Housing and County Council Children Services Department. An applicant must be a former relevant child as defined by the Children Leaving Care Act 2002. They must have vulnerability and urgent</p>

	housing need that is best met by the provision of long term settled housing.
To release an Adapted property Global	<ul style="list-style-type: none"> • Where a partner tenant does not require a specially adapted property for disabled use, and there is demand for its use
Exceptional need to move, determined by partners within the agreed procedures	<ul style="list-style-type: none"> • Agreed in exceptional circumstances due to significant problems associated with the applicants' occupation of a dwelling in the social or private rented sector and there is a high risk to the tenant or their family's safety if they remain in the dwelling/area. For social housing tenants transfers will be to properties of the same size and type where required, but locations or areas are likely to change. A list of cases that could qualify is detailed in the policy. See appendix D. • Emergency need to move due to exceptional circumstances where there is high risk to the tenant or family's safety if they remain in the dwelling/area. • Urgent management transfer cases accepted by a participating landlord or waiting list cases accepted by a participating local authority. • Applicants who have been assessed by the LA as being owed the homelessness relief duty and who are vulnerable as a result of being victims of violence or harassment • Applicants who have been assessed by the LA as being unintentionally homeless and in priority need as a result of being victims of violence or harassment
Statutory overcrowded Global	<ul style="list-style-type: none"> • A private sector property either owned or rented where a statutory notice has been issued by the Environmental Health Department that an unfit property is to be demolished under the Housing Act 2004 • They are a private sector tenant and the Council has decided that the property poses a Category 1 hazard under the Health and Safety Fitness Rating and the Council are satisfied that the problem cannot be resolved by the landlord within 6 months and

	<p>as a result continuing to occupy the accommodation will pose a risk to the applicant's health. This includes a property that has severe damp, major structural defects including subsidence, flooding, collapse of the roof or have living conditions which are a statutory nuisance, and there is no prospect of the problems being remedied within a 6 month time period.</p>
<p>Homeless households owed a full homeless duty under section 193(2) or 195(2) Housing Act 1996</p> <p>Local</p>	<ul style="list-style-type: none"> • Statutory homeless cases accepted by local authorities within the scheme.
<p>Band B</p>	
<p>Overcrowded</p> <p>Global</p>	<ul style="list-style-type: none"> • An applicant who needs to move due to severe overcrowding – short by 2 or more bedrooms in accordance with the criteria (Allocations Policy document Appendix A Table 2.)
<p>Medical mobility cases / Medical grounds</p> <p>Global</p>	<ul style="list-style-type: none"> • An applicant who have an urgent need to move on medical grounds because their current home is having a severe adverse effect on the health of a member of the household. The household includes a child or young person with a long term disability or learning difficulty, who needs to access specialist education or training facilities and cannot do so from their present home. Supporting evidence must be provided.
<p>Essential Care</p> <p>Local</p>	<ul style="list-style-type: none"> • The household includes a person who receives/provides or needs to receive/provide essential long term care to someone in any part of the Select Move area and they cannot deliver that care effectively from their current location. • Approved foster carers and adopters who require larger accommodation on the recommendation of children's services.
<p>Applicants owed a prevention or relief duty – Band B priority to be awarded by the LA after a 3 month period with waiting time continued</p> <p>Local</p>	<ul style="list-style-type: none"> • Applicants owed a Prevention or Relief duty who are engaging with the Local Authority and their personal housing plan and who are actively bidding

Applicants who are owed a relief duty by the LA and are entitled to accommodation under section 188 of the Housing Act - priority to be awarded immediately that the section 188 duty arises with waiting time continued Local	<ul style="list-style-type: none"> Applicants that the LA assess are owed a relief duty and are entitled to temporary accommodation
Right to Move Local	<ul style="list-style-type: none"> Existing social tenants needing to move into the Select Move area for employment reasons see Allocations Policy Appendix E
Band C	
Applicants who are owed the homelessness prevention or relief duty – priority kept under review for a 3 month period.	<ul style="list-style-type: none"> Applicants who the LA assess as being owed the homelessness prevention or relief duty. Band B to be awarded with waiting time continued after a 3 month period with waiting time continued subject to engagement with the LA and personal housing plan and actively bidding on properties
Hardship and welfare Local	<ul style="list-style-type: none"> An applicant who needs to move to a particular locality and otherwise would suffer significant hardship to themselves or to a member of their household
Under Occupying Global	<ul style="list-style-type: none"> A tenant of a partner housing association under occupying family housing by two or more bedrooms in accordance with the criteria in Appendix A Table 2 or A tenant of a partner housing association seeking a move to non-family housing that will free up a house to enable use by a family.
Applicants with dependent children living in accommodation that lacks level access Global	<ul style="list-style-type: none"> An applicant without ground level access or in upper floor accommodation who lives with at least one child under the age of 5, including pregnant women once their Mat B1 has been received.
Applicants living in accommodation that lacks basic facilities Global	<ul style="list-style-type: none"> Applicants without access to any of the following: <ol style="list-style-type: none"> Bath or Shower A toilet Cooking facilities Running hot water supplies Electric/gas needed for essential activities Subject to verification by the local authority.

Band D	
Applicants not assessed as being owed a reasonable preference but who meet the partnership positive community criteria Global	<ul style="list-style-type: none"> • An applicant employed or undertaking training within the borough to which they are applying. • An applicant that can demonstrate a contribution to the local community such as voluntary work. This could be specific to the area where the work takes place or could be positive work on an estate. • An applicant with a family connection to the specific area which is required due to giving or receiving care or specific support purposes.
Under-Occupancy Global	<ul style="list-style-type: none"> • Partner tenants who are under-occupying
Households Over-Occupying by 1 bedroom Global	<ul style="list-style-type: none"> • Households over-occupying by 1 bedroom according to the bedroom standard as detailed in Appendix A Table 2 regardless of household type or landlord
Band E	
No Housing Need Global	<ul style="list-style-type: none"> • Applicants that do not qualify for additional preference but would like to move to alternative accommodation

Appendix D – Questionnaire Results

For fully formatted results please visit [Summary report for Select Move Customer Survey \(chorley.gov.uk\)](https://www.chorley.gov.uk)



Select Move Customer Survey: Summary report

This report was created on Tuesday 02 August 2022 at 14:24 and includes **114** responses.

The activity ran from 01/07/2022 to 29/07/2022.

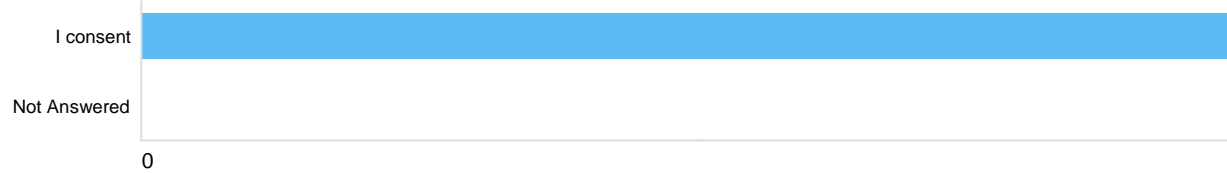
Contents

Question 1: Please read the privacy notice below and click 'I consent' to confirm that you give your consent to us using your data in 2 line with the statement. response consent	2
Question 2: When did you first register on Select Move? Registration date	2
Question 3: How long did it take you to get housed following your registration? Time to get housed following registration	2
Question 4: What size of property did you need when applying? Application according to property size need	3
Question 5: How satisfied were you with the Select Move process? Satisfaction with the service received	3
Question 6: Is there anything that Select Move could have done better? Please enter your response in the box below:	4
Question 7: Is there anything that Select Move did particularly well? Please enter your response in the box below:	4
Question 8: On what digital device did you access Select Move? Access method	4
Question 9: How easy did you find the website to navigate? Website use	4
Question 10: Are there any areas of the website that could be improved? Please enter your response in the box below:	5
Question 11: Did you require assistance when completing your housing application on SelectMove? Assistance	5
Question 12: What type of assistance did you require? Support type If other, please enter in the box below:	5
Question 13: How satisfied were you with the assistance received? Satisfaction with assistance	6
Question 14: Would you like to respond? EMQ Response Rate	6
Question 15: Which of the following best describes your gender? Gender Other gender	6
Question 16: Does your gender identity match your assigned sex at birth? Gender reassignment	7
Question 17: What was your age at your last birthday? Please answer in the box provided below: Age	7
Question 18: Do you consider yourself disabled (as defined by the Equality Act 2010 as having a long-standing illness, disability, or 7 infirmity)? Disability	7
Question 19: To which of these groups do you consider you belong? Please select from the options provided below: If you belong to any other background, please provide below: Ethnicity	8
Question 20: Do you identify with any religion or belief? Religion	9

If yes, please specify below:	9
Question 21: Do you consider yourself to be...?	10
Sexuality	10
Question 22: Are you currently pregnant or have given birth in the last 26 weeks?	10
Pregnancy / Maternity	10
Question 23: Are you currently...?	11
Relationship status	

Question 1: Please read the privacy notice below and click 'I consent' to confirm that you give your consent to us using your data in line with the statement.

Response consent



Option	Total	Percent
I consent	114	100.00%
Not Answered	0	0.00%

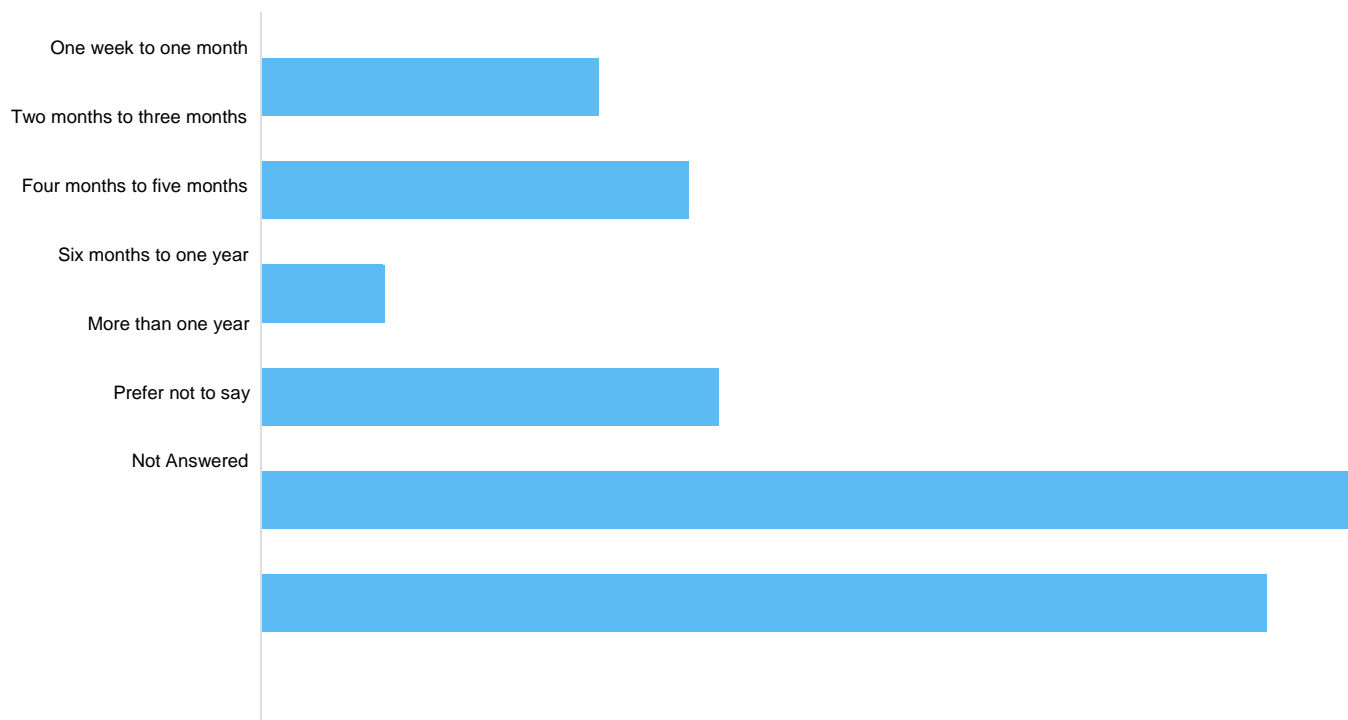
Question 2: When did you first register on Select Move?

Registration date

There were 111 responses to this part of the question.

Question 3: How long did it take you to get housed following your registration?

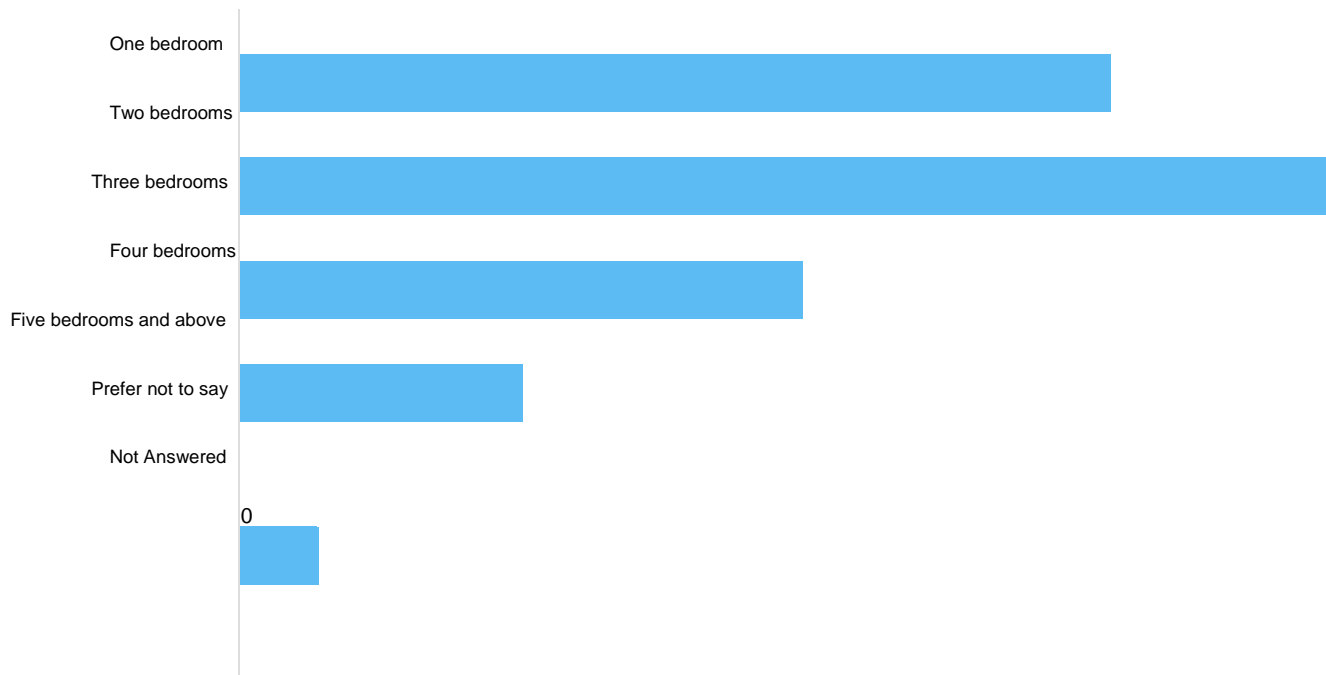
Time to get housed following registration



Option	Total	Percent
One week to one month	11	9.65%
Two months to three months	14	12.28%
Four months to five months	4	3.51%
Six months to one year	15	13.16%
More than one year	37	32.46%
Prefer not to say	33	28.95%
Not Answered	0	0.00%

Question 4: What size of property did you need when applying?

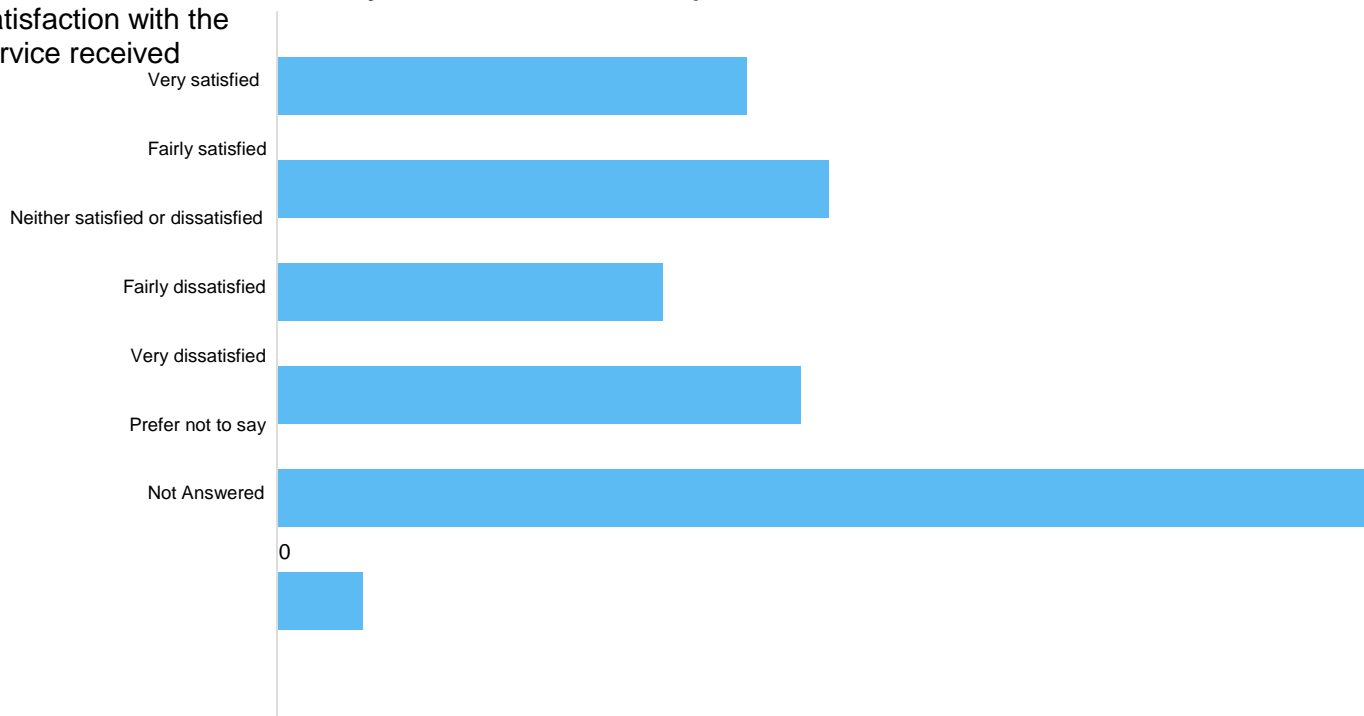
Application according to property size need



Option	Total	Percent
One bedroom	34	29.82%
Two bedrooms	44	38.60%
Three bedrooms	22	19.30%
Four bedrooms	11	9.65%
Five bedrooms and above	0	0.00%
Prefer not to say	3	2.63%
Not Answered	0	0.00%

Question 5: How satisfied were you with the Select Move process?

Satisfaction with the service received



Option	Total	Percent
Very satisfied	17	14.91%
Fairly satisfied	20	17.54%
Neither satisfied or dissatisfied	14	12.28%
Fairly dissatisfied	19	16.67%
Very dissatisfied	41	35.96%
Prefer not to say	3	2.63%
Not Answered	0	0.00%

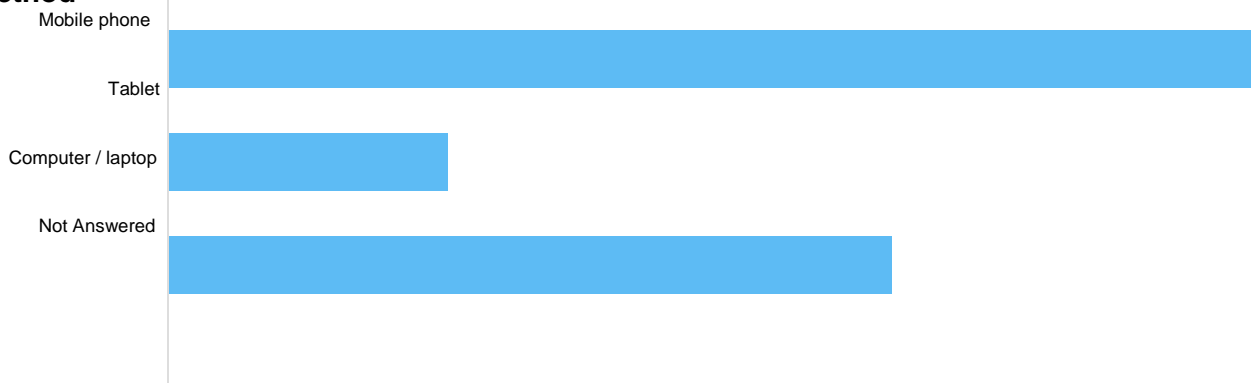
Question 6: Is there anything that Select Move could have done better?
Please enter your response in the box below:

There were **96** responses to this part of the question.

Question 7: Is there anything that Select Move did particularly well?
Please enter your response in the box below:

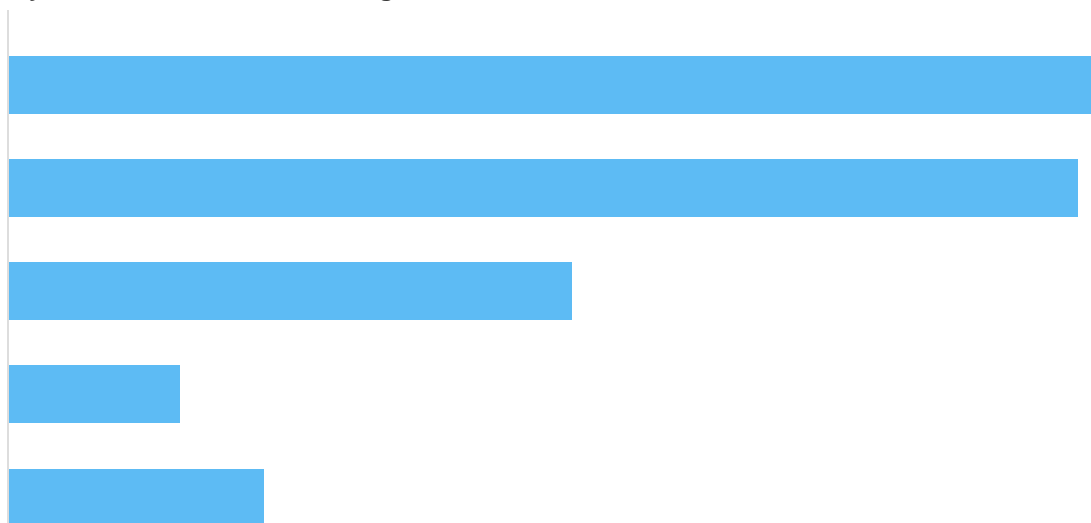
There were **74** responses to this part of the question.

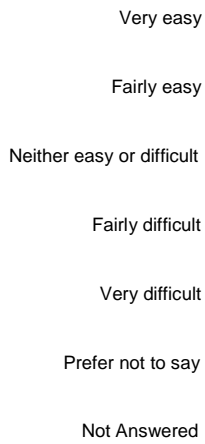
Question 8: On what digital device did you access Select Move?
Access method



Option	Total	Percent
Mobile phone	81	71.05%
Tablet	20	17.54%
Computer / laptop	52	45.61%
Not Answered	0	0.00%

Question 9: How easy did you find the website to navigate?
Website use





Very easy	40	35.09%		
Fairly easy	38	33.33%		
Neither easy or difficult	20	17.54%		
Fairly difficult	6	5.26%		
Very difficult	9	7.89%		
Prefer not to say	1	0.88%		
Not Answered	0	0.00%		

Question 10: Are there any areas of the website that could be improved?
Please enter your response in the box below:

There were **58** responses to this part of the question.

Question 11: Did you require assistance when completing your housing application on SelectMove?

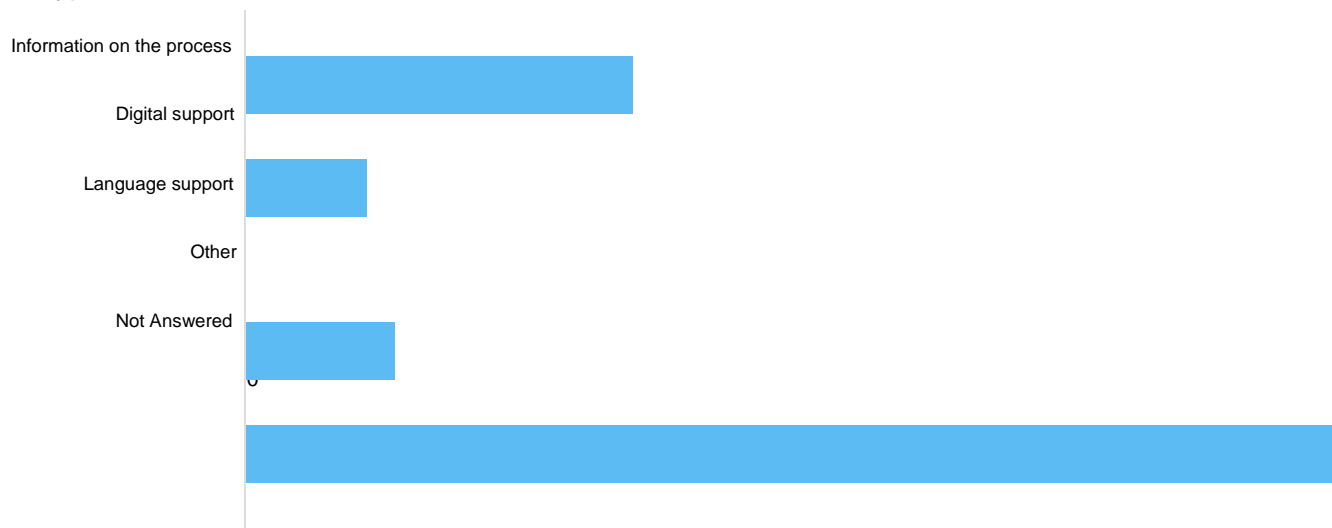
Assistance



Option	Total	Percent
Yes	38	33.33%
No	65	57.02%
Prefer not to say	11	9.65%
Not Answered	0	0.00%

Question 12: What type of assistance did you require?

Support type

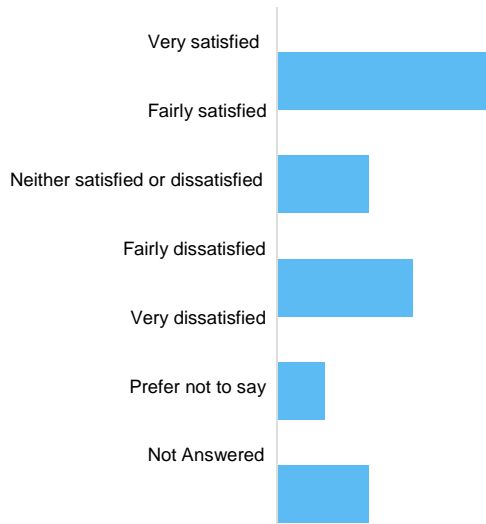


Option	Total	Percent
Information on the process	26	22.81%
Digital support	8	7.02%
Language support	0	0.00%
Other	10	8.77%
Not Answered	76	66.67%

If other, please enter in the box below:

There were **9** responses to this part of the question.

**Question 13: How satisfied were you with the assistance received?
Satisfaction with assistance**



Option	Total	Percent
Very satisfied	14	12.28%
Fairly satisfied	6	5.26%
Neither satisfied or dissatisfied	9	7.89%
Fairly dissatisfied	3	2.63%
Very dissatisfied	6	5.26%
Prefer not to say	0	0.00%
Not Answered	76	66.67%

Question 14: Would you like to respond?

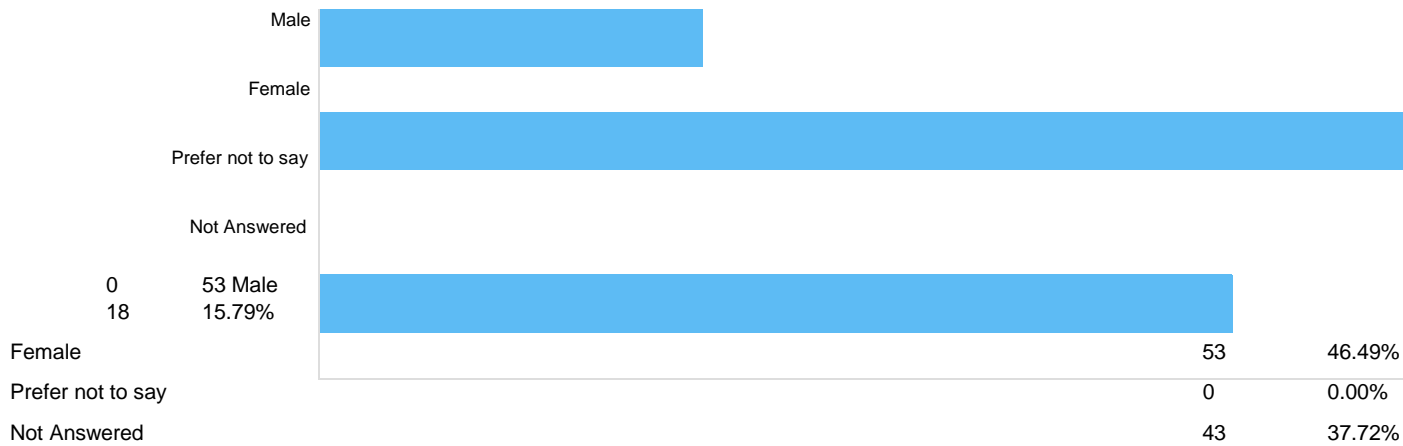
EMQ Response Rate



Option	Total	Percent
Yes I would like to respond	71	62.28%
No please skip to the next section	43	37.72%
Not Answered	0	0.00%

Question 15: Which of the following best describes your gender?

Gender



Other gender

There were 2 responses to this part of the question.

Question 16: Does your gender identity match your assigned sex at birth?

Gender reassignment



Option	Total	Percent
Yes	67	58.77%
No	2	1.75%
Prefer not to say	2	1.75%
Not Answered	43	37.72%

Question 17: What was your age at your last birthday?

Please answer in the box provided below:

There were 68 responses to this part of the question.

Age



Option	Total	Percent
Prefer not to say	3	2.63%
Not Answered	111	97.37%

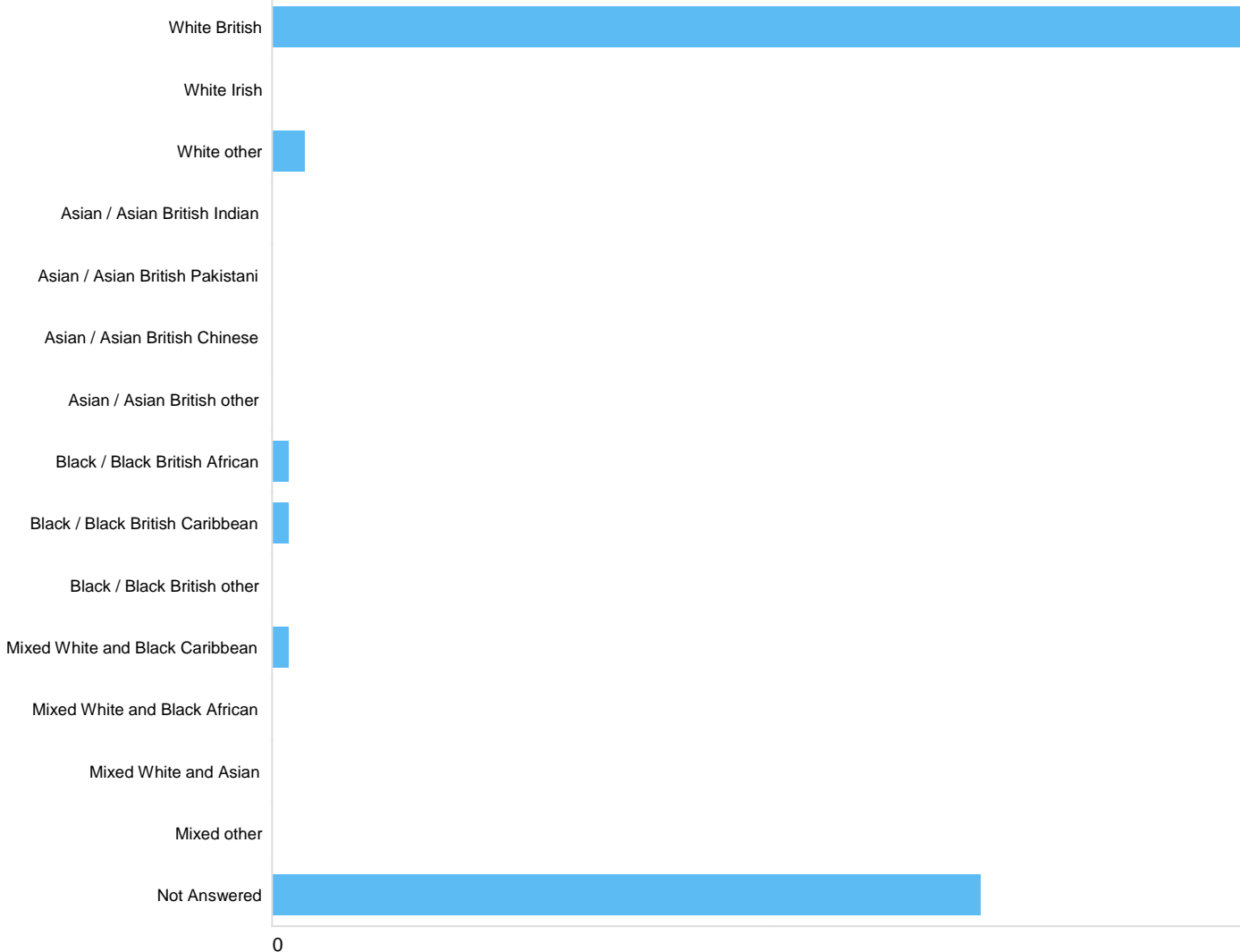
Question 18: Do you consider yourself disabled (as defined by the Equality Act 2010 as having a long-standing illness, disability, or infirmity)?

Disability



Yes		27	23.68%
No		39	34.21%
Prefer not to say	5 4.39%	Not Answered	43 37.72%

Question 19: To which of these groups do you consider you belong?
Please select from the options provided below:



White British	64	56.14%
White Irish	0	0.00%
White other	2	1.75%
Asian / Asian British Indian	0	0.00%
Asian / Asian British Pakistani	0	0.00%
Asian / Asian British Chinese	0	0.00%
Asian / Asian British other	0	0.00%
Black / Black British African	1	0.88%
Black / Black British Caribbean	1	0.88%
Black / Black British other	0	0.00%
Mixed White and Black Caribbean	1	0.88%
Mixed White and Black African	0	0.00%
Mixed White and Asian	0	0.00%
Mixed other	0	0.00%
Not Answered	45	39.47%

If you belong to any other background, please provide below:

There were 2 responses to this part of the question.

Ethnicity



Option	Total	Percent
Prefer not to say	2	1.75%
Not Answered	112	98.25%

Question 20: Do you identify with any religion or belief?

Religion



Option	Total	Percent
Yes	26	22.81%
No	40	35.09%
Prefer not to say	5	4.39%
Not Answered	43	37.72%

If yes, please specify below:

There were 19 responses to this part of the question.

Question 21: Do you consider yourself to be...?

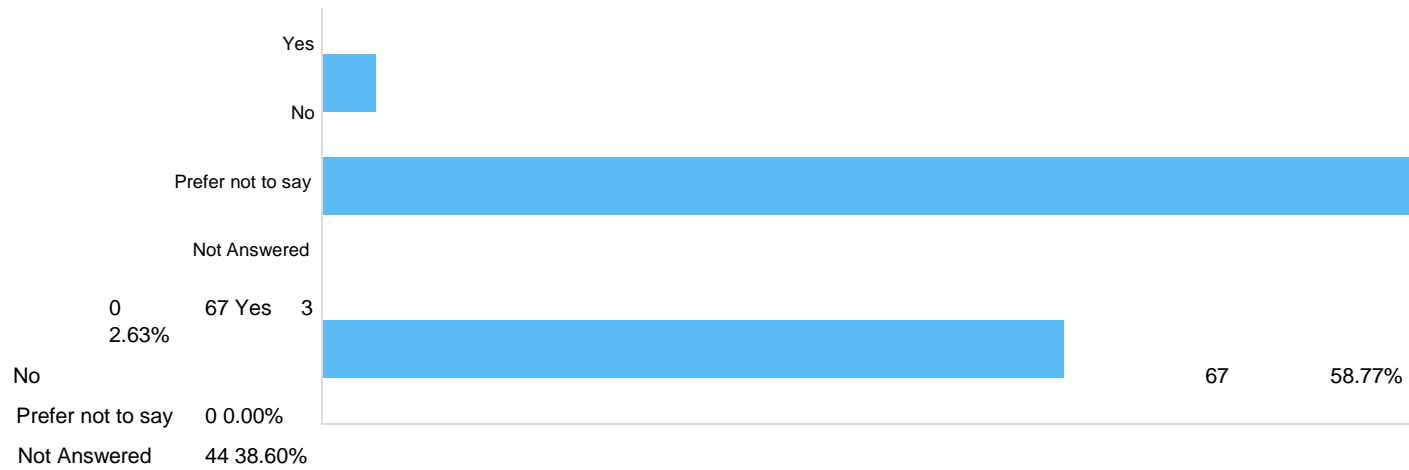
Sexuality



Option	Total	Percent
Heterosexual / straight	61	53.51%
Bisexual	3	2.63%
Gay man	2	1.75%
Gay woman or lesbian	1	0.88%
Other	1	0.88%
Prefer not to say	2	1.75%
Not Answered	44	38.60%

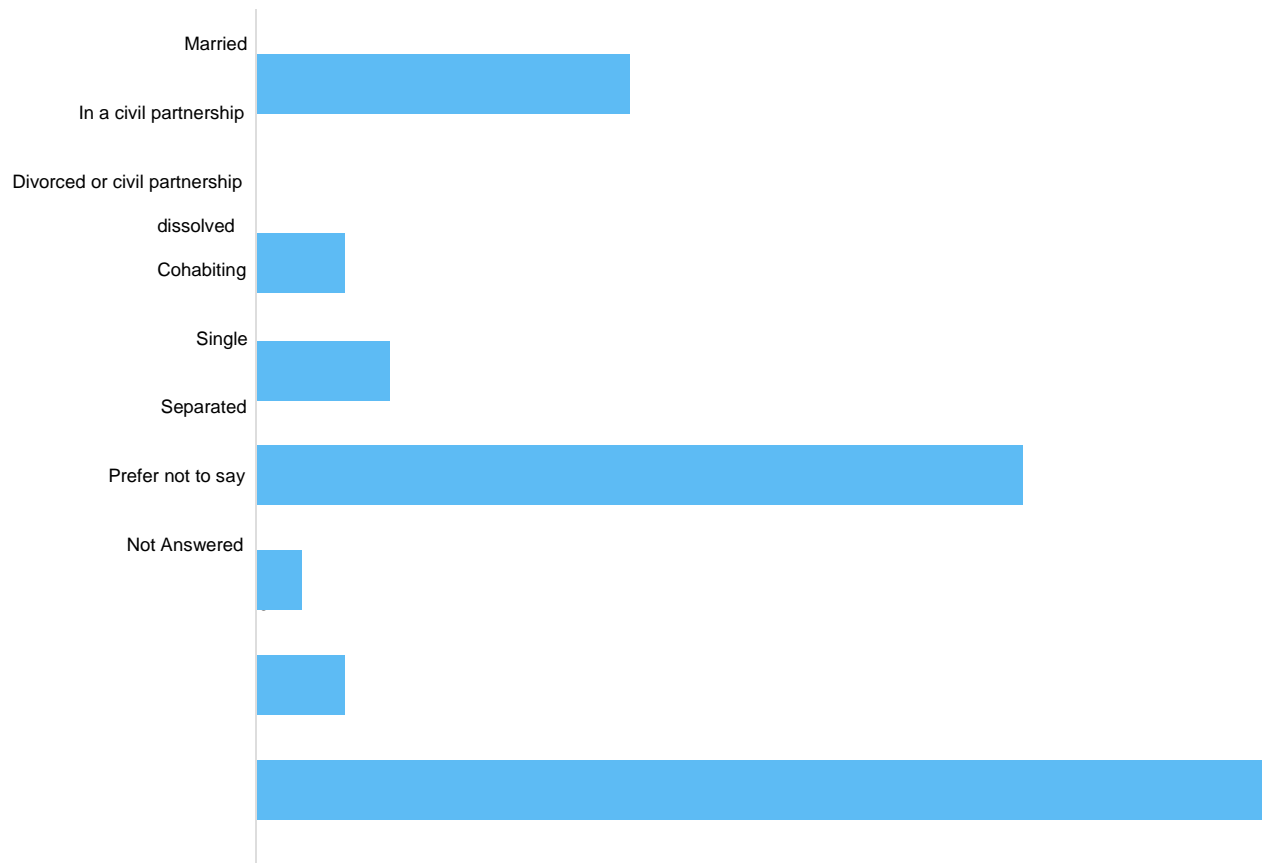
Question 22: Are you currently pregnant or have given birth in the last 26 weeks?

Pregnancy / Maternity



Question 23: Are you currently...?

Relationship status



Option	Total	Percent
Married	17	14.91%
In a civil partnership	0	0.00%
Divorced or civil partnership dissolved	4	3.51%
Cohabiting	6	5.26%
Single	35	30.70%
Separated	2	1.75%
Prefer not to say	4	3.51%
Not Answered	46	40.35%

Appendix E – Qualitative Survey Questions

Is there anything that Select Move could have done better? - Please enter your response in the box below:
Well I never got housed and I ended up moving to a compleatly different place and private renting so maybe the thing they could do better is house people
I'm still waiting for a house. I've applied for loads and never get anywhere.
I don't understand why you've sent an survey like I've been offered an home.. been on select move years & still haven't got a house. I only messaged the other day regarding my band to be told im in B & D ?? Never stand a chance, always in 50s & above
I still waiting
Accepting medical evidence from GPS when submitted
I am still awaiting either a bigger 3 bed or a 4 bed now! My house is too small and each day is a struggle!
No
Not quite sure I have been with selectmove for quite some time and the date I gave in Question 1 was when I had to change my information
Noow
Wasn't allowed to register after all after Select move insisted the email confirming why I wanted to move back to area was lost by Select move.im still waiting to hear from your worker after being told application had been told after email had been sent in time and not received by Select move
We haven't been housed yet. Due to the fact that my daughter works in chorley but isn't a joint applicant - my husband took a job in Wigan so we were told we don't have priority for chorley housing. We were told my daughter couldn't be a joint tenant with my husband as it wasn't normal to do that - if it had been possible then we would have been in a higher category.
It took 6 months to even be able to bid as I wasn't placed on the register~!! I have to keep chasing and eventually the lady said I was approved in March which was almost 2 months prior. ADMIN is slow and emails take in excess of a month to answer
Website is abysmal and is in need of an urgent update. The application process is misleading (example; "you must have less than £1,000 in arrears" (or the equivalent)- this differs for every housing association.
I'm supposed to be in band A for an emergency move due to domestic violence 6 months later I'm still bidding
priority housing and points process is shockingly bad
I didn't get houses via select move. We did a mutual exchange through Facebook. Not many exchanges are listed on select move and there are not enough appropriate houses for bidding on.
State more if property disabled friendly
No
Currently I believe there is a shortage of 3 bedroom houses.. myself and my husband have been bidding for a 3 bedroom house for at least 2 years.
Check all information properly of applicants. You've just moved a woman who lied to you to get a house and you believed her and gave her a brand new house in whittle Le woods when truly desperate family got sidelined
The property's that where showing up was in a rough area as I went to that area and I thought no

chance not for me, so I had to go private instead so I can get to choose where I live and hard working people like me should get to choose, so I would never go to register again with select move
Still haven't moved. .not enough 4 beds available
Slow responses to emails
No
Theres no information about shared housing or any houses which are being build for shared housing and how you would apply
We never got a house we had to have lived in chorley for 5 years and it was 4 years something we had our children in school here and nearly lost our private rented home you did nothing to help us. We got in so much debt were still paying it back now so I don't know why you asked me to do this survey as you did nothing hope this helps you.
My application form is still not up and running
No excellent help, advice and support throughout
It takes too long to get registered and there are no houses available. The ones that come up are all too small and when you call up you don't get help
Approve applications quicker. I did a home swap and myself and other tenant sorted it between ourselves apart from the paperwork
Yes I'm still waiting to get accepted so I can start bidding I'm still not set up yet. My original registration was closed but I had emailed and rung. I started again this week and am waiting for them to approve so I can bid asap
Unfortunately don't think so. due housing issue
Yes it took 2+ months 20 phone calls 10 emails just to activate the account, I have bid on 400+ houses and been short listed on 1, I am still waiting to be housed even tho I have 4 days left of my section 21 and I'm officially homeless
Direct contact with offer of accommodation
I could never get an answer to my emails or letters. Even phoning was an ordeal as no one seemed to be giving me helpful information.
None
No
replied to their messages
Communication
Rehousing people instead of staying too long in temporary accommodation
Ensure every person has a housing officer. I spoke to my housing officer twice and then he left and no one has spoken to me since then (it has been 7 months) and I'm still not housed. I have since then fled domestic abuse, was in a refuge for 4 months and now I'm on the sofa in my friends living room with my baby.
When you apply and are number 5 or 10. Stay there ,don't move you down the chain to number 23 or more
Communication is key!!!! Terrible service.. applied for property in October, sent all document required (twice as all where lost) spoke to number if people, all giving incorrect infomation
Look more into a persons reasons for moving house with a view of moving quicker by helping with improved banding
I was looking to move to be near my daughter and escape domestic violence. However I was never given the ability to bid on any properties, although on registration I was informed that I was a priority. This delay led to me being physically assaulted and my ex partner being arrested and I'm now having to face him in court
Take into consideration that an applicant had grew up there but no longer has a family connection there as they and their family are either dead or had moved away

Oh where do I start. Offering houses to folk from wigan In Adlington and then offering crappy bedsits to those who are already In Adlington and have family in the area by offering them places in moss side. Only being put at the top of the list for crappy areas too I came off the council list cos there was no way I was going to live on liptrop or Windsor avenue
I still have not been housed , never heard off them , I've tried twice they are useless, I am the wrong colour , wrong age and wrong sex , oh and I work too so that goes against me , select move is not fit for purpose, (<i>phone number</i>) if you wanna help find a house to rent
Listen to me and not reject me for the bungalow I had successfully been offered because a staff member at the homeless unit had bid on a dreadful flat without my consent
Nothing as not enough 1 bedroom property in Adlington area
Nothing as not enough one bedroom property in Adlington area So still waiting for a property
Inform me on how I send my information in to be fully registered to apply for housing. I was homeless with a 6yr old with no help from chorley council
No
The website seems outdated and awkward to use.
When updating make sure the system is refreshed as it crashed a lot when new bids came out.
I am still on selectmove and searching and i Band B, getting no where
im new on select move ,so my experience is limited.
They should have checked and provided me with ALL correct keys and they should have shown me where the electric/water meters where instead of leaving me to chase people and figure it out. Since then they have been terrible with handling my Anti social behavior complaints against my neighbour.
Not really
I'm looking to move house to Bamber bridge area but I've had no luck
Could make it easier. Took too long and stressed me out. Some questions hard to answer
Too much paper work involved and you only get limited time on each page to fill in. It's difficult if you are not computer savvy
Respond quicker and let people know what's happening with their application without them having to email and ring continuously
Look more into people's situations as mine has changed now and needing a 2 bed house but not getting any we're amd seem like I'm not getting help that I need
No very happy
Remove the initial number position at the beginning as you think your in number 2 then you move down and down. So disheartening. I've not got accommodation yet, so struggling as carer has no where to rest.
having the option to select the number of bedrooms you wanted not told that you only need one. using the site its difficult to change any details. Why when you have brought your family up and are watching your grandchildren grow are you then penalised and prevented from having your children and grandchildren stay with you if you choose but can not have this happen because of the barriers put there by the restriction of the number of bedrooms you are allowed.
not to be penalise for your age with regards to the number of bedrooms allowed to bid on. Being penalised for getting older despite the fact your still working full time but then because you do not have the room can not spend quality time with your children and grandchildren as any other family would do. Or even being able to have any visitors (family) to stay because of the bedroom allowance/tax. This should be up to the tenant and their financial position within reason of course. One bedroom properties also generally are without gardens so this then is also something else that is lost because of this rule, along with pets being allowed.
Helped me through my relationship split up
form was too complicated.
No the service is quite good. It was explained very well by the housing officer at Chorley council I

think the only thing if I was to nit pick would be allow all the bandings you are to work in your favour. I was a band C and D but I know when Applied for one and it was a d but I was showing as a C. I wasn't as high up.
Also We were successful on a new development and there was a few houses. It would have been nice to have had a choice which house as I'm stuck in the middle of people and one side is extremely noisy. Bur other than that the process is quite good.
Actually helped me and my 3 children out instead of offering me a 1 bed flat!
Kept in contact with you more so you understand where you where on the list Also I had to take a two bedroom as that's all I was offered when I need 3 one for me one for my carer and one for my treatment room but now I'm having to do treatment in my living room which isn't good when you have all your equipment out and visitors
Not ever been offered housing and system very unfair
Kept more informed , ie : unable to continue due to rent arrears etc . Explain banding better abcde and priority
They forgot to activate my initial account- for 4months!- Now i find they have kept 2lots of my medical forms(i sent them a 2nd time as they said had not got them!) In their inbox- so they STILL HAVENT BEEN DONE- AND IM STILL NOT REHOUSED!!!
In this world of equality ex offenders should be given equal rights to having a home they want to live in just like anyone else. Select move discrimination against anyone with a criminal record is disgusting.
It is awkward for elderly people to apply online.
Still waiting to be housed 2years on even though im a band A, not had very much help even tho iv tried talking to people
Took me three years to be housed with a priority bad b. Being disabled. I really think it take way to long. It's stressful for people like myself with server mental health issues
Let me know all details required stop sending me on wild goose chase being disabled not that easy
I bid every evening and normally within a few days my position goes further back
It's frustrating that you have to come into the council offices when registered as I'm registered disabled and can't get in easily. It would be easier to search and request the property and then go in the offices once the application of the property has started. Plus be able to reset password or forgotten password without having to ring the council offices
Czas oczekiwania na decyzję i wpisywanie prawidłowych danych podanych przy wniosku. (<i>Google Translate from Polish to English - Waiting time for the decision and entering the correct data provided at the application.</i>)
I have not yet been contacted since i completed the online form
still not got a house
they email me every 6 months to ask why i haven't bid on any houses when a quick look would see that there have literally been no houses i could bid on
We have given up trying to get a house as we can only apply for a one bedroomed house and they don't exist
Still not got a property
No
Nothing anything
Help people that are in desperate need with a vulnerable adult about to be made homeless
Regarding my situation, they were great.
I am threatened with homeless and I have been waiting over a year to be able to even apply for a property and now I can't even login to my account I have been trying to get my login details for the last 3 weeks I keep getting told that someone will be intouch but I'm still waiting
No

Yes make it easy to sign up and view I had a officer help me fill everything out and I still cannot get on to view properties. Have messaged but have not received any reply.
I have severe mental health issues and things like this only make it worse
I'm 63 years old and I've been housed near all young families. Not really appropriate for us now!

Is there anything that Select Move did particularly well? - Please enter your response in the box below:
Nope
No
N/a
No
Efficient service at a stressful time
No!
Helped through the registering servis
Not that I can remember
Housed me and my premature baby fast
No a bloody shambles from bringing to end on your side
No not this time unfortunately. The first time we used them back in 2014 they were brilliant.
no
Good communication
No
I was happy with my application
Just help me to complete my registration online
Communication with housing officer was brilliant. She was so lovely and helpful
Always answers emails
No
No
The availability of their staff over the phone, always polite and helpful
No
Once I was approved everything was very easy to look at and sort
This time they have responded but I am just waiting for them to let me know it's ok to start bidding.
Unfortunately no. Everything 2021 I started using again as was looking for somewhere to live as I was becoming homeless but almost 9 months and had zero luck even tho was highest Priority
Nothing
Once I was on the register all was fine.
Very helpful
No
nothing
Nothing
Good range of properties.
No. Nothing at all,
Not a thing
Update list on availability
They acknowledged my need and dealt with my identification very quickly but sadly it then all came to a standstill
Not really no
Nope not fitfor purpose
My disabilities and needs had not been noted on the application and therefore not considered in the property or assistance I needed
None
Everything I'd detailed
Not sure.
same as above

When booking maintenance appointments they have been really good.
Understanding my circumstances and accomodating accordingly to my needs
Easy website
No
Not had any real communication with them
Provided help and advice while I was homeless during the pandemic.
No
no bungalows available.
Yes. Jigsaw. Are very good. Can't complain.
Nothing
No
No
No
NO
No
If you manage to speak to someone they do help.
No
Not so far
Nic
Not been contacted
they respond to emails quickly
Nothing we gave up trying as we knew the home we wanted we weren't allowed to have we were only allowed to apply for houses that dont exist
No
No
Absolutely nothing! Select move is a disgrace
They responded quickly to my emails.
Nothing
Very helpful people
Not that I can tell as I have been unable to use. Even the select move officer had trouble and took 3 weeks just to sign me up. I need help but your program does not work
Found a property to serve my purpose at the time

Are there any areas of the website that could be improved? - Please enter your response in the box below:
Advertise houses that are not already taken.
On mobile site give the street name
When you have declared a registered disability , such as severe visual impairment (Blind) asking for additional information covered in the registration process is not helpful
no
Not quite sure - cannot remember
Yes please realise that some applications have to be made on Libary computers if applicants don't have a smart phone or know how to use one
No
Needs a complete redesign. Most properties don't even have a picture. Now I know this is not your fault for hosting, but it should be imperative that a picture is provided.
No
Shouldn't let you bid on a house if you don't meet the criteria for it. (We was number 1 on a bungalow, bidding ended and we got skipped)
No
Yes talk to people like people instead.
Make it more accessible for people with learning difficulties to navigate their website
Not in our case
Yes make it easier to log in
Na
Yes they ask for if but have no way of attaching it to initial application but doesn't tell you how to send it. I have sent mine in twice before in original and emailed them again but was still asked to send it with form which I can't as there is no way to do it.
On my computer was very easy to use and browse through Properties
However the mobile website was I total nightmare was hard use so mainly Used computer
The staff operating it
None
Make the mobile site similar to the desktop site in regards to info on properties
someone monitering it
No
Yes if you ask for an area ,do not show housing 100s of miles away
I am arthritic so anything online was majorly difficult physically and as such a major trigger for my mental health issues to. Like many senior and disabled people I struggle with and therefore hate using technology. I prefer a person to person contact
None
All of it!
Banding and prority
none
Since trying to attempt to remove myself from the situation with my neighbour since they are not in a rush to do anything about it, I tried to re-apply for an application to move. It took them 3 months to get back to me to tell me I have been rejected for the application on the grounds of not living in the property for over 12 months. I feel like they hadn't read my application and reasons for wanting to move and just concentrated on the dates. I have since tried to appeal the decision and they don't seem to be in a rush to get back to me. I'm very disappointed with select

move/Jigsaw Holmes.
Not really
I'd like to move house but I've had no luck I work full time
Find suitable property local to request. Not towns miles away. Property kept coming up that i cant have.
Make it Easier
Only being able to go back a month at a time to look at passed bids
changing details, being seriously considered for larger properties not told what size you can have.
Maybe show more properties in chorley
making the site allow saving of passwords and changing them easier. Also having to keep renewing every year is a bit of a pain.
Na
application needed for every different site offering housing to rent.
As I've mentioned the bandings for future people.
None
No
When logging in on mobile. You have to make sure you're on the full website not the logging page otherwise you can't login.
Past history should not always be used against you
As i said- VERY BAD MISTAKES WERE MADE THAT STILL HAVE NOT BEEN CORRECTED YET!!!
Its when you have to go back to things it becomes very difficult.
It's badly set out. It needs more information and images and make it known better which properties are not available for first time movers and not able to swap properties with people
Nie wiem (<i>Translated from Polish to English – I do not know</i>)
It will not exept my ni number
not that i can think of
Being fairer on people when it comes to bedroom sizes we weren't allowed to apply for a 2 bedroom house and the only ones available were in run down areas. Having more choice available other than Preston
No
Make banding clear & educate your staff
Everything looks good so far.
Login details
No
All aspects of the site need improvement and also help should be readily available

Select Move Survey: Initial Findings

Overview

1. In February 2022, the Chorley Scrutiny Committee Select Move Task Group agreed to undertake a survey with Select Move in order to understand the experience of users of the system in three areas: the housing process, the website, and assistance and support received. Customers who have registered on the system between April 2019 and March 2022 were targeted to be part of the consultation.
2. Select Move is an online portal that allows customers to apply for social housing and shared ownership properties digitally and has been used at Chorley since 2007/8, replacing traditional waiting lists. It is used by neighbouring authorities, including South Ribble Borough Council and Preston City Council.
3. This report presents the findings from the survey, which was conducted in July 2022. This includes the quantitative data collected from the consultation. Further analysis of the qualitative data and cross tabulation will be done in order to understand the survey results in more detail.
4. The headline figures are presented in Appendix A.

Survey Results

Respondents

5. There were a total of 114 responses to the survey. This represents a 4.2% response rate from the 2,652 customers contacted and a non-response bias of 95.8%. This suggests that the results should be interpreted with caution.
6. In terms of demographics, the mean average age of participants was 47, with 75% identifying as female and 41% considering themselves as having a disability.
7. The majority of respondents (40%) needed a two bedroom property when applying through Select Move, with 31% needing a one bedroom, 22% a three bedroom, and 11% a four bedroom.
8. 71% of respondents registered on SelectMove for the first time within the last three years, with the largest proportion being in 2021 (25%). The most recent was in June 2022.
9. Respondents predominantly waited more than one year to be housed following registration (46%), with 19% waiting between six months and one year, 36% waiting under six months.
10. 37% of participants required additional support when processing their application, with the most common (59%) being requests for additional information on the general Select Move process, with the second most frequent (18%) being digital support.

11. The most common means of accessing the Select Move system was through a mobile device (53%), with 34% accessing the site through a computer and 13% a tablet.

Satisfaction

12. In terms of general satisfaction with the Select Move process, 54% of participants were fairly or very dissatisfied, 33% were fairly or very satisfied, and 13% were neither satisfied nor dissatisfied.

13. 69% of respondents found the website either fairly or very easy to navigate, with 13% finding it fairly or very difficult and 18% finding it neither easy nor difficult to use.

14. The majority of respondents who required assistance were satisfied with the assistance received, with 53% fairly or very satisfied, 24% fairly or very dissatisfied, and 24% neither satisfied nor dissatisfied.

Report Author:	Email:	Telephone:	Date:
Jon-James Martin (Performance and Policy Officer)	jon-james- martin@chorley.gov.uk	01257 515151	11/08/2022

Appendix A – Headline figures

Figure 1: Satisfaction with the Select Move process

Figure 4: Size of property need



Figure 2: Ease of website navigation

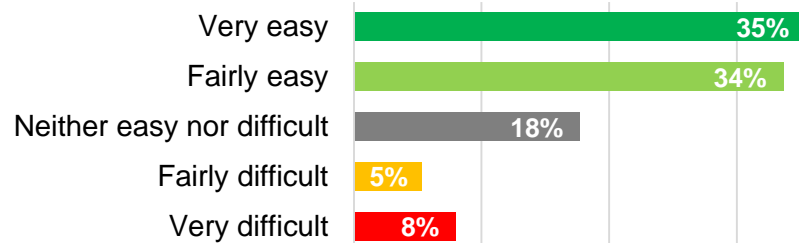


Figure 5: Time taken to secure a house following registration

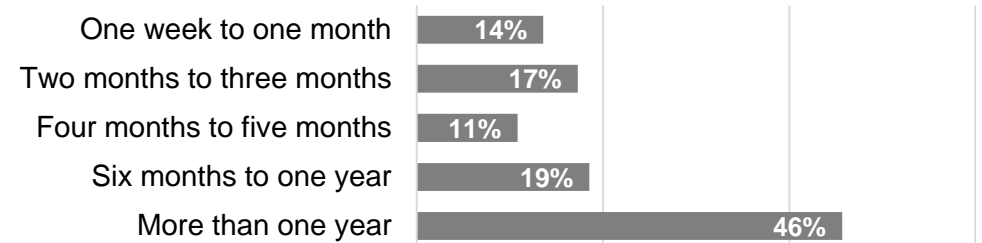


Figure 6: Website access method

Figure 3: Satisfaction with assistance received

