

# NAVIGATOR

## (CREATING MORE TRANSPARENCY AROUND THE HOUSING ALLOCATIONS PROCESS.)

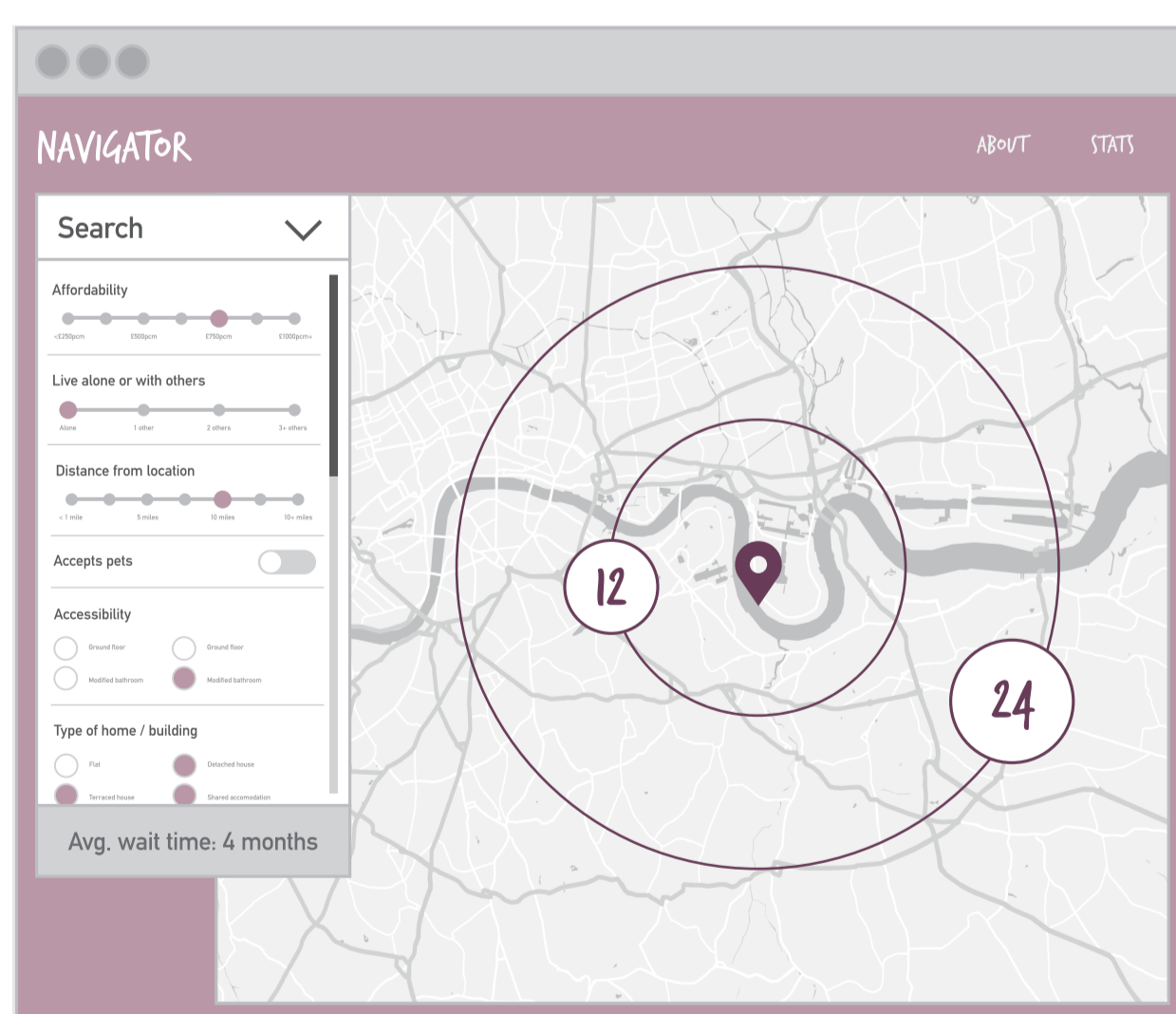
Current housing allocation policies and processes tend to exclude consideration of the personal priorities of the person seeking housing. People looking for housing can find it challenging to know or understand how their personal priorities e.g. owning a pet or being located close to their place of employment affects their chances of securing housing in a certain location. This can lead to people waiting for housing for longer periods or being allocated unsuitable housing.

### Insights

- People at both end of the spectrum have similar needs around suitability
- Housing allocations are based on finding a house, not a home
- Applicants aren't given the right kind of information to understand the impact of certain criteria on the length of their wait
- Housing suitability data isn't widely collected so it's challenging to know what type of housing is needed in a certain location.

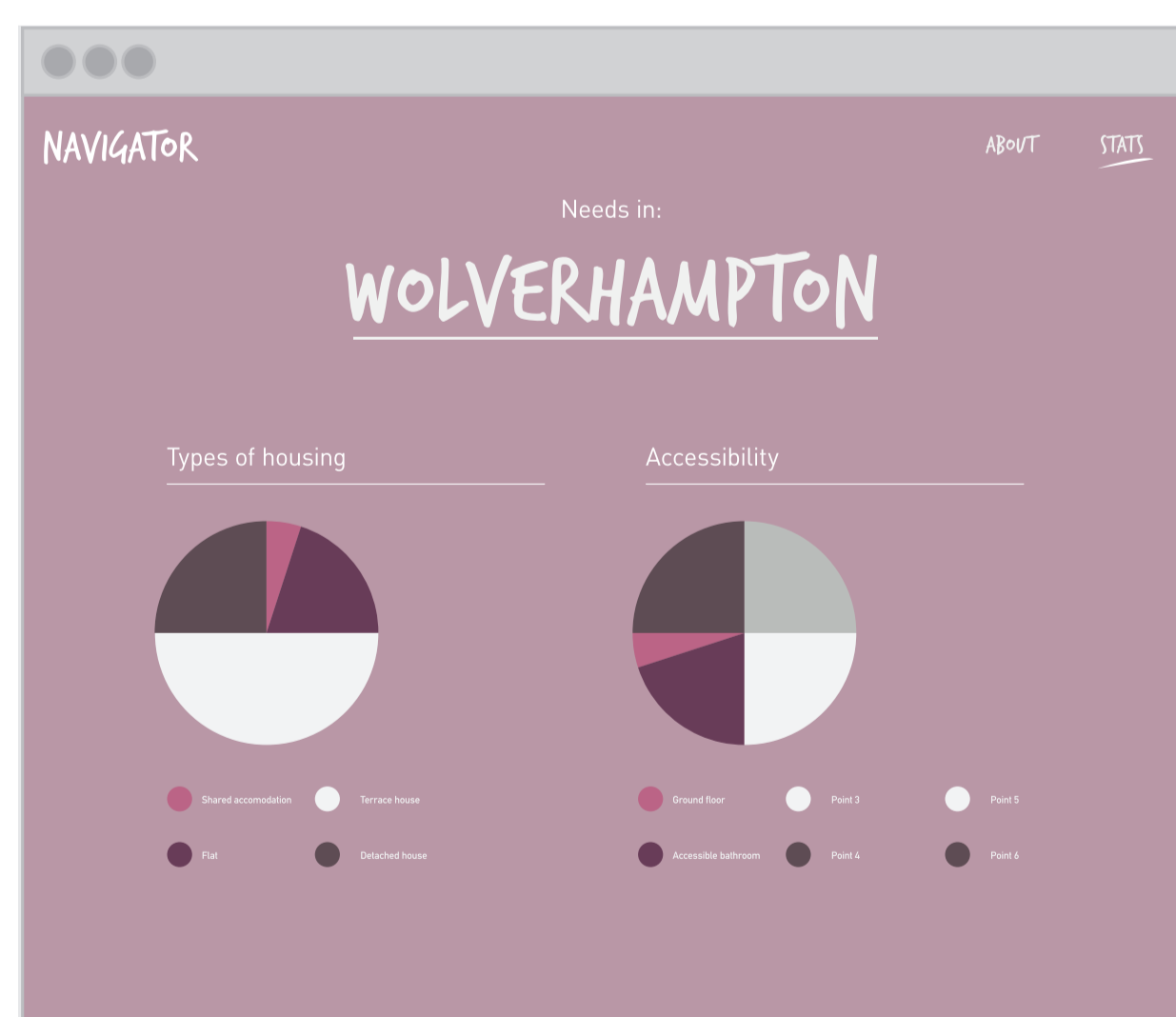
### Solution

A tool to provide more transparency around the factors that affect waiting times for housing. Users are able to see real time information about the effect of their needs, preferences and choices on waiting times for housing. The tool also helps housing allocations staff take a more person-centred approach when guiding applicants through the process.



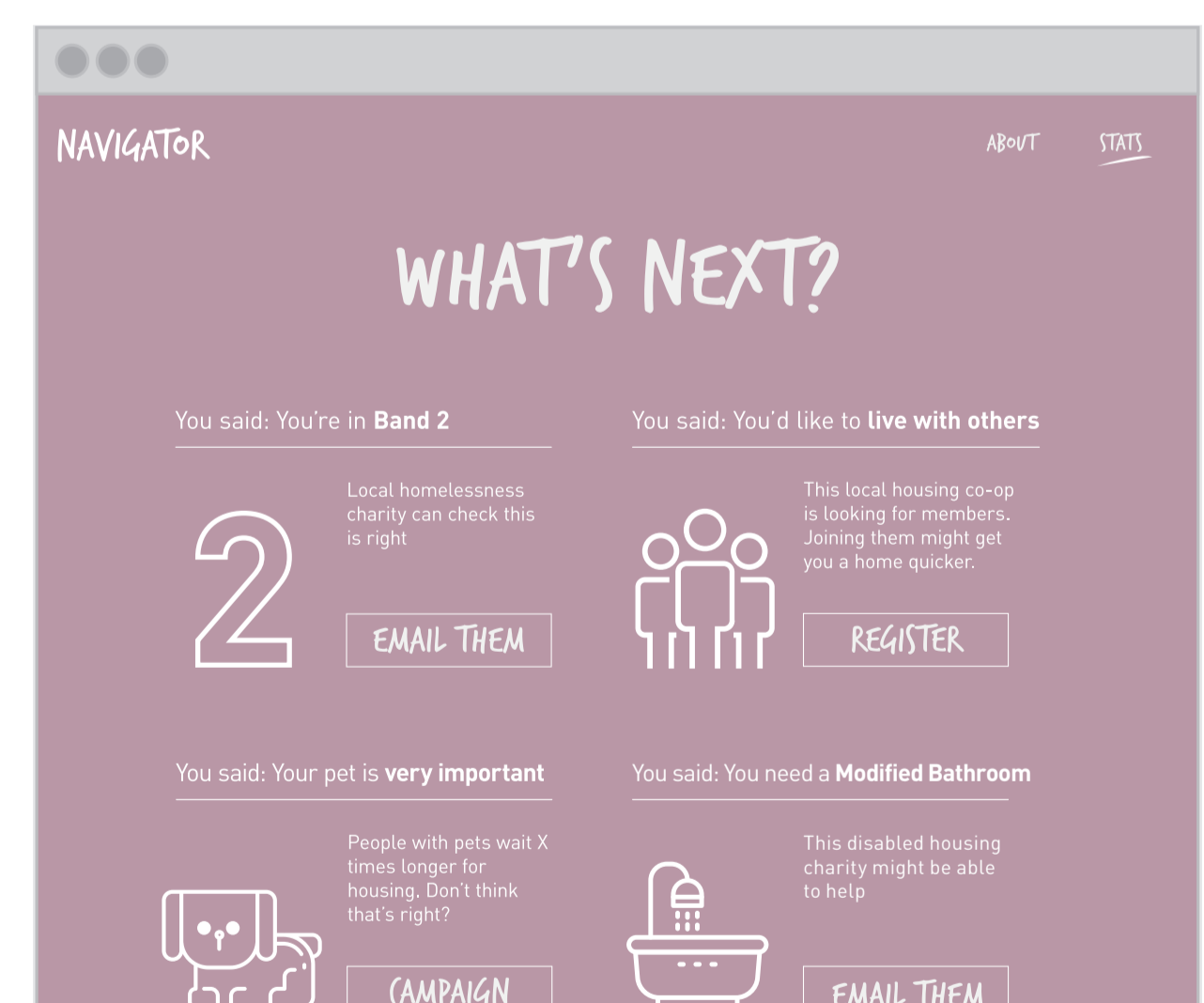
### 1. Real time search

Tool works by entering some basic information in relation to user preferences. The tool then generates (in real time) an estimated average waiting time. User can alter preferences to see the impact this has.



### 2. Gathering data

Over time the tool will generate data around housing in different localities, based on user preference.



### 3. Taking action

Following their initial search, users will be presented with some 'what next?' practical next steps based on their individual criteria.