

Decant Policy Consultation Report



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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 Decant Policy prior to its publication.

The Decant Policy sets out the principles and procedures that Sandwell Council will follow when it becomes necessary to move tenants or groups of tenants from their permanent homes. This may occur either temporarily, to allow essential works to be carried out on their current home, or permanently, if their home is deemed unsafe for continued occupation.

Feedback received in this consultation will inform the final version of the Decant Policy.

Approach to the Consultation

Raising Awareness of the Policy

The Decant 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 Decant 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

There was overall support for the Decant Policy, however some concerns and suggestions for improvement were also raised in the consultation.

A slight majority of respondents (56%) agreed with the purpose of the policy, to support residents needing to relocate. However, respondents felt that clearer plans to show how the policy is to be implemented are needed. It was also highlighted that the policy does not fully consider the emotional and financial strain caused by displacement.

56%, a slight majority of respondents, felt the policy was clear. While some respondents appreciated the reassurance provided in the policy, others said the policy was too vague, lacking detail on how support would be provided in practice.

56% again agreed that the policy was generally clear and well laid out. However, several respondents recommended simplifying the language and providing a more accessible version.

Additional comments asked for more real-life examples to be included in the policy, and a stronger emphasis on how the policy will be implemented.

Consultation questions and responses

As of June 13th, this policy had **9** responses.

Please tick which best describes your interest in this consultation.

4 respondents (44%) were interested in this consultation as a tenant living in socially rented accommodation.

2 respondents (22%) were interested in this consultation as a member of a voluntary or community partner organisation.

2 respondents (22%) were interested in this consultation as a private rented tenant or person living rent free.

1 respondents (11%) were interested in this consultation as a homeowner.

Please state which type of accommodation you live in.

4 respondents (44%) live in a house.

3 respondents (33%) live in a flat.

2 respondents (22%) live in a bungalow.

Please state your age group.

3 respondents (33%) were aged 25-34.

3 respondents (33%) were aged 35-59.

3 respondents (33%) were aged 60-64.

What is your gender?

5 respondents (56%) were female.

4 respondents (44%) were male.

What best describes your ethnicity?

4 respondents (44%) were English, Welsh, Scottish, Northern Irish or British.

2 respondents (22%) were Indian

2 respondents (22%) were Bangladeshi

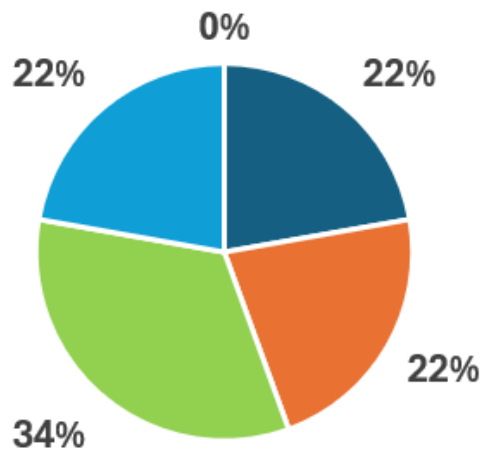
1 respondent (11%) was White and Black Caribbean

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 decants.

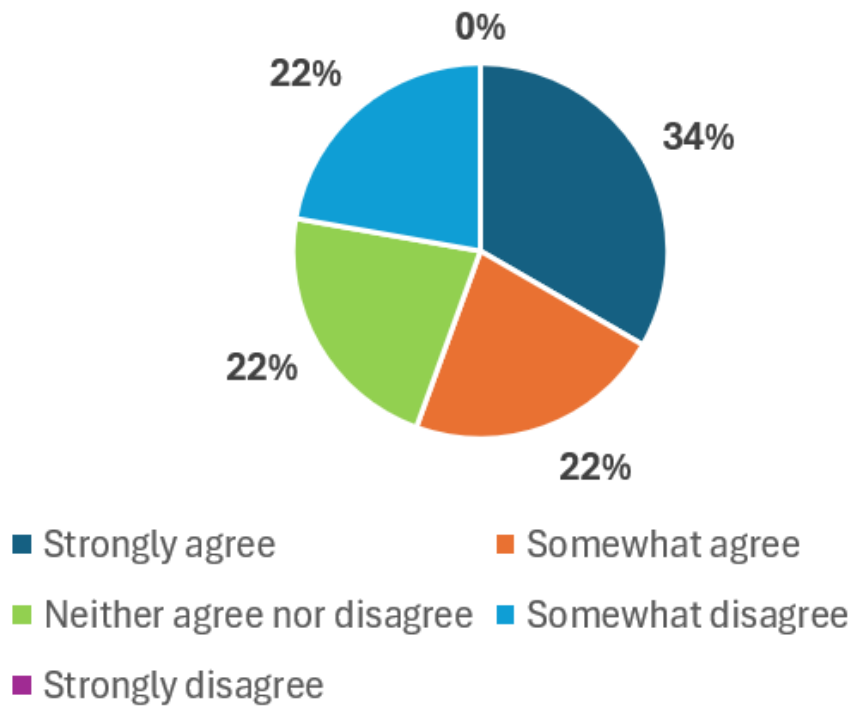
4 respondents (44%) agreed, 3 respondents (33%) neither agreed nor disagreed and 2 respondents (22%) disagreed, providing a balanced response to this question.



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

2.) To what extent do you agree or disagree with the purpose of the Decant Policy?

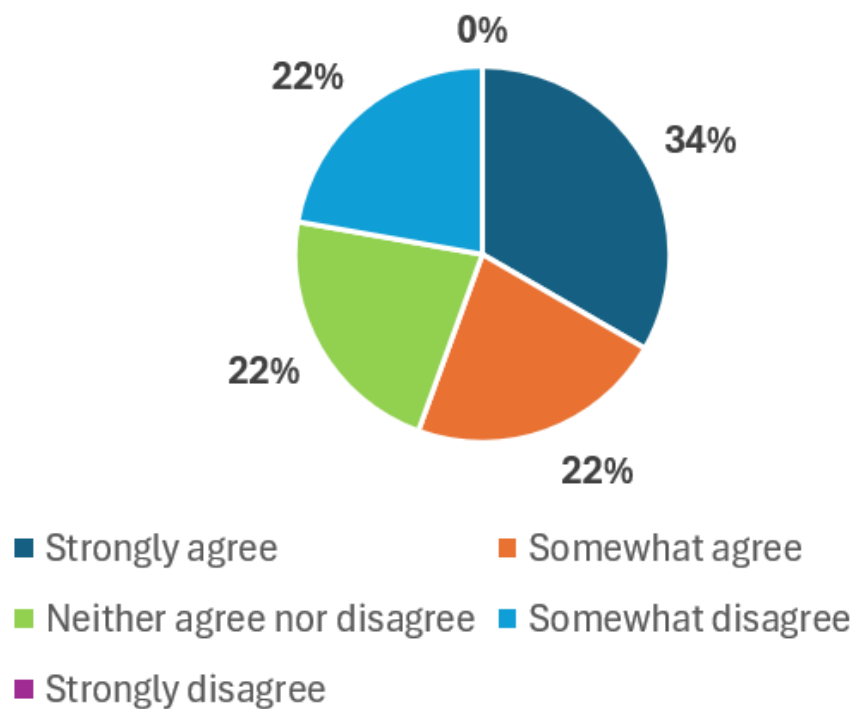
A slight majority of respondents, 5 respondents or 56%, agreed with the purpose of the policy, 2 (22%) disagreed and 2 (22%) neither agreed nor disagreed.



Those that agreed did so as the policy 'seems reasonable and appears to prioritise the needs of the community during housing transitions', and because 'it ensures residents are relocated safely and respectfully during redevelopment'. Some respondents who agreed also however stated that 'it depends on how well it's put into practice and whether residents are truly listened to', and that 'more detail is needed on how it will be implemented fairly'. A respondent who disagreed stated that the Decant Policy does not 'fully consider the emotional and financial strain caused by displacement'.

3.) Does the policy make it clear how Sandwell Council will support residents in delivering decants?

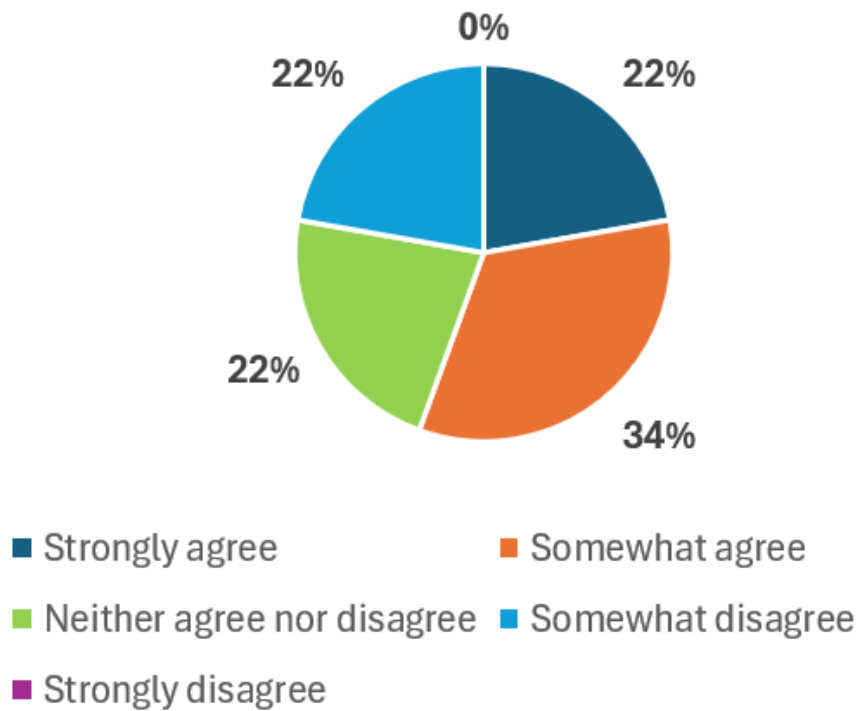
A slight majority of respondents, 5 respondents or 56%, agreed that the policy is clear on how Sandwell Council will support residents when delivering decants. 2 respondents (22%) disagreed, and 2 respondents (22%) neither agreed nor disagreed.



One respondent added that they agreed because ‘the policy clearly outlines the support available, which gives residents reassurance during the decant process’. A respondent who neither agreed nor disagreed stated that ‘the policy touches on support but doesn’t go into enough depth to be fully clear’. Respondents who disagreed said that they ‘found the policy too vague and didn’t get a strong sense of what practical help residents can actually expect’. A further respondent who disagreed said that ‘the intention is there, but the policy lacks clarity in how exactly support will be delivered and managed’.

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

A slight majority, 5 respondents or 56%, agreed, 2 respondents (22%) disagreed and 2 (22%) neither agreed nor disagreed that the majority of residents would understand this policy.



Those that agreed stated that ‘the policy is well laid out and easy to follow’, and that ‘it’s reasonably clear and should make sense to most residents’. A respondent who neither agreed nor disagreed stated that ‘some parts are clear, others less so. It might depend on an individual’s level of understanding’. Those that did agree, also however stated, that ‘a simpler version would help more residents fully understand what it means for them’, and that ‘some terms might need explanation’. Those that disagreed did not cite a reason for their stance.

5. Any other comments

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

- 'I'd like to see more real-life examples to show how the policy will work in practice'.
- 'The language used could be simpler to make it more accessible for everyone'.
- 'I hope residents will be genuinely involved in decisions affecting their homes'.
- 'Overall, the intentions seem positive, but the real impact will depend on how it's implemented'.

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. | To conduct a plain English review and update the policy text accordingly. | June 2025 |
| The policy would benefit from an implementation plan that includes timescales. | We agree that a clear timeline can help residents feel more informed and in control during what can be a difficult process. | We will add a section to the policy that outlines the key stages of the process, expected timescales, and key contact points. | June 2025 |
| The policy could include real-life examples to show how it will work in practise. | Including real-world examples will make the policy more | We will add a section with case studies and example scenarios. | June 2025 |

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| | practical and reliable. | | |
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