

Home Loss and Disturbance Payment Policy Consultation Report

Contents

Aims of the consultation.....	3
Approach to the consultation.....	3
Summary of consultation results.....	4
Consultation questions and responses.....	5
Relevant actions to be taken.....	11

Aims of the consultation

It is important that we hear from as many people as possible who live and work in Sandwell every day when developing our policies.

This consultation was designed to obtain feedback from residents, tenants, employees and councillors on our Home Loss and Disturbance Payment Policy prior to its publication.

The Home Loss and Disturbance Payment Policy aims to ensure that tenants, who are permanently rehoused due to improvement or redevelopment works, receive fair compensation. It outlines how home loss and disturbance payments will be made and ensures a consistent, supportive approach throughout the process.

Feedback received in this consultation will inform the final version of the Home Loss and Disturbance Payment Policy.

Approach to the Consultation

Raising Awareness of the Policy

The Home Loss and Disturbance Payment Policy was shared with attendees at a recent policy engagement session. Attendees were informed that they could respond to the consultation online or by post.

Safer Neighbourhoods and Active Communities (SNAC) Board

The Home Loss and Disturbance Payment Policy was shared with members of the SNAC Policy Working Group, and elected members, for additional feedback and scrutiny.

Online Consultation

Online consultation took place from 9th of May to 13th June 2025. The survey included a combination of qualitative and quantitative questions, allowing respondents to provide feedback on the policy proposals and assess the document's accessibility for residents. Based on the feedback received, revisions will be made to the policy document where necessary before it is finalised and presented to Cabinet for approval.

Summary of consultation results

The consultation revealed a mixed but generally positive view of Sandwell Council's Home Loss and Disturbance Payment Policy. Most respondents (70%) agreed with the policy's purpose, appreciating the financial support as fair compensation for the disruption caused by displacement. However, some felt the payments might not fully cover the emotional and practical costs involved.

Regarding the clarity of the policy, 60% agreed it outlined the support process well, though some suggested it could include more practical examples and details to help residents better understand how support would be delivered. While 60% believed most residents would understand the policy, concerns were raised about technical language and whether it assumes prior knowledge, potentially making it less accessible to all.

Additional feedback emphasised the need for a plain English version, better outreach, and more face-to-face support to increase resident confidence. Suggestions included adding a timeline to manage expectations and ensuring vulnerable residents receive fair treatment. Several respondents expressed hope that resident feedback would be regularly incorporated to keep the policy relevant and effective.

Overall, residents saw value in the policy but called for clearer communication, more practical support, and ongoing engagement to improve the experience for those affected.

Consultation questions and responses

As of June 13th, this policy had **10** responses.

Please tick which best describes your interest in this consultation.

4 respondents (40%) were interested in this consultation as a tenant living in socially rented accommodation.

2 respondents (20%) were interested in this consultation as a member of a voluntary or community partner organisation.

2 respondents (20%) were interested in this consultation as a private rented tenant or person living rent free.

2 respondents (20%) were interested in this consultation as a homeowner.

Please state which type of accommodation you live in.

4 respondents (40%) live in a flat.

3 respondents (30%) live in a house.

2 respondents (20%) live in a maisonette.

1 respondent (10%) lives in a bungalow.

Please state your age group.

3 respondents (30%) were aged 65+

3 respondents (30%) were aged 25-34.

2 respondents (20%) were aged 35-59.

2 respondents (20%) were aged 60-64.

What is your gender?

6 respondents (60%) were female.

3 respondents (30%) were male.

1 respondent (10%) was non-binary.

What best describes your ethnicity?

6 respondents (60%) were English, Welsh, Scottish, Northern Irish or British.

2 respondents (20%) were White and Black Caribbean.

1 respondent (10%) was Indian.

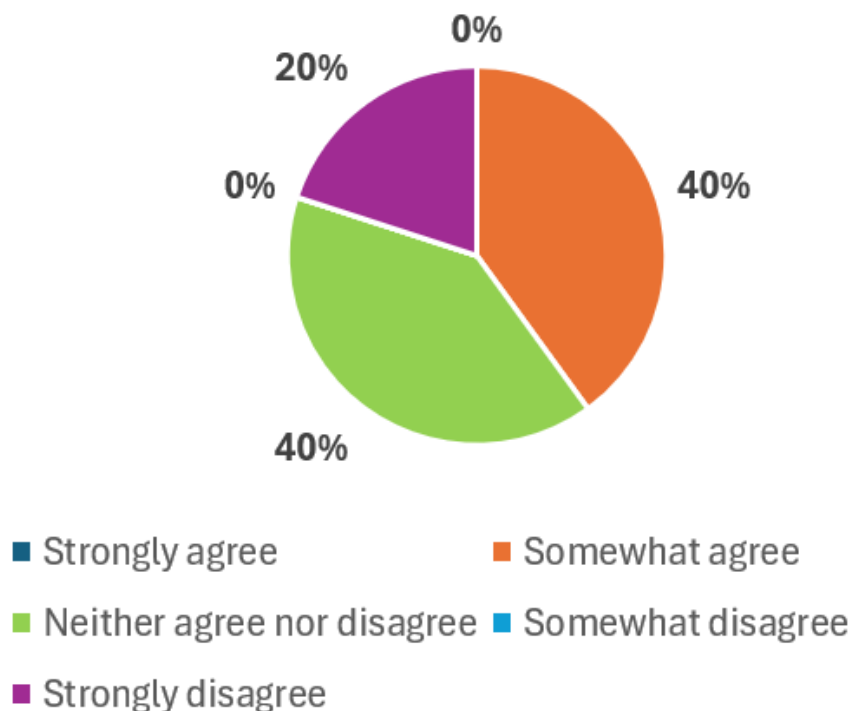
1 respondent (10%) was Bangladeshi

For all questions, respondents could select one of the following answers:

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

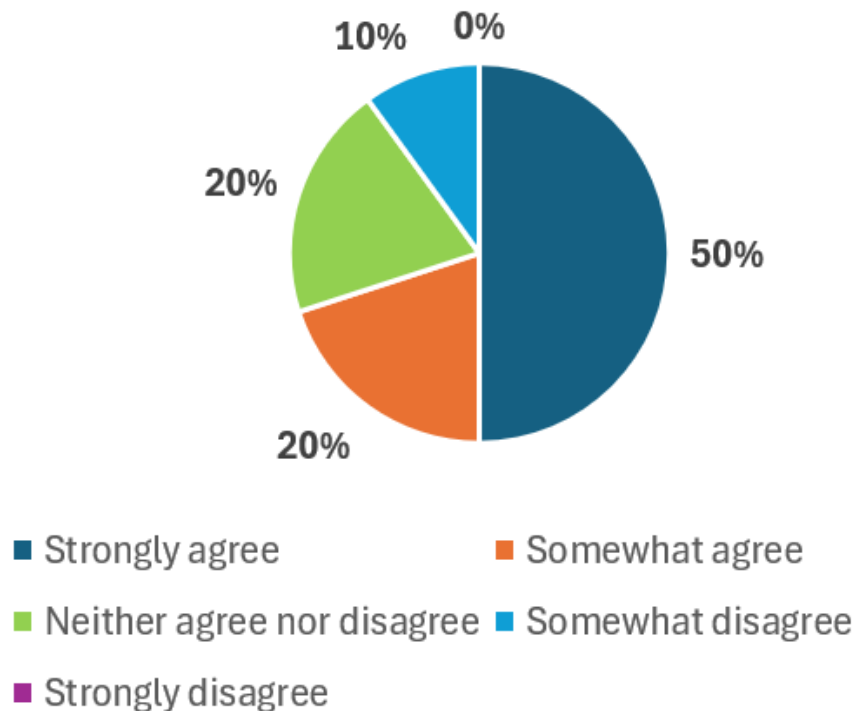
1. Before reading this policy, I was aware of the services Sandwell Council provide in support of home loss and disturbance payments.

Just under half of respondents (40%) somewhat agreed with the statement. 2 respondents (20%) strongly disagreed, and the remaining 40% neither agreed nor disagreed, providing a relatively balanced response.



2. To what extent do you agree or disagree with the purpose of the Home Loss and Disturbance Payment Policy?

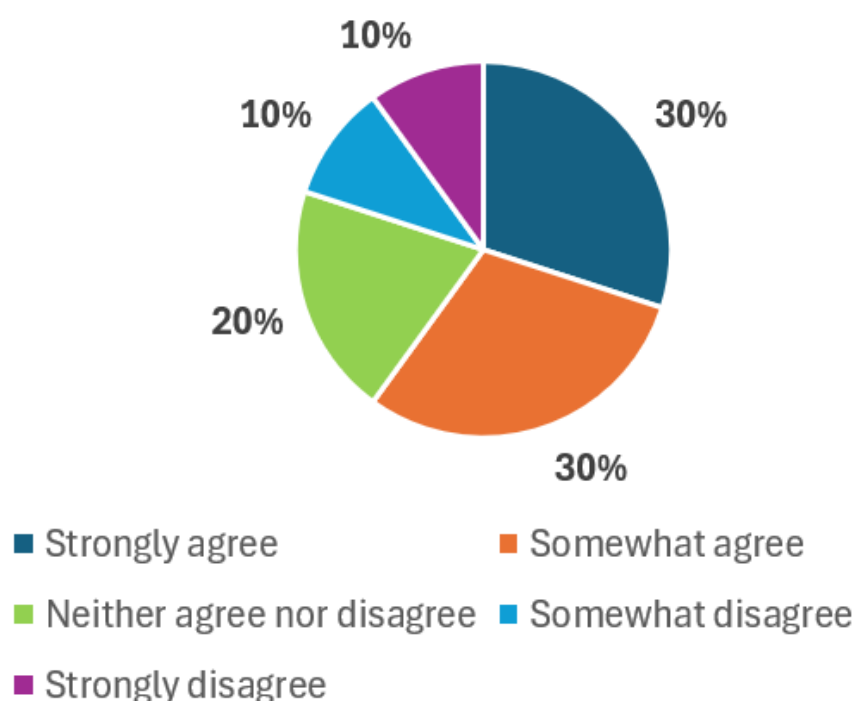
The majority of respondents (70%) agreed with the purpose of the Home Loss and Disturbance Policy. One respondent disagreed.



Those that agreed with the purpose of the policy, did so as 'it's only fair that residents are compensated for the disruption to their lives', and because 'the idea of providing financial support for loss and disturbance makes sense and shows consideration for residents'. Another respondent highlighted how being displaced from your home can be 'very stressful', and as such, support should be provided. A respondent who neither agreed nor disagreed stated that 'while compensation is important, the policy does not go far enough to reflect the true impact on residents'. Another respondent stated that they would 'need more information about how the payments are calculated and delivered' to give a view. A respondent who disagreed stated that 'the payments seem tokenistic and may not truly cover the emotional and practical costs of being displaced'.

3. Does the policy make it clear how Sandwell Council will support residents through the Home Loss and Disturbance Payment process?

6 respondents (60%) agreed, 2 respondents (20%) disagreed.

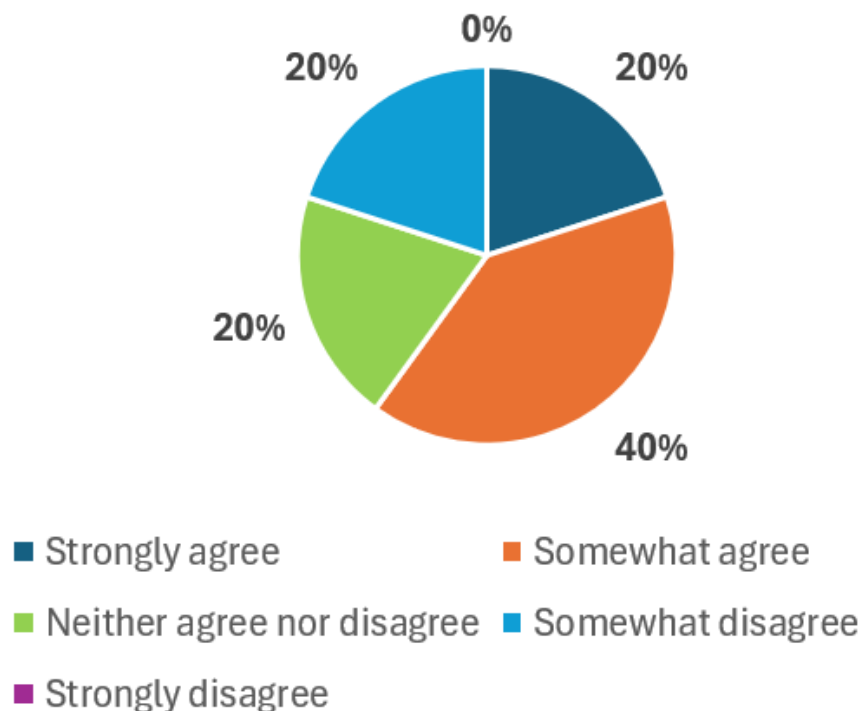


Of the respondents that agreed, they did so because 'the policy is clearly written and sets out the support process step by step', and because 'it provides some guidance, but more practical examples would help clarify the process'. Other respondents that agreed, noted that 'it gives a reasonable outline of support, though a few points could be expanded on'.

One respondent who somewhat disagreed, said that while 'there's an intention to support, the process isn't explained clearly enough for residents to follow'. Another who strongly disagreed, added that 'the policy doesn't explain the support at all, it leaves residents guessing'. Two respondents selected 'neither agree nor disagree', with one explaining that 'the policy lacks enough detail to judge properly'.

4. To what extent to you agree or disagree that the majority of residents will understand this policy?

Six respondents (60%) agreed that the majority of residents would understand the policy. Two respondents (20%) disagreed, both selecting 'somewhat disagree'. Two respondents (20%) neither agreed nor disagreed.



Those who agreed highlighted the accessibility of the language, stating that 'the language is straightforward and should be accessible to most residents', and that 'it's fairly clear, though some parts may require explanation for those unfamiliar with the process'. Others noted that while the policy was 'mostly understandable', it 'could benefit from simpler wording and a clearer layout'.

Respondents who somewhat disagreed felt the policy 'assumes a level of understanding that not all residents will have'. Meanwhile, those who neither agreed nor disagreed raised concerns that 'some residents may understand it, while others could struggle depending on their background', and that the document was 'quite technical in places' and may confuse residents without additional support.

5.) Any other comments

When asked for additional comments on the policy, respondents told us that:

- 'The council should consider providing a plain English version of the policy for easier understanding'.
- 'More outreach and face-to-face support would help residents feel more confident about the process'.
- 'The policy is very straightforward. Some residents may need suitable support'.
- 'It would be helpful to include a timeline so residents know what to expect and when'.
- 'I'd like reassurance that all residents, especially vulnerable ones, will be treated fairly and with dignity'.
- 'The policy should be reviewed regularly with resident input to ensure it stays relevant and effective'.
- 'I hope the Council takes resident feedback seriously and uses it to improve the policy over time'.

Actions taken in response to consultation feedback

During the consultation, respondents were given the opportunity to elaborate on the reasoning behind their answers to the multiple choice questions. Question 5 also asked for any additional feedback on the policy not otherwise stated. Feedback received from respondents can be found in the table below, in addition to our response and any actions we are taking.

What respondents told us	Our Response	Relevant Actions	Timescale
Plain English should be used to ensure that the policy is accessible to more residents.	The Council agree that all policies should be clearly written. We will ensure the policy is revised using plain English principles.	Conduct a plain English review and update the policy text accordingly.	June 2025
Payments offered in the policy don't cover the emotional and practical costs of having to move.	We acknowledge that the current payment structure may not fully reflect residents' experiences. We will explore how we can better support residents, within legal and budgetary frameworks.	Review the compensation framework to assess whether enhancements can be made. Explore additional non-financial support options.	December 2025
I'd like reassurance that all residents, especially vulnerable ones, will be treated fairly and with dignity.	The Council are committed to treating all residents with dignity and fairness. We will embed this principle more clearly in the policy.	Include a specific commitment within the policy to uphold fairness, equality, and dignity for all residents, with particular focus on vulnerable groups.	December 2025

It would be helpful to include a timeline so residents know what to expect and when.	We agree that a clear timeline can help residents feel more informed and in control during what can be a difficult process.	Add a section to the policy that outlines the key stages of the process, expected timescales, and key contact points.	June 2025
The policy should be reviewed regularly with resident input to ensure it stays relevant and effective.	We value resident input and agree that regular review is key to maintaining a fair and up-to-date policy.	Introduce a formal review cycle for the policy (e.g. every 2 years), with structured resident consultation built in.	June 2027