
STATES OF JERSEY



REVIEW OF ACCESS TO SOCIAL HOUSING IN JERSEY: MINISTERIAL RESPONSE

Presented to the States on 25th November 2019
by the Minister for Children and Housing

STATES GREFFE

Minister for Children and Housing



Ministerial response to the Review of Access to Social Housing in Jersey

Minister's Introduction

In June 2019, I published the ['Review of Access to Social Housing in Jersey'](#). This was an independent review, led by Dr. Tim Brown of the Housing Quality Network, looking at the policies and procedures by which people access social housing, and how those policies and procedures could be improved. The review covered issues such as the eligibility and allocation policies for social housing; support for households with specialist housing needs; and governance and organisational arrangements for the system. The review focused, specifically, on the point of access for social housing, the Affordable Housing Gateway, and its interaction with clients, support agencies and social housing providers, Andium Homes and the housing trusts.

The review is a comprehensive and well-evidenced piece of work, and I welcome its findings and recommendations. By its nature, access to social housing is a complex and often contentious issue, involving challenging decisions about who is eligible and identifying their needs. Access to social housing is also dependent on the supply of housing. The demand for social housing is greater than supply, which means people can be waiting a long time to be offered a home. In many cases, people will have other support needs that must be coordinated with their housing.

It is, therefore, essential that the policies and procedures that determine access to social housing are clear, transparent and respond effectively toward meeting housing need in Jersey. The decision-making process must also be fair and equitable – and seen to be so – with appropriate information, support and guidance provided so that people can understand, and make choices about, their housing options. This is important especially where a person may have specialist housing requirements and need additional support in accessing a suitable home. In this respect, I am particularly pleased that the review's findings and recommendations will support the delivery of commitments made in the [Disability Strategy](#), and will help to inform the homelessness review and strategy that will be published in early 2020.

We also need to take into account the impact of the policy and procedures for accessing social housing upon Jersey's social housing providers: Andium Homes, CTJ Housing Trust, F.B. Cottages Housing Trust, Jersey Homes Trust and Les Vaux Housing Trust. Social housing providers use the Affordable Housing Gateway to allocate their available properties to tenants, so the provision of a high-quality service is fundamental to the timely and efficient re-letting of properties (minimising void times), and enables decisions to be made about future housing delivery.

In this context, the findings and recommendations of the Review of Access to Social Housing in Jersey is an invaluable report that will inform policy decisions and service delivery for many years to come.

The review presents a challenging set of findings and recommendations that will be implemented during the remainder of 2019 until the end of 2021. Some of the recommendations can be progressed immediately such as the publication of documentation setting out the policies and procedures for accessing social housing. Other recommendations have been accepted but depend on funding such as the establishment of a *Housing Options* service, which has been identified as a costed initiative in the proposed Government Plan 2020–2023. Finally, some of the recommendations have been accepted ‘in principle’ in recognition of the need to strengthen and improve policies and procedures. However, the scope, detail and potential resource implications of the proposed changes – such as extending the eligibility to households under the age of 50 or changes to the way supported housing is provided – require further review by the Housing Policy Development Board and engagement with stakeholders before being enacted.

I am, therefore, proposing a phased approach to the implementation of the recommendations. My approach is set out in the response to each recommendation below. Phase 1 will focus on actions that can be taken forward quickly, especially where stakeholders are in favour of them. They are recommendations around policies and procedures that are public-facing and are intended to enhance service delivery – for example, a review of policy and procedures; a revised Banding system; the introduction of KPIs; and the establishment of a separate system for people who wish to apply for assisted home purchase schemes. The implementation of the recommendations has already commenced and will be completed by the end of 2020.

Phase 2 will focus on the ‘*in principle*’ recommendations. They include reviewing the eligibility criteria to identify if more people should be able to access social housing – for example, single persons and couples under the age of 50, revising the income criteria – and reviewing the accommodation provision and support arrangements for vulnerable households. The review’s findings and recommendations in these areas are helpful and clearly demonstrate the need to make changes to policies and the way services are delivered. However, these recommendations in these areas could result in considerable changes to the present system. As a result, further analysis and understanding of the potential scope and resource implications, including engagement with stakeholders, is needed to inform and devise suitable actions. Further work on the recommendations will begin in early 2020 following the delivery of the recommendations of the Housing Policy Development Board in anticipation of proposals being delivered by the end of 2021.

Finally, phase 3 will develop an appropriate statutory framework for the allocations and lettings system. Phases 1 and 2 focus upon immediate changes to policies and procedures that do can be achieved without legislation, but which will significantly improve the services provided to clients. A statutory framework is an important consideration as part of the long term and governance arrangements for the system, but its development should be informed by the work carried out in response to the implementation of the first two phases.

Response to the recommendations

Recommendation	Action	Response	Comments	Owner / timetable
<p>1. Monitor the relationship between policies – chapter two</p>	<p>Regular report on the impact of social housing policies on other public policies and vice versa.</p>	<p>Accept</p>	<p>There are connections between social housing policy and wider government housing and social policies. Whilst they are outside the review’s remit, the Minister is grateful for their inclusion in the final report, which inform policy development.</p> <p>Specifically, housing supply and affordability feature as issues in the review. There is recognition that it is not possible to meet the need for social housing without increasing the supply of housing.</p> <p>A Housing Policy Development Board has been set up, which is undertaking a review of Jersey’s housing market. The Board will provide recommendations about how to improve housing supply and affordability, which will be included in the 2021-2030 Island Plan. £10m has been proposed in the 2020-2023 Government Plan to implement recommendations from the Board’s work.</p> <p>The Review of Access to Social Housing was presented to the Board at its meeting in July 2019. The findings will assist with the Board’s work, particularly with regard to the role social housing should play in Jersey’s housing market in the years ahead.</p> <p>The creation of a central policy function within Strategic Policy, Performance and Population also provides an opportunity to enhance joint-working in policy areas where connections exist with housing policy. Income Support policy, for example, is connected with social housing policy and changes in one policy area will have an impact on the other. This makes it important to</p>	<p>Ongoing – SPPP</p>

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			<p>monitor the interaction between policies and must be taken into account when considering the review's recommendations.</p> <p>The review, moreover, identifies connections with the Disability Strategy. The strategy includes within it an action to ensure appropriate policies are in place to help disabled people access accommodation. The findings and recommendations in the Review of Access to Social Housing are, therefore, highly relevant to the delivery of the Disability Strategy.</p>	
<p>2. Changes to the eligibility criteria for social housing – chapter five</p>	<p>Review the policy and procedures for accessing social housing.</p> <p>Investigate the impact of widening the eligibility criteria for social housing, including:</p> <p>(a) single persons/couples between the ages of 25 and 49; and</p> <p>(b) Updating and modifying the household income, savings and assets criterion</p>	<p>Accept as area for further investigation</p>	<p>This recommendation is accepted as an important area where further work is needed to consider the potential detail, scope and impact of policy changes.</p> <p>The Minister accepts there is a need to consider widening the access criteria for social housing. The review shows consensus among stakeholders that the existing household eligibility criteria should be less restrictive. The report suggests that criteria could be widened to include:</p> <ul style="list-style-type: none"> ▪ Single people/couples between 25 and 49 years of age on low incomes (currently the criterion is 50 year of age and over and on low incomes). <p>Household income criterion should be increased and regularly reviewed (currently the figure is <£40,000 p.a.)</p> <p>The Minister also wishes to investigate the introduction of an assets and savings criteria as part of the household means criteria.</p> <p>These proposals reflect good practice in other countries and, clearly, there are unmet housing needs among</p>	<p>Second phase (Q3/Q4 2020) – CLS, SPPP</p>

Recommendation	Action	Response	Comments	Owner / timetable
			<p>these groups. The current Affordable Housing Gateway hides the true extent of that need.</p> <p>However, as the review makes clear, extending the eligibility criteria has implications for the availability of social housing. If the number of households on the waiting list significantly increases without a similar level of increase in stock, the result will be a longer waiting time for applicants who are already eligible under current policies.</p> <p>More than 1,000 new affordable homes – comprising social rented and assisted ownership homes – will be built by the end 2020, and more are planned in the years ahead. This provides a good opportunity to consider widening the eligibility criteria.</p> <p>Potential changes will be consulted on with stakeholders, including social housing providers, with a view to proposals being brought forward by mid-2020. This work will also need to be co-ordinated with the Homelessness Review and Strategy.</p>	
3. Introduce revised Banding system – chapter five	Investigate revisions to the Banding system by introducing three levels of housing need – urgent need, moderate need, and low need.	Accept	<p>The Banding system is an important element of the assessment process for social housing because it determines the priority that is afforded to applicants based on the level and urgency of housing need they demonstrate.</p> <p>A Banding system has existed in Jersey since the Affordable Housing Gateway was set up in 2012. It has worked well during that time, but it is important to keep the Banding system under review (alongside other policies and procedures) to ensure that it continues to respond effectively to housing needs, and the criteria is clear and transparent.</p>	First phase (start Q4 2019) – CLS, SPPP

Recommendation	Action	Response	Comments	Owner / timetable
	Introduce a mutual exchange scheme focusing on existing tenants wishing to move but with no housing needs	Reject	<p>Banding according to three levels of housing need (urgent, moderate and low need) is a sensible approach. This will be adopted following discussion with stakeholders. The precise needs that are included within each Band require further consideration – for example, the priority that is afforded to households who downsize or decant.</p> <p>It is also important to recognise that a person’s housing needs can be complex and multiple. A person may, for example, have a number of separate moderate and low housing needs (e.g. poor housing conditions that exacerbate a moderate health condition), which would warrant their being awarded higher priority. A revised Banding system must, as a result, be able to take multiple factors into account, and the rules must take this into account.</p> <p>In respect of a mutual exchange scheme, a scheme has been run in the past by Andium Homes. However, it is a resource heavy service with limited exchanges. Provided a household occupies a property suitable for its needs, the Minister is not minded supporting a mutual exchange scheme for households who have no demonstrable need to move.</p>	n/a
4. Improvements to Choose-Based Lettings process – chapter five	<p>Investigate extension of Choice-Based Lettings to Housing Trusts</p> <p>Work with Andium Homes to review</p>	Reject	<p>The Minister wants to ensure that social housing is allocated in a fair, transparent and consistent manner, which takes into account the needs of prospective tenants and makes the best use of social housing stock.</p> <p>The Minister believes that if social housing providers meet these standards, it should be a decision for the</p>	n/a

Recommendation	Action	Response	Comments	Owner / timetable
	<p>Choice-Based Letting system; ensure it provides appropriate information to customers; is joined-up with Housing Gateway processes; and support is available for vulnerable households to access housing.</p>		<p>governing body of each social housing provider to determine how it allocates units to tenants.</p> <p>Social housing providers are independent organisations and responsible for their own business activities. It is, therefore, a decision for each provider to take as to whether it chooses to use a choice-based lettings system.</p> <p>The Minister is aware of the benefits of choice-based lettings (CBL) in the allocation of social housing.</p> <p>CBL was introduced by Andium Homes in 2015 and has reduced the time it takes to re-let properties and reduced the number of refusals that Andium Homes receives. CBL has also improved transparency of the allocations system for clients by providing them with greater information on the number, type and location of properties that are available at any time, and promotes choice by giving clients a greater say in where they live.</p> <p>This is a decision that Andium Homes has taken, which is right for the business based on the large portfolio of properties it has. The Minister is pleased to note that Andium Homes has agreed to review its CBL system based on the findings of the review to consider ways by which it could deliver an enhanced service.</p> <p>The housing trusts do not operate CBL and allocate by matching clients with available properties suitable for their identified needs (e.g. bedroom need; adaptations etc.).</p> <p>The Minister is, therefore, satisfied with the current system of letting properties. If the housing trusts are satisfied with the system they use, and Housing Gateway clients are aware of the different systems and</p>	

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			<p>not put at a disadvantage, it is not necessary to make changes.</p> <p>Other recommendations will ensure that potential tenants have support in understanding the methods of each provider (6) and (7),</p>	
<p>5. Introduce separate waiting list for households seeking assisted home ownership – chapter five</p>	<p>Issue of supply of low-cost home ownership properties must be addressed.</p>	<p>Accept</p>	<p>There is merit in establishing a separate waiting list for assisted home ownership schemes.</p> <p>Assisted home ownership schemes are currently run through Band 5 of the Affordable Housing Gateway.</p> <p>Demand for assisted home ownership schemes has increased significantly in recent years, and there is a need to review the process in order to make sure that it responds to the needs of clients. This includes the publication of a new eligibility criteria for assisted ownership schemes in response to P.53/2019.</p> <p>The Affordable Housing Gateway is focused predominantly on identifying the housing needs of social rented applicants. The removal of the waiting list for assisted ownership schemes would enable the Affordable Housing Gateway to focus more time and resources on this activity.</p> <p>Discussion is underway with Andium Homes about whether it would be able to take over the administration and management of all assisted ownership schemes on behalf of the Government of Jersey.</p> <p>Andium Homes already operates a successful Homebuy scheme and has the commercial knowledge and resources to operate both a waiting list and the allocation of available units for all assisted ownership</p>	<p>First phase Q4 2019) – SPPP and Andium Homes</p>

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			<p>schemes (e.g. including maintaining working relationships with mortgage lenders and legal firms).</p> <p>It is likely that the Housing Policy Development Board will make recommendations to establish new assisted ownership schemes. Indium Homes could be a key partner in taking forward this work, and the potential transfer of the assisted ownership waiting list would support this work.</p>	
6. Introduce housing advice and support service – chapter six	Investigate the feasibility of setting up a Housing Options service to provide cross-tenure advice and guidance on all housing matters; consider where service should be provided from.	Accept	<p>There is a need to improve the advice, guidance and support provided to the public on housing matters. The review provides a helpful overview of how this type of service works in UK local authorities, and how it might work in Jersey.</p> <p>Subject to approval in the Government Plan, the scope and design of the service will be determined in early 2020 and will also be informed by the homelessness review and strategy.</p>	<p>Phase 1</p> <p>Work to set up Housing Advice service to commence in 2020 – CLS, SPPP</p>
7. Prepare and publish comprehensive documentation on policy and procedures – chapter 6	<p>Develop documentation covering policy and operational procedures. To include:</p> <p>(a) Concise policy statement of the role of social housing</p> <p>(b) Comprehensive documents of policy and procedures</p>	Accept	<p>The need for a comprehensive set of documentation setting out the policy and procedures for accessing social housing is recognised. This includes qualification criteria; how housing need is determined; and a revised Banding system.</p> <p>Access to information about policy and procedures is essential so that the process is fair and transparent, and seen to be so.</p> <p>It enables clients to understand how decisions about their application are made, and it can help them to make informed choices. It also provides staff with appropriate guidance to make decisions.</p>	<p>First phase (start in Q4 2019) – CLS, SPPP, social housing providers</p>

Recommendation	Action	Response	Comments	Owner / timetable
	(c) Customer-friendly statement		<p>Further consideration will need to be given as to how the policies and procedures of individual social housing providers could be accommodated within this documentation, having regard to their need to manage their stock and allocations independently. However, the allocations policies of each social housing provider should, in principle, be included within the scope of the documentation or signposted so that clients have access to clear and transparent information about the entire process of accessing social housing.</p> <p>This action is consistent with the States Assembly's decision in July 2019 (Part (C) P.53/2019) to request the Minister for Children and Housing to prepare and publish the criteria used to determine persons as being eligible to access the Affordable Housing Gateway. This includes the criteria for social housing and assisted ownership schemes.</p>	
8. Address under-occupation in social housing to maximise use of existing stock – chapter five	<p>Determine level and nature of under-occupation in social housing</p> <p>Consider policies to support households to downsize when their needs change and they no longer require same size property</p>	Accept	<p>The review highlights the need to increase the supply of social housing in order to meet housing need in Jersey. This is a key focus of Government, and more than 1,000 new affordable homes for rent and to purchase will be built by the end of 2020.</p> <p>Affordable housing need for the period 2021-2030 has been examined through the Objective Assessment of Housing Need Report, the findings of which will be fed into the next Island Plan.</p> <p>In addition to new housing supply, it is also important to make the best possible use of existing housing stock – this includes tackling under-occupation and promoting down-sizing where necessary to free up larger homes for those in need.</p>	Phase 1: 2019/2020 – SPPP, social housing providers

Recommendation	Action	Response	Comments	Owner / timetable
			<p>It is important to note that the 2011 Census showed that only 2% of households in the social rented sector were deemed to be under-occupying their property (i.e. by 2 or more bedrooms.) This compares to 10% of households in the private rented sector and 42% in the owner-occupied sector.</p> <p>There are, nonetheless, further steps that Government can take to encourage households to downsize when a property becomes too large for their needs.</p> <p>Andium Homes, for example, offers tenants fixed-term tenancies, which allows for consideration to be given to whether a property remains suitable for its needs after a certain period of time. Measures such as the social housing rents policy may also help contribute towards supporting downsizing in the social rented sector.</p> <p>A review of the rents policy is underway and potential changes will be brought forward by the Minister by the end of 2019/early 2020.</p> <p>Measures to tackle under-occupation and downsizing are likely to feature as areas for policy development as part of the recommendations of the Housing Policy Development Board. The Board will report early in 2020.</p>	
9. Creation of revised appeals system – chapter six	Investigate creation of a revised appeals system for social housing allocation decisions – determine structure (potential two-tier system); independent	Accept	<p>The Minister notes the comments in the review that stakeholders believe there is ‘opaqueness on the process for challenging decisions’ and who customers should appeal to.</p> <p>The Minister agrees, therefore, that an independent appeals process is desirable, which could be placed on a statutory footing. This would provide a more effective</p>	Second phase (2020) – CLS, SPPP

Recommendation	Action	Response	Comments	Owner / timetable
	review; link in with statutory framework.		<p>and transparent basis for the appeals system and afford applicants much clearer rights and protection.</p> <p>The Minister agrees that a revised appeals system will be included in the comprehensive documentation on policies and procedures accepted at recommendation 7.</p> <p>Further discussion is required with social housing providers to determine how the appeals system will deal with challenges in respect of their allocations.</p> <p>The Minister reiterates that social housing providers operate as independent organisations with their own management teams. They are responsible for managing their own business activities and making decisions about allocations. These need to be undertaken in a fair, consistent and transparent manner, with basic standards met across the social housing sector. The provision of an accessible appeals system is one such standard that the Minister considers important across all social housing providers. The Minister notes, for example, that Andium Homes already operates a two-stage appeals process, which is published.</p>	
10. Support and allocation of properties to vulnerable households – chapter seven	Develop a specific and discrete scheme for vulnerable households with care and support requirements that is arm’s length from the proposed three-tier banding system.	Further clarity required – but accept in principle	<p>Meeting the housing needs of vulnerable households is an important issue that needs to be addressed as part of proposals to reform the allocation and letting of social housing. This was one of the reasons for commissioning the Review of Access to Social Housing.</p> <p>The Minister is grateful for the work Dr Brown has undertaken in examining this matter and his engagement with stakeholders.</p> <p>The findings of the review show that stakeholders, including social housing providers share the same concerns about the housing, care and support</p>	<p>Phase 2</p> <p>Detailed timetable to be prepared for this project. Commencement of work in Q1 2020 – CLS, SPPP, housing providers, support agencies</p>

Recommendation	Action	Response	Comments	Owner / timetable
	<p>Social housing eligibility and allocation policy to be coordinated with broader strategies and initiatives that are being developed to address the needs of specific vulnerable groups.</p> <p>Housing advice and care and support services must be integrated with the proposed allocation scheme both at strategic level and an individual decision-making scale.</p> <p>The setting up of a panel to oversee “best fit” allocations to those with care and support needs. The panel would include an Independent Chairperson, Secretariat, Care and Support coordinators, the Affordable Housing Gateway, Housing</p>		<p>arrangements for vulnerable households. This will help to inform the development of policy and procedures in this area.</p> <p>The Minister accepts the review’s findings in this area and agrees there is considerable merit in the recommendation to establish a ‘<i>specific and discrete scheme for vulnerable households with care and support requirements</i>’.</p> <p>This recommendation is sensible and one which the Minister will investigate further. However, the Minister believes that there is not sufficient clarity contained in the recommendation to say whether it should be implemented as has been proposed.</p> <p>The Minister will, as a result, carry out further comprehensive work on the accommodation and support arrangements for people with specialist housing needs in order to determine the best approach for Jersey, including the potential scope and resource implications.</p> <p>This work will build on themes that have been identified in the review, including:</p> <ul style="list-style-type: none"> ▪ developing appropriate pathways for people with specialist housing needs to access social housing ▪ ensuring care and support packages are integrated with housing ▪ ensuring there is clarity in relation to the roles and responsibilities of the agencies and organisations involved in the provision of accommodation and support; and 	

Recommendation	Action	Response	Comments	Owner / timetable
	<p>providers and other advisors representing vulnerable groups.</p>		<ul style="list-style-type: none"> ▪ making sure that clients, their families and carers have appropriate means to involve themselves in decisions about housing; access to information; and the ability to challenge decisions <p>There is also a need to examine the most appropriate governance model for this service. The governance model proposed in the review appears sensible based on best practice elsewhere. However, this is something that needs to be reviewed in detail with stakeholders before any decision is made.</p> <p>Andium Homes operates the Supported Housing Group already, which has operated successfully for many years, including as part of the former Housing Department. As the needs of people with specialist housing and care and support arrangements change, this model needs to be reviewed to ensure it remains fit-for-purpose and effectively meets the housing needs of all social housing tenants.</p> <p>Although outside the scope of the review, it is essential that accommodation provision is also considered alongside support arrangements. As a result, the Minister believes that it is also essential to identify the gaps in accommodation provision that might exist for people with specialist needs.</p>	
<p>11. Address needs of extreme emergency cases – chapter seven</p>	<p>Consider separate system for allocating small number of extreme emergency allocations – e.g. victims of domestic abuse.</p>	<p>Accept</p>	<p>The Minister believes that the Affordable Housing Gateway, relevant agencies and social housing providers work well together in managing the small number of extreme emergency allocations.</p> <p>The Minister does not believe this system requires significant changes and can be dealt with on a case-by-case basis.</p>	<p>First phase (Q1 2020) – CLS, SPPP social housing providers and relevant agencies</p>

Recommendation	Action	Response	Comments	Owner / timetable
			<p>However, given the safety risks and safeguarding issues associated with these types of cases, the Minister agrees there is value in reviewing present arrangements to ensure that emergency cases are dealt with as effectively as they can be.</p> <p>One of the main issues is access to emergency accommodation at short notice, which is difficult for social housing providers when housing stock is in high demand and cannot be kept void for long periods of time.</p> <p>There is also a need to ensure that appropriate support arrangements are in place for clients with specialist housing requirements. This is dealt with at recommendation 10.</p> <p>Options to increase the provision of emergency accommodation and enhance support arrangements will be covered in the homelessness review and strategy, which will be published in Q1 2020.</p>	
12. Introduction of a statutory framework for the allocations and lettings system – Chapter eight	Establish statutory framework for the allocations and lettings, including the appeals system. Set up an independent regulator to monitor performance and report annually to the Government of Jersey.	Accept	<p>The way that social housing is accessed and allocated is a matter of great importance and has a major impact on people in housing need. High levels of demand mean that decisions about who is eligible for social housing and how applications are assessed, prioritised and allocated need to be taken in a fair, consistent and transparent manner, with clear rights, rules and accountabilities.</p> <p>The successful implementation of the other recommendations of the review will, in large part, help improve the system by which people access social housing. The first two phases of implementing the recommendations – e.g. the introduction of comprehensive policy documentation; a revised</p>	Third phase (2021-2022) – SPPP

Recommendation	Action	Response	Comments	Owner / timetable
			<p>appeals system; and a housing options service – will ensure a more effective, transparent and accountable services.</p> <p>As the review explains, it is common in many countries to have a statutory framework for social housing allocations and lettings. The Minister believes there is merit in considering placing the lettings and allocation system in Jersey on a statutory footing as well.</p> <p>A statutory framework would provide a clear and transparent basis for the rules determining access to social housing and would ensure the decision-making process is fair and equitable – and seen to be so.</p> <p>Consideration of the introduction of a statutory framework will be undertaken as part of the third phase of work to implement the recommendations. Many of the features of a potential statutory framework will have already been introduced on a non-statutory basis as part of first two phases (e.g. policies and procedures, and a revised appeals process). This will, as a result, help to guide and inform the potential development of legislation.</p> <p>The Minister recognises that the original intention of the Housing Transformation Programme to include a statutory framework was not implemented at the same time as the other changes and that the States Assembly did not support P.120/2017 'Social Housing in Jersey: introduction of a regulatory framework'. The potential requirement for, and detail of, a statutory approach will, therefore, need to be examined fully before any proposals are brought forward.</p> <p>However, the majority of services provided by the Government of Jersey are covered by some form of</p>	

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			<p>statutory requirement, and it is important that access to social housing has similar governance and oversight arrangements.</p> <p>This recommendation will also need to be considered in light of any actions from the homelessness review and strategy identified in respect of a statutory provision for homelessness provision.</p>	
13. Introduce key performance indicators – Chapter eight	Develop process and outcome KPIs for the allocations system.	Accept	<p>KPIs are an important tool for monitoring and improving the performance of services.</p> <p>They provide clients with important information about the services they are using – e.g. the length of time it takes to be offered accommodation – and help to inform policy and service delivery.</p> <p>It will be relatively straightforward to introduce a series of KPIs for the system. Monthly statistics for the Affordable Housing Gateway are published already, and it would be sensible to include KPIs as part of this reporting mechanism. The review suggests several potential KPIs which can be generated from existing government systems</p> <p>Officers will now work to introduce a series of KPIs by the beginning of 2020. The KPIs will be made available online.</p>	First phase (start in Q4 2019) – CLS, SPPP, social housing providers
14. Establish allocations forum comprising Affordable Housing Gateway, housing	Social Housing Forum to take forward findings of the report; and provide operational oversight of policies and procedures.	Accept	<p>Joint-working and cooperation between organisations is essential for the effective operation of the Affordable Housing Gateway and the allocation of properties by social housing providers.</p> <p>There is a good working relationship between the Government of Jersey and social housing providers, but</p>	First phase (Q4 2019) – CLS, SPPP, social housing providers

Recommendation	Action	Response	Comments	Owner / timetable
providers and relevant organisations – chapter eight			<p>a more structured approach to this relationship would be beneficial.</p> <p>An officer-led group will be set up to meet with social housing providers on a quarterly basis to discuss operational matters, and review policies and procedures based on practical experience. It will also be an opportunity to discuss matters such as housing demand, new developments, and progress against KPIs.</p> <p>It is important to be clear, however, that social housing policy must remain a function of the Minister for Children and Housing as envisaged by P.33/2013 'The Reform of Social Housing'.</p> <p>The forum will be important as the recommendations of the Review of Access to Social Housing are taken forward and implemented. The forum will facilitate discussion about matters such as the eligibility criteria, the Banding system and support for vulnerable households before they are implemented.</p>	

Minister's conclusion

I thank Dr Brown and his team for their work on the Review of Access to Social Housing in Jersey. I am also grateful to those stakeholders who contributed to the review – social housing providers, government agencies, and voluntary and community organisations. Their views will continue to be essential as we begin implementing the review's recommendations.

I recognise that the Affordable Housing Gateway has worked well since it was established in 2012. A common waiting list for all social housing applications has been beneficial for both clients and Government by improving our understanding of the level and type of housing need in Jersey. Nonetheless, I acknowledge that social and demographic changes, as well as the changing nature of demand, make it important to ensure that the process of accessing social housing remains fit-for-purpose and responds effectively to housing need in Jersey.

Since 2015, social housing providers will have delivered more than 1,000 new affordable homes by the end of 2020 and this will increase even further in the years ahead in response to the housing requirements identified in the [Objective Assessment of Housing Need Report](#). While we are making good progress in delivering new homes and planning for our future housing requirements, there remains considerable demand for social housing and new challenges such as the support we provide to vulnerable households with specialist housing requirements.

The review, therefore, provides an important basis for making improvements and strengthening the provision of social housing in Jersey. As Dr Brown emphasises, the best way to meet housing need is to ensure there is an appropriate housing supply to meet that need. At the same time, however, the importance of the application, assessment and allocation process for social housing should not be underestimated. It has a significant impact on the community and people's access to suitable housing options. As a result, we must make sure that access to social housing is fair, efficient and transparent, and consistent with wider government policies and strategies. I hope to achieve this position over the next three years, working with stakeholders, to deliver the review's recommendations.

Finally, it is important to highlight the Housing Policy Development Board and the value of the review to its work. The Board is undertaking a review of challenges in Jersey's housing market and will make recommendations about how to improve housing supply and affordability. In determining how to create a sustainable housing market, the Board will need to consider the role of social housing in providing a secure, affordable and good quality housing, and whether, as a tenure, it has a wider role in meeting the island's housing needs.