Making Choice Work for Disabled Home Seekers

10th October 2007

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Issues Facing Disabled Home Seekers

1. Access to CBL schemes
2. Accessibility of CBL schemes
3. Marketing of Properties
4. Viewing of Properties
5. Housing Options for Disabled Applicants
6. Support for Disabled Applicants
7. Eligibility and Prioritisation

1. Access to CBL Schemes

- A Separate Matching Service or Choice Based Lettings
- Information about Properties
- Understanding Applicant Needs
- Accessible Housing Register
- Increasing Levels of CBL Web Usage

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Evidence of rising levels of web usage July 2007

	Total Bids	Phone	% Phone	SMS	%SMS	WEB	% WEB
Islington	7107	2130	30	296	4	4681	66
Enfield	889	288	32	0	0	601	68
RBKC	1790	389	22	35	2	1366	76
RBKT	5110	977	19	136	3	3997	78
Barnet	11547	1245	11	378	3	9924	86
Westminster	3810	364	10	78	2	3368	88
Camden	17485	1808	10	165	1	15512	89
Haringey	25926	1929	7	250	1	23747	92
Merton	3534	201	6	31	1	3302	93
Urban Choice	6073	80	1	12	0	5981	98
Total	**83271**	**9411**	**11**	**1381**	**2**	**72479**	**87**

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2. Accessibility of CBL schemes

1. Overall Issues
    1. Site maps
    2. Good design
2. Blind Users
    - Accessing Websites Screen Readers
    - Listening to property adverts
3. Deaf Users
    - Text bidding
    - BSL DVDs
4. Limited Dexterity or upper limb use
    - Access keys

3. Marketing of properties

1. Clear and accurate information
2. Information about level of adaptations
   - **Use standard property categories**
   - Example Advert
3. Photos
4. External Access to property; parking; shops; transport
5. Marketing the local neighbourhood

Accessible Housing Register – Property Categories

A – Wheelchair accessible

B - Partially wheelchair accessible

C - Lifetime Homes

D - Easy access

E - Step-free

F – General Housing

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4. Bidding for Properties

1. Integrating your CBL scheme with an Accessible Housing Register

2. Restricting bidding to appropriate applicants

3. Comparisons to Direct Matching approach to ensure right applicants are bidding and get the properties

5. Viewing of Properties

1. Tension between void turnaround & customer access
2. Virtual Viewings of Properties
3. Making arrangements – transport etc
4. Allowing time for the viewing

6. Housing Options for Disabled Applicants

1. Powerful search facilities

2. Integrating alternative housing options

3. Does Zone Agent offer priority group status to Disabled Applicants?

7. Support for Disabled Applicants

1. Information & Advice about the scheme
2. Advice on properties and areas
3. Support for Bidding
4. Alternatives to Bidding
5. Support during the viewing
6. Support for alternative options

AHR – Benefits from the project

- Transparency
- Equality
- Empowerment
- Strategic Planning
- Efficiency – reduce loss of units
- Greater choice – geographic mobility
- Model for Local AHRs

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The Accessible Housing Register Toolkit

- Accessible housing categories
- Eligibility criteria
- Accessible housing checklist
- Method to categorise properties
- Download Toolkit from Home Connections AHR website

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