



Tuesday, 19 November 2019

Dear Sir/Madam

A meeting of the Housing Committee will be held on Wednesday, 27 November 2019 in the Council Chamber, Council Offices, Foster Avenue, Beeston NG9 1AB, commencing at 7.00 pm.

Should you require advice on declaring an interest in any item on the agenda, please contact Legal Services at your earliest convenience.

Yours faithfully

Chief Executive

To Councillors:	L A Ball BEM	H E Skinner
	B C Carr (Vice-Chair)	E Williamson
	T A Cullen (Chair)	J C Goold
	E Kerry	J P T Parker
	H G Khaled MBE	S A Bagshaw
	J W McGrath	T Hallam
	J M Owen	

AGENDA

1. APOLOGIES

To receive any apologies and notification of substitutes.

2. DECLARATIONS OF INTEREST

Members are requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest in any item on the agenda.

3. MINUTES PAGES 1 - 4

To approve the minutes of the previous meeting held on Wednesday, 18 September 2019.
4. HOUSING DELIVERY PLAN UPDATE PAGES 5 - 12

To update Committee on the work to date to deliver the Housing Delivery Plan and to seek approval to the development of several sites under phase 1 of the plan.
5. HOUSING NEIGHBOURHOOD STRATEGY 2019 - 2022 PAGES 13 - 26

To seek Committee approval for a new Housing Neighbourhood Strategy. The Strategy sets out a new approach to managing neighbourhoods and engaging with residents on neighbourhood issues.
6. REVIEW OF ALLOCATIONS POLICY PAGES 27 - 58

To seek Committee approval for the proposed changes to the Allocations Policy.
7. INTRODUCTORY TENANCIES UPDATE PAGES 59 - 62

To inform the Committee of the progress and outcomes following the introduction of Introductory Tenancies.
8. LIFELINE SERVICE UPDATE PAGES 63 - 68

To provide Committee with an update on the Lifeline Service.
9. HOUSING ENGAGEMENT STRATEGY UPDATE PAGES 69 - 82

To update the committee on the progress of the Housing Engagement Strategy, particularly the work regarding traineeships and apprenticeships.

10. PERFORMANCE MANAGEMENT - REVIEW OF BUSINESS PLAN PROGRESS - HOUSING PAGES 83 - 90

To report progress against outcome targets identified in the Housing Business Plan, linked to Corporate Plan priorities and objectives, and to provide an update as to the latest key performance indicators therein.

11. WORK PROGRAMME PAGES 91 - 92

To consider items for inclusion in the Work Programme for future meetings.

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HOUSING COMMITTEE

WEDNESDAY, 18 SEPTEMBER 2019

Present: Councillor T A Cullen, Chair

Councillors: L A Ball BEM
B C Carr
S Carr (substitute)
J C Goold
T Hallam
E Kerry
H G Khaled MBE
J M Owen
P Owen (substitute)
H E Skinner
C Tideswell (substitute)
E Williamson

Apologies for absence were received from Councillors S A Bagshaw, J W McGrath and J P T Parker.

14. DECLARATIONS OF INTEREST

There were no declarations of interest.

15. MINUTES

The minutes of the meeting held on 5 June 2019 were confirmed and signed as a correct record.

16. ANNUAL REPORT

The Committee noted that the Regulator of Social Housing sets out the regulatory framework for social housing in England. This Framework is a number of standards that registered providers are expected to meet, including local authorities.

The report was discussed and it was considered that processes had been put in place which had improved the customer experience. The Council staff were thanked for their efforts.

RESOLVED that the Housing Service Annual Report 2018/2019 be approved.

17. ACQUISITIONS POLICY

The aim of the Policy was to set out the Council’s approach to acquiring property and land. This is to ensure the Council fulfils its objectives set out in the Housing Delivery Plan. The Policy was debated and members stated that new Council owned social housing was needed.

RESOLVED that the Acquisitions Policy be approved.

18. FIXED TERM TENANCIES

The Council had reviewed its tenancy arrangements in 2017-2018 and an independent legal options review was undertaken.

In January 2018 the Housing Committee had resolved a recommendation that included the introduction of introductory tenancies, which for general needs tenancies, became five year fixed term tenancies after the initial 12-month introductory tenancy period. The Committee debated the merits of fixed term tenancies but the government’s change in emphasis noted.

A recorded vote was proposed by Councillor S J Carr and seconded by Councillor T Hallam. The voting was as follows:

<u>For</u>	<u>Against</u>	<u>Abstention</u>
B C Carr		L A Ball BEM
S J Carr		J C Goold
T A Cullen		E Kerry
T Hallam		H G Khaled MBE
H E Skinner		J M Owen
C M Tideswell		P J Owen
E Williamson		

RESOLVED that the statutory process of consultation to end Fixed Term Tenancies be commenced with affected tenants and that Fixed Term Tenancies no longer be offered to new tenants of the Council.

19. INCOME MANAGEMENT POLICIES

The Rent Setting Policy outlined how the Council would calculate rent for the housing stock that it owned and managed within the Housing Revenue Account. The purpose of the Policy was to ensure the rents would be set in accordance with the relevant statutory and regulatory obligations.

The policies were discussed. It was confirmed that new tenancies would be more expensive but would be capped at a 10% increase. The change to the rent free period was queried. It was clarified that this was largely administrative and now reflected the system used by most Housing Associations. Informal feedback had shown that the change was popular.

RESOLVED that the Rent Setting Policy, Income Collection Policy and Financial Inclusion Policy be approved.

20. GRENFELL RESPONSE UPDATE

The Committee was updated on actions taken since the last report in September 2018. It was expected that that the Grenfell Inquiry would result in significant suggestions for local authorities but the delay in the publishing of the report was a concern. As a result, the Council was acting in advance of such measures becoming law. Further measures would be brought to Committee in due course. The Committee noted the work already taken.

RESOLVED that the Chair of the Housing Committee write to the Secretary of State regarding the need for guidance on Fire door standards.

21. PERFORMANCE MANAGEMENT – REVIEW OF BUSINESS PLAN PROGRESS HOUSING

The Committee noted the report on the progress against outcome targets identified in the Housing Business Plan.

The issue of no storage for mobility scooters in the dementia friendly bungalows was raised. It was confirmed that this issue was being considered going forward and would hopefully be discussed at a future meeting.

22. HOUSING REVENUE ACCOUNT – UPDATE TO BUSINESS PLAN FINANCIAL MODEL

In February 2012 the Council approved a 30 year HRA business plan with the financial model being updated and approved by Council each financial year. The Committee noted the capacity within the financial model for the provision of new housing.

RECOMMENDED to Council that the financial model for the Housing Revenue Account be approved.

23. WORK PROGRAMME

The Committee expressed its gratitude to the employees of the Council. The hard work was reflected in the full Work Programme.

RESOLVED that the Work Programme be approved.

24. EXCLUSION OF PUBLIC AND PRESS

RESOLVED that, under Section 100A of the Local Government Act, 1972, the public and press be excluded from the meeting for the following items of business on the grounds that they involved the likely disclosure of exempt information as defined in paragraphs 1, 2 and 3 of Schedule 12A of the Act.

25. AIDS AND ADAPTIONS CASE

RESOLVED that the aids and adaptions works be approved.

26. CONTRACT FOR CONDITION SURVEY

RESOLVED that the contract be awarded.

27. HOUSING OPTIONS RESTRUCTURE

RECOMMENDED to the Personnel Committee that the new Housing Options Team structure be approved.

28. RENTSENSE SOFTWARE – CONTRACT EXTENSION

RECOMMENDED to the Finance and Resources Committee that contract be extended.

Report of the Deputy Chief Executive

HOUSING DELIVERY PLAN UPDATE1. Purpose of report

To update committee on the work to date to deliver the Housing Delivery Plan (HDP) and to seek approval to the development of several sites under phase 1 of the plan.

2. Background and detail

The Housing Delivery Plan was approved by Housing Committee and the Finance and Resources Committee in June and July 2019 respectively. The following workstreams have commenced to deliver Phase 1 of the Housing Delivery Plan;

Acquisition of former right to buy (RTB) properties - 5 properties are in the process of being purchased and a further potential 8 have been identified for purchase before March 2020. The purchase of former RTB properties provides a 'quick win' for the Council in the early years of the HDP programme and meet housing need.

New Build Development on Council owned land – 3 sites have been earmarked for the 2019/20 HRA development programme and work is progressing to deliver them. It is recommended that the Council submit planning applications to redevelop the 2 sites without planning following a consultation event with local residents in the new year (as outlined in appendix 1). A summary of the sites and proposals are included in Appendix 2.

New Build Development on Council owned land - other sites – Phase 1 of the Housing Delivery Plan identified several other HRA owned sites to be developed in the Borough. A more detailed update on these sites will be provided for January's Housing committee. Officers are currently exploring development opportunities identified in phase 2 and 3 of the Delivery plan that can be brought forward.

3. Financial Implications

The 2019/20 capital programme includes £1,604,200 to progress the Housing Delivery Plan schemes 2.1 to 2.2 above. The housing capital receipts available to assist with the financing of the work streams within the phases of the Housing Delivery Plan totalled £4,330,909 at 31 October 2019. These will be enhanced by further receipts from the future sale of council houses.

Recommendation

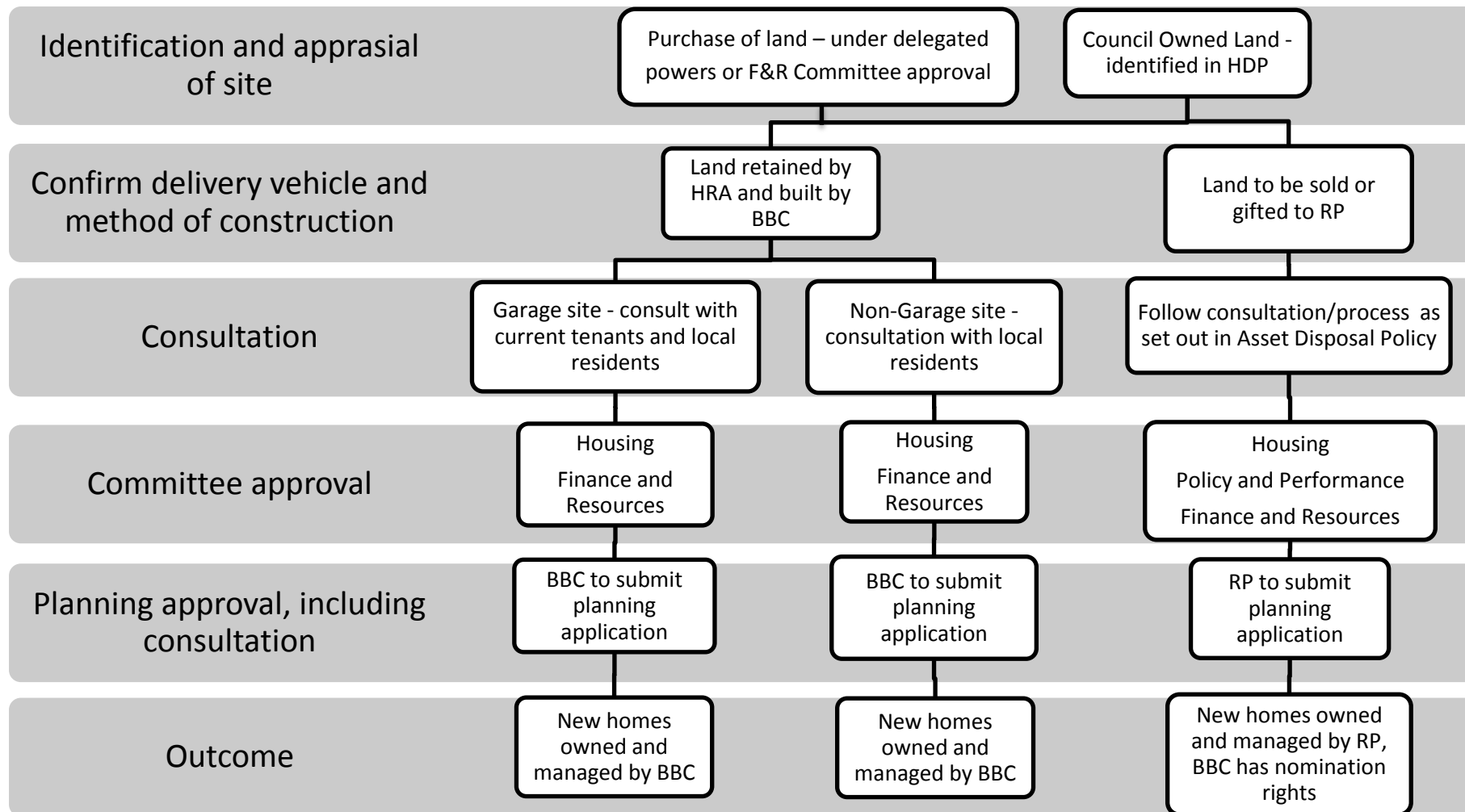
The Committee is asked to RESOLVE that:

- 1) A consultation exercise be undertaken in January 2020 for the sites without planning permission identified in appendix 2, to seek local resident's views,**
- 2) A delegation be made to the Deputy Chief Executive, following consultation with the chair of housing, to agree the mix of the new housing for these 2 sites,**
- 3) A delegation be made to the Deputy Chief Executive, following consultation with the chair of housing, for the Council to submit planning applications for the development of new rented housing on these 2 sites.**
- 4) A delegation be made to the Deputy Chief Executive, following consultation with the chair of housing, for all key approvals relating to the assessment of tender returns for the main construction consultants, including qualitative criteria, and the subsequent award of these contracts.**

Background papers - Nil

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Process for delivery of social and affordable new build housing



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Housing Delivery Plan Update Phase 1 New Build Sites (2019 – 2020)

New Build Delivery Phase 1

The following sites have been identified for initial development in phase 1:

1. Willoughby Street, Beeston,
2. 51 Ilkeston Road, Bramcote (known as Fishpond Cottage),
3. Oakfield Road Garage site, Stapleford.

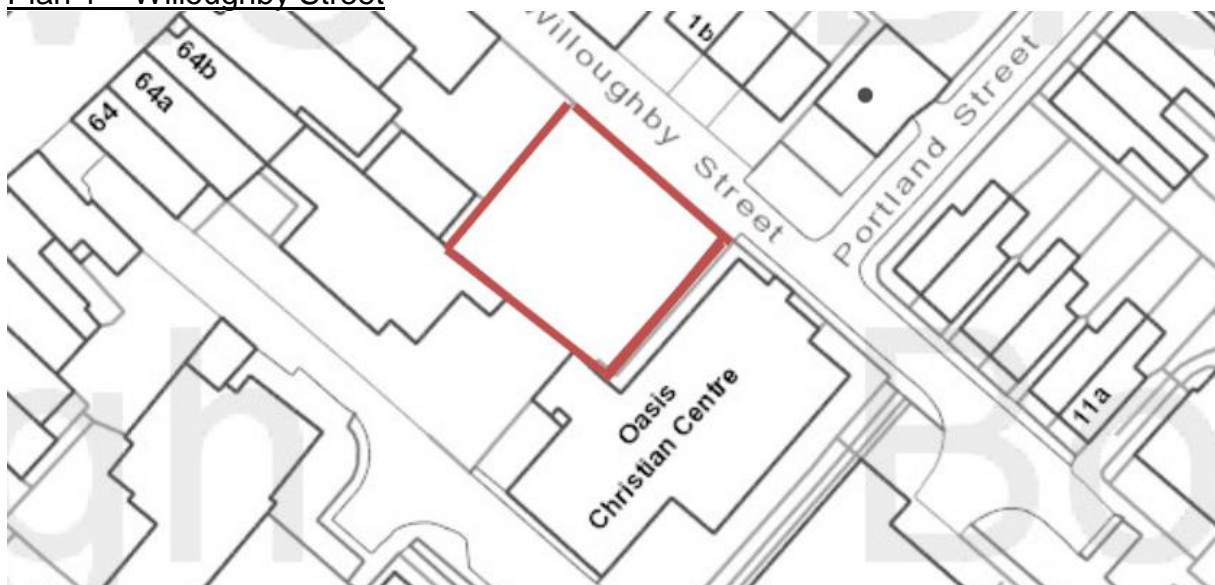
1) Willoughby Street, Beeston

A development of two dementia friendly bungalows for rent will begin in early 2020 at Willoughby Street, Beeston. The scheme has been funded by the Nottinghamshire Better Care Fund. The two bungalows will form part of the Council's stock.

Projected Development Programme

Building regulation approval	November/December 2019
Tender building contract	December 2019
Let building contract	February 2020
Construction work begins	March 2020

Plan 1 – Willoughby Street



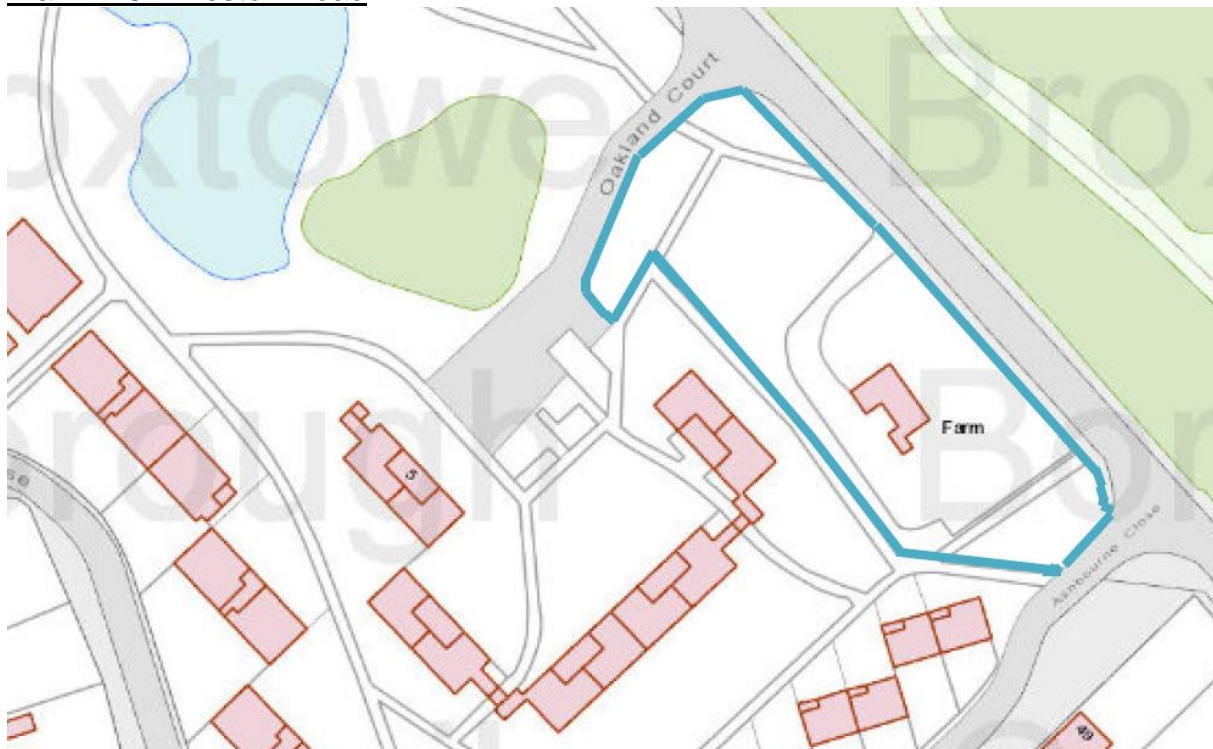
2) 51 Ilkeston Road, Bramcote (known as Fishpond Cottage)

51 Ilkeston Road is a Council owned detached property that is currently vacant. It is on a large plot adjacent to Ilkeston Road that is not allocated as open space in the local plan. The site is also next to a large area of open space surrounding a pond that would all be retained. The residents of the neighbouring independent living scheme have been written to and advised that the Council is looking to redevelop the site. The Council would like to build houses on the land as family housing remains the most pressing housing need across the district.

Projected Development Programme

Consultants appointed (architects, employers agent, engineers)	November 2019
Surveys undertaken	November 2019
Resident consultation exercise	January 2020
Planning application to be submitted	February 2020

Plan 2 - 51 Ilkeston Road



3) Oakfield Road, Stapleford

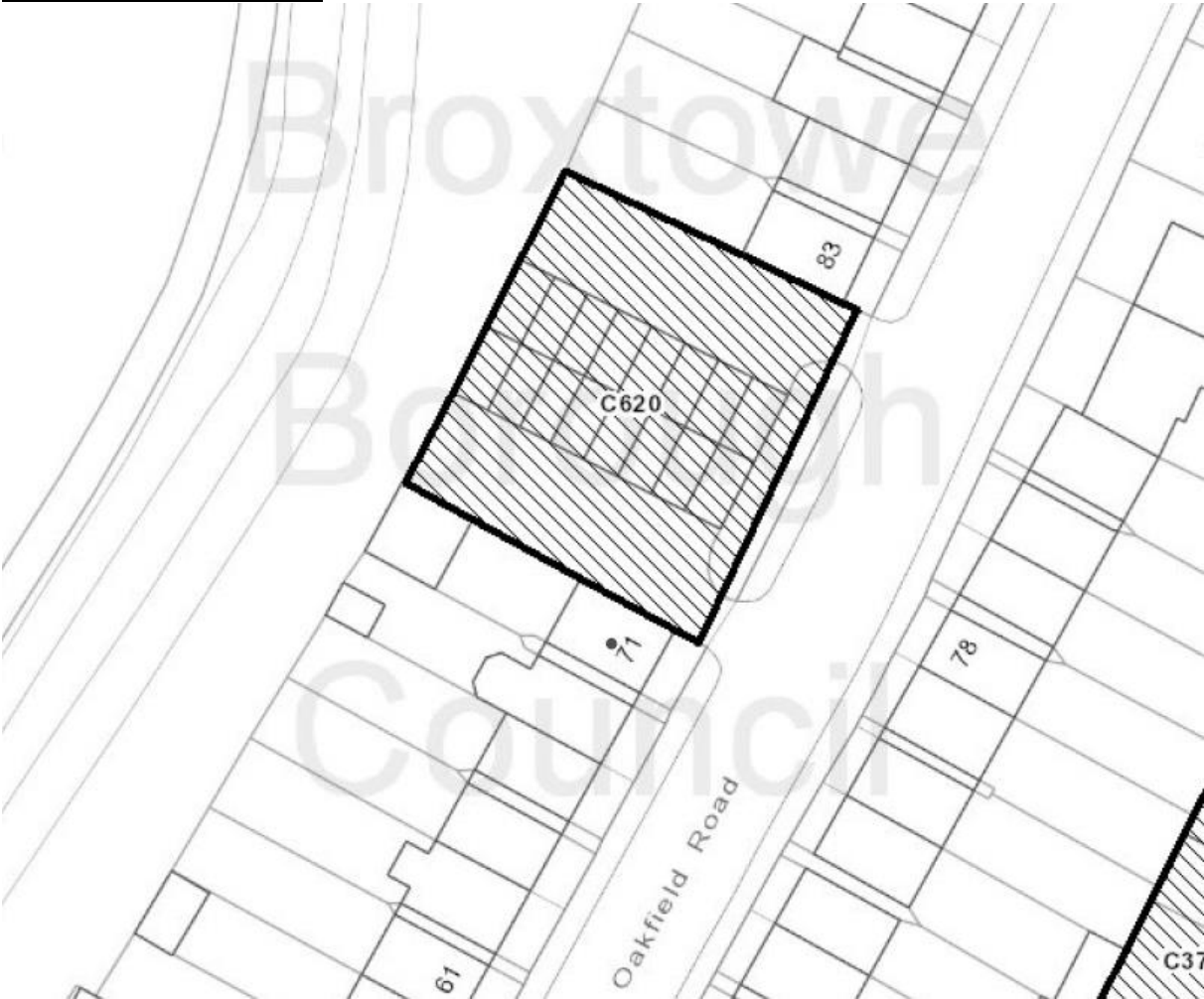
The Council owns circa 838 garages, located throughout the borough with 312 in Stapleford. The site at Oakfield Road currently comprises of 16 garages of which 3 are currently void. The garages are not in good condition and require maintenance and modernisation work.

The Council would like to build flats on the site for rent to ex-service personnel. A low % of Council garages are used to house cars with most acting as storage units. However, a full parking survey will be undertaken before a planning application is submitted to ensure that the proposal does not have a significant impact on existing street parking. The garage tenants and immediate neighbours have been written to and advised that the Council is looking to redevelop the site. The housing department will work with the garage tenants affected to try and find them alternative garages over the coming months.

Projected Development Programme

Consultants appointed (architects, employers agent, engineers)	November 2019
Surveys undertaken	November 2019
Resident consultation exercise	January 2020
Planning application to be submitted	January 2020

Plan 3 - Oakfield Road



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Report of the Chief Executive

HOUSING NEIGHBOURHOOD STRATEGY 2019 - 20221. Purpose of report

To seek Committee approval for a new Housing Neighbourhood Strategy. The Strategy sets out a new approach to managing neighbourhoods and engaging with residents on neighbourhood issues.

2. Background

The Council has traditionally used the tenancy agreement and an approach based around tackling individual problems in neighbourhoods rather than taking a holistic and strategic approach to neighbourhood management. The Housing Neighbourhood Strategy seeks to engender a new approach for tackling neighbourhood issues, including the establishment of 'Priority Neighbourhoods'.

In response to the social housing green paper: A New Deal for Social Housing, the Housing Neighbourhood Strategy links closely with the Housing Engagement Strategy in seeking to engage further with residents by using more informal methods of engagement to encourage involvement and provide feedback.

3. Detail

The Housing Neighbourhood Strategy outlines the following:

- Why the Council has developed a Housing Neighbourhood Strategy
- Details how the Strategy has been developed
- Explains how it will be delivered

The Housing Neighbourhood Strategy is supported by an action plan. This is split into actions that are to be completed in the first year and actions that are to be completed over the three years of the strategy. Progress will be reported annually to Housing Committee.

An Equalities Impact Assessment is appendix 1.

The Housing Neighbourhood Strategy is appendix 2.

Recommendation

The Committee is asked to RESOLVE that the Housing Neighbourhood Strategy be approved.

Background papers

Nil

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Equality Impact Assessment

Public bodies are required in to have **due regard** to the need to:

- **eliminate unlawful discrimination**, harassment, victimisation and any other conduct prohibited under the Act
- **advance equality of opportunity** between people who share a protected characteristic and people who do not share it, and
- **foster good relations** between people who share a protected characteristic and people who do not share it.

The Equality Act 2010 replaces the previous anti-discrimination laws with a single Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways, to help tackle discrimination and equality. The majority of the Act came into force on 1 October 2010.

The **public sector Equality Duty** came into force on 5 April 2011. The duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day to day work – in shaping policy, delivering services and in relation to their own employees.

The Equality Duty encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs. By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

The new equality duty replaces the three previous public sector equality duties, for race, disability and gender. The new equality duty covers the following **protected characteristics**:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race – this includes ethnic or national origins, colour or nationality
- religion or belief – including lack of belief
- sex
- sexual orientation

It also applies to marriage and civil partnership, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

Having **due regard** means consciously thinking about the three aims of the equality duty as part of the process of decision-making. This means that consideration of equality issues must influence the decisions reached by public bodies, including how they act as employers, how they develop, evaluate and review policies, how they

design, deliver and evaluate services, and how they commission and procure from others.

Having due regard to the need to **advance equality of opportunity** involves considering the need to:

- remove or minimise disadvantages suffered by people due to their protected characteristics
- meet the needs of people with protected characteristics, and
- encourage people with protected characteristics to participate in public life or in other activities where their participation is low

Fostering good relations involves tackling prejudice and promoting understanding between people who share a protected characteristic and others.

Complying with the equality duty may involve treating some people better than others, as far as this is allowed by discrimination law. For example, it may involve making use of an exception or the positive action provisions in order to provide a service in a way which is appropriate for people who share a protected characteristic.

The Equality Duty also explicitly recognises that disabled people's needs may be different from those of non-disabled people. Public bodies should therefore **take account of disabled people's impairments** when making decisions about policies or services. This might mean making reasonable adjustments or treating disabled people better than non-disabled people in order to meet their needs.

There is no explicit requirement to refer to the Equality Duty in recording the process of consideration but it is good practice to do so. Keeping a record of how decisions were reached will help public bodies demonstrate that they **considered the aims of the Equality Duty**. Keeping a record of how decisions were reached will help public bodies show how they considered the Equality Duty. Producing an Equality Impact Assessment after a decision has been reached will not achieve compliance with the Equality Duty.

It is recommended that assessments are carried out in respect of new or revised policies and that a copy of the assessment is included as an appendix to the report provided to the decision makers at the relevant Cabinet, Committee or Scrutiny meeting.

Where it is clear from initial consideration that a policy will not have any effect on equality for any of the protected characteristics, no further analysis or action is necessary.

Public bodies should take a proportionate approach when complying with the Equality Duty. In practice, this means giving greater consideration to the Equality Duty where a policy or function has the potential to have a discriminatory effect or impact on equality of opportunity, and less consideration where the potential effect on equality is slight. The Equality Duty requires public bodies to think about people's different needs and how these can be met.

EQUALITY IMPACT ASSESSMENT (EIA)

Directorate:	Housing	Lead officer responsible for EIA	Richard Smith
Name of the policy or function to be assessed:		Neighbourhood Strategy	
Names of the officers undertaking the assessment:		Richard Smith	
Is this a new or an existing policy or function?		Management of existing function	
<p>1. What are the aims and objectives of the policy or function?</p> <p>The Neighbourhood Strategy outlines the Council's approach to managing the neighbourhoods where it has Council properties</p>			
<p>2. What outcomes do you want to achieve from the policy or function?</p> <p>The strategy aims to improve the services provided to residents in those areas and improve the environment in neighbourhoods generally</p>			
<p>3. Who is intended to benefit from the policy or function?</p> <p>Those living in areas of Council housing. Council tenants particularly, along with leaseholders.</p>			
<p>4. Who are the main stakeholders in relation to the policy or function?</p> <ul style="list-style-type: none"> • Tenants • Leaseholders • Other residents of neighbourhoods • Elected members • Partner agencies • Housing staff 			
<p>5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?</p> <p>When applicants apply for housing, equality data is collected. It is also kept on record following their housing.</p>			
<p>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?</p> <p>Information provided on Council records</p>			

<p>7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?</p> <p>None completed for the completion of the strategy</p>
<p>8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways?</p> <p>In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group:</p> <ul style="list-style-type: none"> Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified? <p>Tenants of the Council must be over 18 to hold a tenancy (certain exceptions apply) This can be justified</p>
<ul style="list-style-type: none"> Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified? <p>Yes</p>
<ul style="list-style-type: none"> Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function? <p>None known, engagement with the community is a key part of the strategy</p>
<ul style="list-style-type: none"> Could the policy or function promote or contribute to equality and good relations between different groups? If so, how? <p>The policy should not contribute positively or negatively in this area.</p>
<ul style="list-style-type: none"> What further evidence is needed to understand the impact on equality? <p>None</p>

<p>9. On the basis of the analysis above what actions, if any, will you need to take in respect of each of the equality strands?</p>
<p>Age: It is not anticipated that the Council will need to take any further action in order to enable access for this group. The eligibility criteria for housing is defined in legislation. Statutory agencies assist those under 18.</p>
<p>Disability: It is not anticipated that the Council will need to take any further action in order to enable access for this group.</p>
<p>Gender: It is not anticipated that the Council will need to take any further action in order to enable access for this group.</p>

Gender Reassignment: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Marriage and Civil Partnership: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Pregnancy and Maternity: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Race: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Religion and Belief: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Sexual Orientation: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Head of Service:

I am satisfied with the results of this EIA. I undertake to review and monitor progress against the actions proposed in response to this impact assessment.

Signature of Head of Service:

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Broxtowe Borough Council

Housing Neighbourhood Strategy 2019-2022

Our Vision

The Council's Corporate Plan 2016 – 2020 sets out our vision of:

‘Broxtowe.... A great place where people enjoy living,
working and spending leisure time’

One of the key priorities for Housing set out in the Council's Corporate Plan is to:

‘Become an excellent housing provider’

To create cohesive and thriving neighbourhoods where people want to live and feel safe and work to close the gap between the most and least deprived neighbourhoods. The Council is committed to working with local communities and partner agencies to improve the quality of life in our neighbourhoods. Neighbourhoods need to meet the diverse needs of existing and future residents. Our neighbourhoods should be inclusive places where residents feel empowered to shape and contribute to life in their neighbourhood.

Why have a Neighbourhood Strategy?

Where we live and the quality of our immediate environment has a huge impact on our quality of life and wellbeing. This includes the physical environment such as the cleanliness of our streets and quality of green space; but also how we feel about our neighbourhood – whether we feel safe, have a sense of community and get on with our neighbours.

The Neighbourhood Strategy will assist the Borough in achieving a number of these themes within its housing stock and communities.

It is also recognised that if there are issues within neighbourhoods that are not being effectively tackled, whether this be related to the quality of accommodation, maintenance of property or related to other issues within the neighbourhood, such as crime and anti-social behaviour or be related to this can have an impact on tenancy sustainment.

It is recognised that in many of our communities and in areas where the concentration of our general needs housing is higher, there is current low engagement from the Council with the community and the needs of those communities are not understood. The Neighbourhood Strategy in conjunction with the Council's Engagement Strategy 19-22 aims to tackle some of these issues to help empower residents and resolve complaints and issues within Neighbourhoods.

How the Neighbourhood Strategy has been developed?

The Neighbourhood Strategy has been developed in response to the Housing Green Paper and also some of the issues that the Grenfell Tower Fire brought to the fore.

The Housing Green Paper identified 5 key themes

- A safe and decent home which is fundamental to a sense of security and our ability to get on in life;
- Improving and speeding up how complaints are resolved;
- Empowering residents and ensuring their voices are heard so that landlords are held to account;
- Tackling stigma and celebrating thriving communities, challenging the stereotypes that exist about residents and their communities, and;
- Building the social homes that we need and ensuring that those homes can act as a springboard to home ownership

The Neighbourhood Strategy has also been developed in response to STAR survey, sent to all residents, that shows a particularly disparity in satisfaction levels between those tenants living in Independent Living and those living in General Needs blocks.

Question	Satisfaction % Independent Living	Satisfaction % General Needs
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	88	76

Question	Satisfaction % Independent Living	Satisfaction % General Needs
How satisfied are you with the appearance and surroundings of your neighbourhood?	82	72

It was also clear from the STAR survey that the cleanliness, appearance and security of blocks in General Housing was of far greater concern for the residents living there than it is in Independent Living. It is therefore clear that in our General Needs neighbourhoods, there are problems and concerns that need to be addressed.

How the Neighbourhood Strategy will be delivered – The Introduction of Priority Neighbourhoods?

The Neighbourhood Strategy will aim to concentrate and deliver more bespoke services at a neighbourhood level, understanding that the needs and priorities of each neighbourhood is different.

Within the Neighbourhood Strategy, 'Priority Neighbourhoods' will be defined for the Council to tackle specific issues at that local level. This priority status will be reviewed depending on results and the successful addressing of the key issues. Before a Priority Neighbourhood is identified, the Council will first use the variety of information available to it in terms of empirical data as well as responses from customers to surveys and other engagement methods to create an 'Area Profile' for each area. Once Area Profiles have been produced, Priority Neighbourhoods will be identified from the results.

An aim of developing Priority Neighbourhoods is to ensure that staff are visible, listening to and responding to the needs and concerns within the community. It is expected that the needs and priorities for communities could be diverse, they could be about the safety or condition of their living environment, fear of crime and anti-social behaviour, the cost of living and the impact of welfare reform or more specific issues at a local level. Therefore within these Priority Neighbourhoods, resources from different teams within housing will be concentrated on tackling the issues that have been identified. Additional financial resources will also be made available for any capital investment where necessary that will bring a tangible benefit to the community within the neighbourhood.

It is hoped that the creation of a partnership approach across the teams within housing, the wider Council, established partners such as the Police, local residents and Ward Councillors will lead to an enhancement in housing areas within Broxtowe.

Neighbourhood Strategy Priorities

The Neighbourhood Strategy covers a three year period and will be reviewed on an annual basis to ensure that the strategy continues to meet national and local priorities.

The strategy will be supported by an action plan

To Improve Neighbourhoods, but Understand that Each Neighbourhood is Different	
Strategy Action	To be achieved in Year 1 of the Strategy
Create and agree a minimum standard of what is expected to be achieved in each neighbourhood, regardless of whether it has a priority status or not.	Agree minimum standard as a Council through the Housing Performance Group, based around health, safety and environmental factors.
Identify a series of Priority Neighbourhoods	Identify first Priority Neighbourhood within the Strategy and begin to deliver services accordingly
Strategy Action	To be implemented throughout the Strategy
Ensure that residents are aware of what is expected of them and what they can expect of the Council within their neighbourhood	Use noticeboards in neighbourhoods and other media to publicise positive behaviours and minimum standards

	agreed by residents and members across neighbourhoods
Programme of training for officers working in neighbourhoods to ensure that agreed standards are understood	All staff to be training in accordance with agreed standards
Allow officers to make improvements to neighbourhoods based on concerns of residents, using capital investment where necessary	Invest to improve areas where an improvement has been identified, a rationale developed and a community benefit has been identified.

Integrate Housing Services at a Neighbourhood Level

Strategy Action	To be achieved in Year 1 of the Strategy
Relaunch the Tenancy and Estates service to reflect a neighbourhood management and tenancy sustainment focus.	Introduce a new management approach to neighbourhoods. This will enable the delivery of the necessary improvements to neighbourhoods, particularly priority neighbourhoods.
Increase the presence of staff in neighbourhoods, particularly priority neighbourhoods	Establish at least three weekly housing surgeries where housing staff will be present
Increase the presence of staff in neighbourhoods, particularly priority neighbourhoods	Review the work of the caretaking service and the cleaning service within neighbourhoods to ensure maximum effectiveness
Strategy Action	To be implemented throughout the Strategy
Align Housing services more closely, particularly in priority neighbourhoods.	Use priority neighbourhoods to create cross team objectives to be achieved in partnership
Increase support for vulnerable tenants to maximise tenancy sustainment	Increase in resources focussed on tenancy sustainment case management

To work proactively and Intervene Early

Strategy Action	To be achieved in Year 1 of the Strategy
Ensure that priority neighbourhoods are being identified correctly and tackling issues in the correct locations	Design a methodology for evaluating priority neighbourhoods and their effectiveness
Assess and evaluate current approaches to resolving common neighbourhood issues	Complete a review and produce recommendations
Ensure the effective management of communal areas, putting the health and safety of residents at the forefront	Introduce a new approach and procedure to block inspections and tackling issues in communal areas
Reviewing lettings arrangements in priority neighbourhoods to improve tenancy sustainment	Consider the usage of sensitive lettings or local lettings policies where necessary to assist in the management of neighbourhoods

Strategy Action	To be implemented throughout the Strategy
Ensuring assets and the built environment have a role in the effective management of neighbourhoods	Ensure that Neighbourhood Strategy links with any asset management strategies to ensure that investment in stock and blocks is working in tandem
Ensure information on our performance is provided to customers	Provide performance information using a range of Housing communications
Improve communication with residents in neighbourhoods, particularly in priority neighbourhoods	Review communication methods with residents to ensure maximum effectiveness and impact, consulting with residents.
Work with the Engagement Team to improve feedback on neighbourhood improvements, such as 'You Said, We Did' bulletins	Include "You Said, We Did" features in a range of Housing communications, particularly at a neighbourhood level

Positively engage with the Community within Neighbourhoods

Strategy Action	To be achieved in Year 1 of the Strategy
Work with the engagement team to increase Housing's attendance at community events to promote the work of the team and seek feedback about services	Minimum of five community events attended
Review procedures to see where there may be more opportunities to engage with residents over neighbourhood management issues	Introduce more informal methods of tackling neighbourhood problems and issues and embed these as part of procedural review
Strategy Action	To be implemented throughout the Strategy
Use a variety of communication methods to reach communities within neighbourhoods who have been historically difficult to reach	Develop a targeted marketing campaign around neighbourhood management and positive behaviour in neighbourhoods
Work with the engagement team to embed the use of informal engagement methods throughout the Housing Department	Training provided to Housing Managers on informal methods of engagement and the benefit of this approach to services

To Work in and Strengthen Partnerships

Strategy Action	To be achieved in Year 1 of the Strategy
Raise the profile of priority neighbourhoods to with partner agencies and departments to try and achieve wider engagement and wider solutions where possible	Once priority neighbourhoods have been identified, ensure that all appropriate departments and agencies are consulted, action plans distributed and teams involved further where necessary.
Strategy Action	To be implemented throughout the Strategy
Ensure an effective approach to tackling anti-	Review anti-social behaviour procedures

social behaviour in priority neighbourhoods	to ensure the effective use of the tools and powers available and how these may be able to be utilised in priority neighbourhoods
Ensure an effective approach to tackling anti-social behaviour in priority neighbourhoods	Ensure that the neighbourhood strategy and the work in priority neighbourhoods is fed in to the Community Safety Strategy and how anti-social behaviour is tackled at a Community Safety Partnership level
Ensure that the Council's objective around the environment and sustainability are promoted and improvements in neighbourhoods are made	Work with the Environment section to boost recycling and reduce negative environmental factors in neighbourhoods
Raise the profile of our work in neighbourhoods outside of Broxtowe	Growing and varying attendance at networking forums such as the Nottinghamshire Social Housing Forum
Enhance and grow a partnership approach towards service delivery at a neighbourhood level	Create a Neighbourhood Management Steering Group to monitor and develop the work of the strategy and to raise its profile with partners.

Report of the Chief Executive

REVIEW OF ALLOCATIONS POLICY1. Purpose of report

To seek Committee approval for the proposed changes to the Allocations Policy.

2. Background

The Housing Committee approved the new Allocations Policy in 2018 and the Policy came into effect in November 2018.

The Allocations Policy outlines the method in which housing applicants on the waiting list are assessed, who is eligible, how they are prioritised and how properties are allocated.

The Committee approved for the Policy to be reviewed on an annual basis and therefore this is the first annual review.

3. Detail

An Equalities Impact Assessment is provided as appendix 1.

The Allocations Policy with the proposed changes in bold is appendix 2.

The proposed changes to the Allocations Policy are summarised in appendix 3.

Recommendation

The Committee is asked to RESOLVE that the proposed changes to the Council's Allocations Policy be approved.

Background papers

Nil

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APPENDIX 1

Equality Impact Assessment

Public bodies are required in to have **due regard** to the need to:

- **eliminate unlawful discrimination**, harassment, victimisation and any other conduct prohibited under the Act
- **advance equality of opportunity** between people who share a protected characteristic and people who do not share it, and
- **foster good relations** between people who share a protected characteristic and people who do not share it.

The Equality Act 2010 replaces the previous anti-discrimination laws with a single Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways, to help tackle discrimination and equality. The majority of the Act came into force on 1 October 2010.

The **public sector Equality Duty** came into force on 5 April 2011. The duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day to day work – in shaping policy, delivering services and in relation to their own employees.

The Equality Duty encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs. By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

The new equality duty replaces the three previous public sector equality duties, for race, disability and gender. The new equality duty covers the following **protected characteristics**:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race – this includes ethnic or national origins, colour or nationality
- religion or belief – including lack of belief
- sex
- sexual orientation

It also applies to marriage and civil partnership, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

Having **due regard** means consciously thinking about the three aims of the equality duty as part of the process of decision-making. This means that consideration of equality issues must influence the decisions reached by public bodies, including how they act as employers, how they develop, evaluate and review policies, how they

design, deliver and evaluate services, and how they commission and procure from others.

Having due regard to the need to **advance equality of opportunity** involves considering the need to:

- remove or minimise disadvantages suffered by people due to their protected characteristics
- meet the needs of people with protected characteristics, and
- encourage people with protected characteristics to participate in public life or in other activities where their participation is low

Fostering good relations involves tackling prejudice and promoting understanding between people who share a protected characteristic and others.

Complying with the equality duty may involve treating some people better than others, as far as this is allowed by discrimination law. For example, it may involve making use of an exception or the positive action provisions in order to provide a service in a way which is appropriate for people who share a protected characteristic.

The Equality Duty also explicitly recognises that disabled people's needs may be different from those of non-disabled people. Public bodies should therefore **take account of disabled people's impairments** when making decisions about policies or services. This might mean making reasonable adjustments or treating disabled people better than non-disabled people in order to meet their needs.

There is no explicit requirement to refer to the Equality Duty in recording the process of consideration but it is good practice to do so. Keeping a record of how decisions were reached will help public bodies demonstrate that they **considered the aims of the Equality Duty**. Keeping a record of how decisions were reached will help public bodies show how they considered the Equality Duty. Producing an Equality Impact Assessment after a decision has been reached will not achieve compliance with the Equality Duty.

It is recommended that assessments are carried out in respect of new or revised policies and that a copy of the assessment is included as an appendix to the report provided to the decision makers at the relevant Cabinet, Committee or Scrutiny meeting.

Where it is clear from initial consideration that a policy will not have any effect on equality for any of the protected characteristics, no further analysis or action is necessary.

Public bodies should take a proportionate approach when complying with the Equality Duty. In practice, this means giving greater consideration to the Equality Duty where a policy or function has the potential to have a discriminatory effect or impact on equality of opportunity, and less consideration where the potential effect on equality is slight. The Equality Duty requires public bodies to think about people's different needs and how these can be met.

EQUALITY IMPACT ASSESSMENT (EIA)

Directorate:	Housing	Lead officer responsible for EIA	Richard Smith
Name of the policy or function to be assessed:		Allocations Policy Review	
Names of the officers undertaking the assessment:		Richard Smith	
Is this a new or an existing policy or function?		Existing function	
<p>1. What are the aims and objectives of the policy or function?</p> <p>The Allocations Policy provides guidance on how social housing within the Broxtowe Borough Council is prioritised and allocated</p>			
<p>2. What outcomes do you want to achieve from the policy or function?</p> <p>The review seeks to address some issues in the administration of the Choice Based Lettings scheme that have arisen since the current allocations policy was amended in 2018.</p>			
<p>3. Who is intended to benefit from the policy or function?</p> <p>Applicants for social housing who wish to be housed in the Broxtowe Borough</p>			
<p>4. Who are the main stakeholders in relation to the policy or function?</p> <ul style="list-style-type: none"> • Housing applicants • Housing staff 			
<p>5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?</p> <p>When applicants apply for housing, equality data is collected. It is also kept on record following their housing.</p>			
<p>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?</p> <p>Information provided on Council records</p>			
<p>7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?</p> <p>None completed for the review of the policy. The review and items changed have in</p>			

part been brought about by issues in the administration of the policy caused by its effects on certain groups

8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways?

In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group:

- **Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified?**

Applicants must be over the age of 18 to apply, certain exclusions to apply, such as certain homeless clients and care leavers

Those who cannot show they meet the eligibility criteria for housing may also be excluded

- **Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified?**

Yes, provided the eligibility criteria are met and it can be shown that they are met

- **Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function?**

Support is in place through the Lettings Team to ensure the service is inclusive

- **Could the policy or function promote or contribute to equality and good relations between different groups? If so, how?**

The policy should not contribute positively or negatively in this area.

- **What further evidence is needed to understand the impact on equality?**

None

9. On the basis of the analysis above what actions, if any, will you need to take in respect of each of the equality strands?

Age: It is not anticipated that the Council will need to take any further action in order to enable access for this group. The eligibility criteria for housing is defined in legislation. Statutory agencies assist those under 18.

Disability: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Gender: It is not anticipated that the Council will need to take any further action in

order to enable access for this group.

Gender Reassignment: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Marriage and Civil Partnership: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Pregnancy and Maternity: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Race: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Religion and Belief: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Sexual Orientation: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Head of Service:

I am satisfied with the results of this EIA. I undertake to review and monitor progress against the actions proposed in response to this impact assessment.

Signature of Head of Service:

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ALLOCATIONS POLICY

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1.0 Scope

This policy covers all properties for social rent or affordable rent allocated through the Broxtowe Borough Council's Choice Based Lettings (CBL) system called HomeSearch. The CBL system is shared with Gedling Borough Council and Rushcliffe Borough Council, the three Councils share a website and software system, but they each have their own allocations policy.

Although homeless applicants will be allocated properties through the HomeSearch system this policy does not set out the Council's approach to Homelessness. This is detailed in the South Nottinghamshire Homelessness Strategy, which is shared with Gedling Borough Council and Rushcliffe Borough Council.

This policy does not cover allocations of social housing made by registered providers outside of the HomeSearch system, mutual exchanges or temporary decants to another property.

2.0 Purpose

The purpose of the policy is to set out who can apply for social housing, how priority is given to different applicants and how the housing register is maintained.

This policy does not set out how applicants can apply to HomeSearch or bid for properties. Full details can be found on the HomeSearch website - www.home-search.org.uk/ or by contacting a member of the Lettings Team at Broxtowe Borough Council.

3.0 Aims and Objectives

We aim to make the best use of the social housing stock in the Borough to meet the needs of residents. The aims of the policy are:

- To ensure that all regulatory and legal requirements are met
- To set out the requirements for considering eligibility and qualification
- To ensure that applicants are given choice
- To set out the categories of applicants who will be given reasonable preference
- To set out the categories of applicants who will be given additional preference
- To confirm when local lettings policies and direct lets may be used
- To set out a framework for reviews and appeals

4.0 Regulatory Code and Legal Framework

The 'Allocation of accommodation: guidance for local housing authorities in England' is statutory guidance issued in 2012 to local housing authorities in England under s169 of the Housing Act 1996. Housing Authorities are required to have regards to it in exercising their functions under Part 6 of the Housing Act 1996 and Localism Act 2011.

Additional guidance 'Providing social housing for local people' was issued in 2013 to assist housing authorities to make best use of the flexibilities within allocation legislation to better meet the needs of their local residents and their local communities.

S166A of Housing Act 1996 provides that authorities must have regard to their homelessness and tenancy strategies when framing their allocations scheme.

The Allocation of Housing (Qualification Criteria for Right to Move) (England) Regulations 2015 and the DCLG Statutory Guidance – Right to Move (March 2015) apply where a local authority has introduced a local connection qualification within its lettings policy.

5.1 Definition of an 'Allocation'

Housing Act 1996, Part 6 states a housing authority allocates accommodation when it:

- Selects a person to be a secure or introductory tenant of accommodation held by that authority
- Nominates a person to be a secure or introductory tenant of accommodation held by another housing authority
- Nominates a person to be an assured tenant of accommodation held by a Private Registered Provider

For the purpose of this policy an allocation will be considered to be a nomination if the property has been advertised and shortlisted through the HomeSearch Choice Based Lettings system.

This applies to existing tenants if:

- The allocation is made at the tenants request
- The tenant has reasonable preference (as defined in this policy)

This policy and definition does not apply if the Council initiates a transfer for management purposes.

5.2 Choice

Broxtowe Borough Council is committed to enabling applicants to play an active role in choosing where they want to live whilst continuing to house those in greatest need and making the best use of the social housing stock in the Borough.

Through HomeSearch applicants have a choice about where they wish to live, the type of accommodation they wish to occupy and who they wish to have as a landlord. The promotion of choice to applicants will help create sustainable tenancies and communities.

5.3 Eligibility

There are certain groups of people who are eligible for social housing. The eligibility provisions do not apply to applicants who are already secure, introductory or assured tenants of a private registered provider.

Accommodation will not be allocated to persons from abroad who are ineligible for housing if:

- They are subject to immigration control unless he or she comes within a class prescribed in regulations made by the Secretary of State
- They are to be treated as ineligible for an allocation of accommodation as prescribed in regulations made by the Secretary of State

The term 'person subject to immigration control' is defined in s13(2) of the Asylum and Immigration Act as a person who under the Immigration Act 1971 required leave to enter or remain in the United Kingdom (whether or not such leave has been given)

The following categories of people do not require leave to enter or remain in the UK:

- British citizens
- Certain Commonwealth citizens with a right to abode in the UK
- Irish citizens, who are not subject to immigration control in the UK because the Republic of Ireland forms part of the Common Travel Area with the UK which allows free movement
- EEA nationals, and their family members, who have a right to reside in the UK that derives from EU law
- Persons who are exempt from immigration control under the Immigration Acts

All potential circumstances cannot be included in the policy. The UK Border Agency provides a service to housing services to confirm the Immigration Status of an applicant from abroad. If there is any uncertainty regarding eligibility, enquiries will be made before accepting an application

A joint tenancy, for two or more people, will not be granted if any of the applicants are ineligible. However, if one of the applicants is eligible then the tenancy may be offered to that applicant only. Ineligible family members may be taken into account in determining the size of accommodation which is allocated.

All applicants accepted by Broxtowe Borough Council as homeless will be eligible.

All applicants will sign a declaration to confirm that they are eligible for accommodation.

5.4 Qualification

To join the housing register, applicants must:

1. Be aged over 18, unless due to the following exceptional circumstances:
 - Homeless young people to whom a duty is owed under Housing Act 1996, Part 7
 - Care Leavers with a recommendation from Children's Services
 - Teenage parents

Any tenancy granted to a persons under the age of 18 will be held in trust for them by a responsible adult, appointed to act on their behalf

2. Have been a resident in the borough of Broxtowe for 3 out of the last 5 years, unless one of the exceptions below applies:
 - Members of armed forces who have been discharged within 5 years preceding the allocation of social housing
 - Bereaved spouses and civil partners of members of the armed forces leaving Services Family Accommodation following the death of their spouse or partner
 - Serving or former members of the Reserved Forces who need to move because of serious injury, medical condition or disability sustained as a result of their service
 - Applicants who have been accepted as a reciprocal arrangement with another local authority or registered provider
 - Broxtowe Borough Council care leavers who have been placed outside of the borough
 - **Applicants who are permanently employed in the Borough or have confirmation of a permanent job offer in the Borough**
 - Applicants who are **survivors** of domestic **abuse** who cannot return to their home **or require rehousing away from their home** due to fear of violence

- Applicants who are part of the UK Protected Persons Scheme (formally known as Witness Protection)
- **Applicants that have support needs associated with their household and their housing needs cannot reasonably be met or provided outside of the Borough**
- Applicants over the age of 60 who are applying for Independent Living accommodation (these applicants will be placed in Band 4)

Applicants will not qualify if they are not available to occupy accommodation, if they were to be offered a property. This includes prisoners and those in tied accommodation. In these circumstances applicants should reapply when their circumstances change.

If an applicant declares that they have a **current or former** financial interest in a property, a full review will be completed following the Application from Home Owners procedure to establish if they qualify. **Exceptions could include;**

- **Owner occupiers who live in conditions of disrepair or in unsuitable accommodation who are vulnerable due to age, long-term medical condition or disability**
- **Owner occupiers who experience a change of circumstances so that their home is at risk. Applicants must have approached their local Housing Options Team or have received independent housing advice and their potential homelessness cannot be prevented**

Broxtowe Borough Council will take all the resources available to the applicant into account. Applicant who own or used to own a property and those with equity must declare any interests in land, property or equity that they have.

All applications will be reviewed on an individual basis considering the equity available, ability to resolve their own housing situation and if they are able to access or sell their property. **Applicants who have an equity value of over half of the average property price (based on information from the Land Registry) in the Broxtowe Borough will be expected to resolve their own housing circumstances, unless mitigation applies. If the applicants home is outside the Broxtowe Borough, local connection criteria will be applied first.** Home owners or those with a financial interest in property may be excluded following the completion of the review.

Home owners over the age of 60 who are applying for Independent Living accommodation only will be exempt from review and will be placed in Band 4.

All applicants will sign a declaration to confirm that they qualify for accommodation.

5.5 Types of applicant

Single applicants – The majority of these applicants will be those who want to live alone, but also includes those who want to live with others but not have a joint application. If a single applicant accepts a tenancy, the tenancy must be granted in their name only.

Joint applicants – Applicants who have a long term commitment to live together. If joint applicants accept a tenancy, the tenancy must be granted in the name of all of the joint applicants.

Family applicants – Applicants who have at least one dependant child (aged up to 18). This includes adopted and foster children. Applicants who are pregnant will be considered as family applicants as soon as their pregnancy has been confirmed.

Applicants no longer wishing to apply jointly – If applicants in a joint application no longer wish to apply jointly, separate applications can be made from the original joint application. Each application will be reassessed. If the applicant is awarded the same or lower band then the original registration date will be used. If they are awarded a higher band then the registration date will be the date that they are placed in the higher band.

5.6 Reasonable Preference

Broxtowe Borough Council is required to give 'reasonable preference' to certain groups over other groups. These groups are:

- Applicants who are homeless (in accordance with Part 7 of the Housing Act 1996 as amended and extended by the Homelessness Act 2002) including those who are intentionally homeless and those who are not priority need
- People who are owed a duty by any housing authority under s190 (2) or 195 (5) of the Housing Act 1996 (or under s65(2) or 68(2) of the Housing Act 1985) or who are occupying accommodation secured by any housing authority under s192 (3)
- People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions
- People who need to move on medical or welfare grounds
- People who need to move to a particular locality in the borough, where failure to meet that need would cause hardship (to themselves or others).

The Allocations Policy has been framed to ensure that the groups listed above have been given reasonable preference within the appropriate band.

5.7 Additional Preference

Housing authorities have the power to frame their allocation scheme to give additional preference to particular descriptions of people who fall within the statutory reasonable preference categories and have urgent housing needs. All housing authorities must consider, in the light of local circumstances the need to give effect to this provision. People with urgent housing need include:

- Those who need to move urgently because of a life threatening illness or sudden disability

- Families in severe overcrowding which poses a serious health hazard
- Those who are homeless and require urgent re-housing as a result of violence or threats of violence, including those escaping domestic abuse

The Allocations Policy has been framed to ensure that groups with urgent housing need, including those listed above have been given additional preference within the appropriate band.

5.8 Armed Forces

Additional preference must also been given to:

- Former members of the Armed Forces
- Serving members of the Armed Forces who need to move because of a serious injury, medical condition or disability sustained as a result of their service
- Bereaved spouses and civil partners of members of the Armed Forces leaving Services Family Accommodation following the death of their spouse or partner
- Serving or former members of the Reserved Forces who need to move because of serious injury, medical condition or disability sustained as a result of their service

Additional preference will be given to these applicants by awarding the applicant one band higher than if their application was assessed solely on their other circumstances. For example, if an applicant is assessed as Band 3 but is a former member of the armed forces their application will be awarded Band 2.

5.9 Care Leavers

If an applicant is a care leaver then the local connection criteria specified in 5.4 is not applicable. The applicant will qualify if they have previously lived or been placed in local authority care within Nottinghamshire, not just the Borough of Broxtowe.

A care leaver will be given additional priority if they join the scheme and have not found accommodation that is suitable within 8 weeks, this is in accordance with the Nottinghamshire County Wide Care Leavers Protocol.

For any assessment that is completed with the applicant, the applicant must be accompanied by the Care Leaving Service.

5.10 Medical Assessments

Officers will make assessments following the medical assessment procedure to ensure that the appropriate band is awarded. Applicants will be asked to provide supporting information from medical professionals who currently work with them.

If further guidance is needed, or conflicting information has been provided from medical professionals then the Council will make a referral to an independent specialist advisor.

5.11 Banding

Broxtowe Borough Council has a duty to offer choice and to ensure that the needs of reasonable preference and additional preference categories are met. The most appropriate way to achieve this is to operate a needs based banding system with bands arranged to reflect the level of housing need.

The current housing circumstances and needs of each applicant will be the determining factor in deciding which Band an applicant receives. Once placed in an appropriate band, applicants will be ordered within the band by date order so that priority within a band is given to the applicant with the earliest date.

If an applicant's circumstances reflect more than one of the situations in the bands, the situation in the highest band will be used. No additional priority is given if circumstances reflect more than one situation.

The banding process will ensure that applicants in the greatest need receive the most preference for re-housing. Once an applicant has been assessed and placed into a Band, the applicant will not move to another Band unless there is a change in the applicant's circumstances.

Broxtowe Borough Council has 4 application bands. Criteria for Bands 1, 2 and 3 are shown on the next pages..

Band 1

Urgent Medical Priority	Applicants who have a permanent or chronic illness or disability and as a result of their condition are unable to continue to occupy their current accommodation. This includes both physical and mental health. An applicants current home must be assessed by a housing, health or social care professional as not being accessible or suitable. Priority will only be awarded where their current home is not able to adapted to suitably meet their needs.
Demolition	Applicants whose home is subject to demolition.
Category 1 Hazards	Applicants whose home has been assessed by the Council's Environmental Health Team as being subject to a category 1 hazard under the Housing Health and Safety Rating System which cannot be resolved whilst they are in occupation.
Statutory Overcrowding	Applicants whose current accommodation has been assessed as being statutorily overcrowded by an Environmental Health Officer. Priority will only be awarded where this has arisen as a result of natural growth or where proof can be provided that the person who caused the overcrowding had no other option than to move to the property. The Council will also take into account bedroom standard criteria to assess if an household is overcrowded.
Severe Under Occupation	Tenants of one of the HomeSearch partners whose current home is too large for the needs of their household by two or more bedrooms. The Council will use the bedroom standard criteria to assess if an household is under occupied.
UK Protected Persons Scheme	Applicants rehoused at the request of the UK Protected Persons Service (UKPPS), formally the National Witness Protection Scheme
Homelessness – Main Duty	Where the Council has accepted a main homelessness duty i.e. eligible for assistance, have a priority need and unintentionally homeless. Also for those where an applicant is owed the relief duty and would likely be owed the main duty if the relief duty were to end unsuccessfully.
Care Leavers	Care leavers will be placed in Band 1 if they have previously been in Band 2 in accordance with the Policy and Nottinghamshire County Wide Care Leavers Protocol and have not found suitable housing in 8 weeks.

Band 2

Homelessness – Prevention Duty	Where an applicant with a local connection to the Council is owed a prevention duty, where all prevention measures have been exhausted and would likely be owed the main duty if both the prevention and relief duty were to end unsuccessfully.
Harassment	Applicants who are at risk in their current property because they are experiencing serious and sustained harassment, violence or threats of violence and likely to be owed the main housing duty if they were to make a formal homelessness declaration. This includes applicants fleeing domestic abuse.
Succession	Applicants who have succeeded a tenancy owned by one of the HomeSearch partners but the property is unsuitable due to the size or adaptations.
Care Leavers	Applicants who are leaving care, in accordance with the Nottinghamshire County Wide Care Leavers Protocol.
Move on from specialist and supported accommodation	Applicants who are ready to move on to independent living from supported accommodation. Applicants will be awarded this category following confirmation from the accommodation or support provider that they are ready to move on and have the necessary skills to maintain an independent tenancy.
High Medical Priority	Applicants or a member of their household who have a serious, lasting medical condition, illness or disability which is made worse by their current accommodation and as a result of their condition it is not reasonable to continue to occupy their current accommodation on a long term basis. This includes both physical and mental health.
Severe Overcrowding	Applicants whose current accommodation is assessed as being two bedrooms short of the required number of bedrooms. The best use of all rooms in the house will be considered when calculating the number of bedrooms. Priority will only be awarded where this has arisen as a result of natural growth or where proof can be provided that the person who caused the overcrowding had no other option than to move to the property.
Under Occupation	Tenants of one of the HomeSearch partners whose current home is too large for the needs of their household by one bedroom. The Council will use the bedroom standard criteria to assess if an household is under occupied.
Unsuitable accommodation due to adaptations	Tenants of one of the HomeSearch partners whose current home is an adapted property but the adaptation is no longer required.
High Welfare Need	Applicants who experience hardship in their current accommodation and who need to move to improve their situation. This includes applicants who have suffered a traumatic incident in their home.

Band 3

Homeless	This band will be awarded where an applicant is owed either a prevention or relief duty but where they would not be owed the main duty when the prevention and relief duty comes to an end because they have been assessed as likely to be: <ul style="list-style-type: none"> • Not in priority need and/or • Intentionally homeless and/or • Have refused an offer of suitable accommodation as discharge of the Council's main duty, prevention or relief homelessness duties
Discharged Homeless Duty	Applicants who have been accepted as being owed a full housing duty following a homelessness application and who have declined an offer of accommodation which was considered by the Council to be a reasonable offer of accommodation suitable to the applicants needs
Lodgers with dependent children	Applicants with dependent children, or who are pregnant and who are lodging with family or friends.
Lodgers who share facilities	Applicants who have to share facilities, such as a kitchen or bathroom, with another household who are not part of their immediate family
Moderate Medical Priority	Applicants whose household includes a person who has an illness or disability which is affected by their current accommodation and whose condition would benefit from alternative accommodation but a move is not essential. This includes both physical and mental health.
Overcrowding	Applicants whose current accommodation is assessed as being one bedroom short of the required number of bedrooms. The best use of all rooms in the house will be considered when calculating the number of bedrooms. Priority will only be awarded where this has arisen as a result of natural growth or where proof can be provided that the person who caused the overcrowding had no other option than to move to the property.
Welfare Need	Applicants who experience hardship in their current accommodation and who need to move to improve their situation. This includes applicants suffering from financial hardship and applicants who need to move to be closer for specialist education, medical facilities or support.
Employment	Applicants who need to move to take up an offer of permanent employment.

Band 4

Applicants with no Housing Need	Applicants who do not meet any of the criteria set out in Bands 1, 2 and 3
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5.12 Verification

All applicants will be required to provide information to enable their application to be processed, this includes:

- Identification which confirms the applicants current address
- Identification which confirms the applicants signature
- Proof of current tenancy status
- Details of previous five years accommodation, including addresses where the applicant was not the tenant
- Details of all household members
- Financial information, including any interest in property

Extra information or evidence will also be required from some applicants, including:

- Assessments made by professionals in support of application
- Proof of pregnancy
- Access to children and evidence of child benefit
- Details of convictions
- Information regarding additional support needs
- Landlord references, including any details of rent arrears
- Confirmation of circumstances regarding the Armed Forces

It is not possible to list every document that may be required. When an application is received it will be assessed by a member of the Lettings Team who will contact the applicant to request any additional supporting evidence. Applicants will only be accepted, awarded a band and allowed to bid once all evidence has been received. The registration date, for allocation purposes is the date that the application was activated following all verifications being completed.

If the applicant is assessed as potentially Band 1 or 2 then a full investigation will be completed as to whether the applicant can be accepted onto the list, this includes previous convictions or anti-social behaviour. If the applicant is assessed as Band 3 or 4 then they will be accepted onto the list and further checks will be completed before an offer of accommodation is made. This distinction has been made due to the level of work involved in completing checks and because applicants in Bands 3 and 4 are likely to be on the list for a longer period of time before an offer of a property is made.

An applicant who has **current and/or former** rent arrears will be accepted. When an offer of property is made the applicant will need to provide proof that a payment plan

has been arranged and maintained for a minimum of 12 weeks. Partner landlords may wish to include **current and/or former** arrears in the terms of their tenancy agreement. Broxtowe Borough Council will do this on all occasions.

Applicants with additional support needs will be supported and assisted to provide the necessary information.

Applicants will be asked to declare if they are a 'related party', these are applicants who are either:

- Staff of any of the partner registered providers
- Local Authority elected members
- Partner registered providers board members
- A relative of any of the above

Applications from related parties will be verified in the same way as other applicants but the banding and any offers of accommodation will be approved by the Head of Housing.

5.13 Pre- tenancy checks and risk assessments

All offers of accommodation made through the HomeSearch system will be provisional offers subject to pre-tenancy checks being completed. The purpose of the checks is to confirm that the applicant is eligible and qualifies for the scheme and has provided the necessary information to complete verification checks. Landlord references will also be taken at this time to confirm tenancy conduct and rent arrears. All pre-tenancy checks will be completed following the pre-tenancy checks procedure.

As part of pre-tenancy checks a risk assessment will be completed. It is important that the location and type of property is known as this informs the assessment. For this reason the checks will be completed once a property has been provisional allocated. All risk assessments will be completed following the risk assessment procedure.

5.14 Application following end of fixed term tenancy

If an applicant is applying to the Council following the end of a fixed term tenancy their application will be assessed on their individual circumstances as set out in 5.11.

5.15 Transfer applicants

To ensure the most appropriate use of housing stock on some occasions priority will be given to applicants who are tenants of any of the HomeSearch partners. On these occasions the advert will clearly state: 'Preference to transfer applicants'. The transfer procedure will set out the criteria that will be used.

This priority will not apply to applicants in Band 1. Priority will continue to be given to those in highest priority banding.

5.16 Independent Living accommodation

Properties that are designated as **Independent Living** will only be allocated to applicants over the age of 60 or applicants with a degree of disability that makes their present home unsuitable and who would benefit from the support available in **Independent Living** accommodation.

The property advert will state if a property is designated as **Independent Living**.

5.17 Local Lettings Policies

Section 166A(6)(b) of the Housing Act 1996 enables housing authorities to allocate particular accommodation to people of a particular description, whether or not they fall within the reasonable preference categories, provided that overall the authority is able to demonstrate compliance with the requirements of the Act.

If this is to be used, a separate local lettings policy will be written. This is particularly appropriate for new build schemes, large estates and areas with problems of anti-social behaviour.

The Council will support registered providers to introduce local lettings policies where there is evidence for a need for a separate policy.

If a property will be allocated according to a local lettings policy the advert will clearly state: 'Allocations will be made in accordance with a local lettings policy'

5.18 Sensitive Allocations

On some occasions it is appropriate that an individual property is allocated sensitively. This would be applicable for one allocation, the same property would not be sensitively let every time it became void. In these cases a Local Lettings Policy would be required.

An example of a sensitive allocation would be reletting a property where the previous tenant had been evicted for anti-social behaviour and the needs of the immediate neighbours need to be considered.

Any properties let as a sensitive allocation must be approved by the Head of Housing and the advert will clearly state: 'Allocations will be made in accordance with sensitive allocations criteria'.

5.19 Direct Allocations

It is expected that the majority of allocations will be made following the bidding process via HomeSearch but there are some cases where it is necessary to make offers to applicants outside of these arrangements. There are two categories of direct allocations:

Urgent housing management cases – such cases are exceptional and an offer must be approved by the Head of Housing, each case will be considered in regards to its individual circumstances

Lower demand properties – if a property has been advertised and shortlisted via HomeSearch and the property has not been let, then the property can be offered directly to an applicant, **in accordance with the Difficult to Let procedure**. It is important to note that if direct offers are made by registered provider partners then the allocation is not subject to this policy. All offers made by Broxtowe Borough Council are subject to this policy. **The Council may approach the Community Living Network with properties that are difficult to let to assist with the placing of applicants within difficult to let properties.**

5.20 Right to Move

The statutory guidance issued in connection with “Right To Move” states that a local authority should allocate a quota of properties each year for tenants under the “Right To Move”. The suggested quota is 1%. This is the quota that Broxtowe Borough Council will use. The quota is for lets, not adverts. Therefore more than 1% of properties may be advertised with this criteria, if properties are not successfully let to ‘Right to Move’ applicants.

Every quarter, at least one property will be advertised as preference to applicants who meet the ‘Right to Move’ criteria. The advert will clearly state: ‘Allocations will be made in accordance with ‘Right to Move’ criteria. Priority will be given to applicants who meet this criteria.

Under the Right to Move legislation the Council has to disregard the local connection criteria for social housing tenants who need to move into the local authority area where the tenant has:

- Reasonable preference in order to avoid hardship, and
- Employment within the district, or has been offered employment within the district and has a genuine intention to take up the offer

5.21 Change of circumstances

Applicants must inform Broxtowe Borough Council of any change of circumstances. This can be done by telephone or in writing. The applicant may be asked to provide additional information or evidence. If this is required the application will be suspended until the necessary documents have been provided.

An applicant's banding may change. If the applicant is awarded the same or lower band then the original registration date will be used. If they are awarded a higher band then the registration date will be the date that they are placed in the higher band.

5.22 Annual Review

On the anniversary of their registration all applicants will receive a review letter. This will ask the applicant to confirm that they wish to remain on the list and that there has not been a change in their circumstances since their application or last review.

If an applicant has not responded within 28 days of the date of their review letter then their application will be cancelled.

Applicants with additional support needs may be contacted differently, for example by telephone.

If the applicants circumstances have changed a review of their new circumstances will be completed. If the applicant is awarded a lower band, then the effective date will remain as the original date. If the applicant is awarded a high band, then the effective date will be changed to the date of the completion of the review.

5.23 Review of urgent applications

All applicants awarded Band 1 will be reviewed every 12 weeks. All applicants awarded Band 2 will be reviewed every 26 weeks.

The purpose of this review is to ensure that appropriate bids are being placed and to monitor any refusal reasons. Applicants will be given advice on how to increase the possibility of an offer of a property.

5.24 Application suspension

If an applicant fails to respond, or refuses 3 offers of accommodation following placing a bid, then their application will be suspended for 6 months. The suspension of application procedure will be followed.

At the end of the suspension period, a review will be completed.

5.25 Application exclusion

If an applicant displays conduct in a previous tenancy that is of cause for concern for Broxtowe Borough Council, the Council will consider whether exclusion from the register is appropriate. The following circumstances will be considered

- **Where upon review, the applicant is a homeowner with significant equity in their home or former home to assist in resolving their own housing circumstances, in accordance with the Application from Homeowners Procedure**
- **Unacceptable behaviour, which would justify possession proceedings of a tenancy, this includes but is not limited to;**
 - **Anti-social behaviour**
 - **Criminal behaviour relating to the loss of previous accommodation**

- **Perpetrating domestic abuse**
- **Tenancy fraud, illegal subletting or abandonment of property**
- **Violence or threats of violence or harassment of any staff or agents of the Council or its partners, previous landlords, the Police or any other statutory or voluntary agency**
- **Any other conduct that shows the applicant to be unsuitable to be a tenant**

The exclusion will only apply to the member(s) of the household who were considered to be participative in the unacceptable behaviour with other members of the family able to make separate applications subject to them meeting the qualification criteria of the Policy.

Exclusion from the register will last for 12 months. The exclusion of application procedure will be followed.

At the end of the exclusion period, a review will be completed to assess whether exclusion should still apply.

Applicants have the right to request a review of the decision to exclude them from the housing register.

5.26 Right to Review

Housing authorities must inform applicants that they have the right to information about certain decisions and a right to review those decisions.

Applicants will be informed in writing of any decision:

- That they are ineligible for an allocation of accommodation under s106ZA(2) or (4)
- That they are not a qualifying person under s 106ZA(7)

Therefore if an application is not accepted following the guidance in sections 5.3 and 5.4 of this policy then the applicant must be informed in writing of the decision. If the applicant has additional support needs then other methods, such as telephone or visit should be used in addition to providing the information in writing.

If an applicant wants to request a review, it is expected that this will be received in writing within 21 days of the decision letter. In exceptional circumstances requests will be accepted via other methods or after 21 days.

Broxtowe Borough Council will complete the review within 28 days. The review will be completed by an officer senior to the officer who made the original decision.

6.0 Related Policies, Procedures and Guidelines

This policy should be read in conjunction with the:

- South Nottinghamshire Homelessness Strategy
- Tenure Strategy
- Voids Management Policy
- People with additional support needs Policy
- Difficult to Let criteria
- Advertising of properties procedure
- Annual review procedure
- Application from home owners procedure
- Direct lets procedure
- Medical assessment procedure
- Pre-tenancy checks procedure
- Sign-up procedure
- Suspension of application procedure
- Tenancy risk assessment procedure
- Transfer procedure
- Use of Autobids procedure

7.0 Review

This policy will be reviewed every year to ensure that it meets current statutory guidance and legislation.

A full review will be completed every 3 years.

8.0 Appendix

Appendix 1 - Size and types of properties that applicants can bid for

9.0 Document History and Approval

Date	Version	Committee Name
Dec 2017	1	Housing Committee - Draft version for consultation
June 2018	2	Housing Committee – For approval

Size and types of properties that applicants can bid for

	Single Person	Couple	Single/ Couple + 1 Child/ Pregnant	Single/ Couple + 2 Children	Single/ Couple + 3 or more children	Single person with overnight carer
Studio	x					
1 Bed Flat	x	x				
2 Bed Flat			x	x		x
3 Bed Flat				x		
1 Bed Maisonette	x	x				
2 Bed Maisonette			x	x		x
3 Bed Maisonette				x	x	
1 Bed House	x	x				
2 Bed House			x	x		
3 Bed House				x	x	
4+ Bed House					x	
1 Bed Bungalow	x	x				
2 Bed Bungalow			x	x		x
3 Bed Bungalow				x	x	

Properties that are designated for Independent Living will only be allocated to applicants over the age of 60 or applicants with a degree of disability that makes their present home unsuitable and who would benefit from the support available in Independent Living accommodation.

Allocation Policy Section	Suggested Change	Reason for Change
Suggested Change 5.4 Qualification	Applicants do not need to meet the standard 3 out of 5 years 'local connection criteria' if they are in permanent employment in the Borough instead of only a job offer as it is in the current policy	This created a two tier system surrounding permanent job offer and permanent employment that was an unintended consequence of the policy
Suggested Change 5.4 Qualification	Applicants do not need to meet the standard 3 out of 5 years 'local connection criteria' if they are survivors of domestic abuse who cannot return home or require rehousing as a result Reference to 'violence' and 'victim' also changed to 'abuse' and 'survivor'	The current policy suggests that you cannot be rehoused as a priority if you are a survivor of domestic abuse and you have not left the home. This is unintended
Suggested New Clause 5.4 Qualification	Applicants do not need to meet the standard 3 out of 5 years 'local connection criteria' if they have support needs related to their housing needs and circumstances that cannot reasonably be provided outside the Borough	The current policy does not allow for any flexibility in cases where being housed in the Borough is clearly beneficial from a support standpoint
Suggested Change 5.4 Qualification	Additional information surrounding home owners equity levels and exemptions be provided as part of the policy	To assist in the administration of the policy and to provide clarity for applicants who may own or have previously owned their own property or have financial interest in one

Allocation Policy Section	Suggested Change	Reason for Change
Suggested Change 5.9 Care Leavers	<p>Applicants who are care leavers are currently placed in Band 2 in accordance with the policy and have exemptions in terms of length of residency in the 'local connection' criteria.</p> <p>Broxtowe Borough Council has signed up to a Care Leavers Protocol County wide and it is suggested that care leavers will be additionally prioritised (to Band 1) after 8 weeks if they have not found suitable accommodation</p>	To comply with the County wide Care Leavers Protocol
Suggested Change 5.12 Verification	<p>That applicants in current rent arrears and in former rent arrears are treated with parity.</p> <p>Applicants must provide proof that they have maintained a payment plan for at least 12 weeks to be considered</p>	Applicants that are in current and former rent arrears were considered differently, this was an unintended consequence of the policy
Suggested Change 5.16 Independent Living	The previous policy referred to Retirement Living in this section and throughout the document	The Retirement Living service is no longer operational at the Council and has been replaced by Independent Living. Independent Living is now referred to in the document where Retirement Living was previously
Suggested Change 5,19 Direct Allocations	To allow the Council to work closely in partnership with the Community Living Network at Nottinghamshire County Council in the letting of properties that are defined as 'difficult to let', generally properties in Independent Living Schemes	To assist to the Council in letting 'difficult to let' properties and to assist in partnership working
Suggested New Section 5.25 Application Exclusion	Exclusion from the Housing Register if there is sufficient evidence of anti-social behaviour or other poor conduct	To help with sustainability of tenancies and ensuring that tenants who have previously displayed poor behaviour leading to the loss of their tenancy do not access housing ahead of other applicants

Report of the Chief Executive

INTRODUCTORY TENANCIES UPDATE

1. Purpose of report

To inform the Committee of the progress and outcomes following the introduction of Introductory Tenancies.

2. Background

The Council reviewed its tenancy arrangements in 2017-2018 and an independent legal options review was undertaken by Anthony Collins Solicitors.

Following consultation, in January 2018 the Housing Committee resolved a recommendation that included the introduction of introductory tenancies, these applied to all new tenants of social housing. Those who had an existing tenancy with Broxtowe Borough Council, or moved house within Broxtowe Borough Council housing stock, or had an existing tenancy with another Registered Social Landlord were not affected by the change in tenancy arrangements.

Introductory Tenancies began being issued to new Broxtowe Borough Council tenants from April 2019.

3. Detail

The appendix shows the outcomes so far from introductory tenancies, these are separated in to four main areas.

- The tenants now subject to an Introductory Tenancy
- Impact on rent arrears owed to the Council
- Tenancy enforcement and breaches
- Visits to introductory tenants.

Recommendation

The Committee is asked to NOTE the report.

Background papers

Nil

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APPENDIX

Introductory Tenancies**Overview**

An introductory tenancy is a type of tenancy that lasts for 12 months and is offered to all new tenants to social housing at Broxtowe Borough Council. The tenancy does not apply to existing secure tenants.

An introductory tenancy has less rights and security than a secure tenancy. It is therefore quicker for the Council to bring a tenancy to an end in the event of a breach or breaches.

Part of the introductory tenancy procedure is for the new tenant to have at least 3 visits from the Housing Team to provide them with tenancy advice and support as necessary. Attending these visits is part of an introductory tenant keeping to the terms of their tenancy agreement.

The Council began offering introductory tenancies from April 2019.

How many tenants have so far been affected?

As of the end of September, there were 73 tenancies that have introductory tenancy status. These are across both General Needs Housing and Independent Living.

There were 159 tenancies in total started over the same period. Tenants who move within social housing stock or start a new tenancy for any other reason do not lose their secure tenancy status, so therefore there are still a number of tenants that are offered new secure tenancies.

What has been the impact on rent arrears?

One of the key reasons to introduce introductory tenancies is to ensure that tenants comply with the terms of tenancy from the very start. A most common tenancy breach that the Council encounters is non-payment of rent by the tenant.

Of the 73 introductory tenancies, 39 of them had a 0 balance or had a credit on their account (53%) 34 tenancies therefore are in breach of their introductory tenancy for rent arrears. Tenancy action is being considered in accordance with the introductory tenancy procedure by the Income Collection Team.

In terms of arrears, the total amount of arrears across the introductory tenancy rent accounts is £7032.67 in arrears. An introductory tenant in arrears therefore has an average of £206 of arrears on their account.

Of the 86 secure tenancies started in this period as a direct comparison, 43 accounts are in credit or have a 0 balance (50%).

In terms of arrears, the total is £9,467.67 in arrears. A new secure tenant in arrears therefore has an average of £220 on their account.

Tenancy Enforcement and Breaches

Apart from the 34 tenancies in rent arrears, there has been some isolated instances of tenants missing appointments for their reviews with the Housing Team. Upon investigation, these have been for reasons that Officers have considered to be reasonable and therefore have not been classed as tenancy breaches.

No Notices of Proceedings to Possession have been served on tenants and there has been no need to consider enforcement action to date.

There are currently no incidents or investigations of anti-social behaviour involving introductory tenants.

Visits to Introductory Tenants

As at the end of September, the Housing Team had completed 77 introductory tenancy visits to tenants. As some of the tenancies started longer than 4 months ago, some of the tenants affected are now on their second visit from an Officer.

The introductory tenants were engaging well with attending their visit appointments with their Housing Officer or Independent Living Coordinator.

Report of the Chief Executive

LIFELINE SERVICE UPDATE

1. Purpose of report

To provide Committee with an update on the Lifeline Service.

2. Detail

The aim of the Lifeline Service offered by Broxtowe Borough Council is to increase, maintain and improve the independence of customers to remain living within their own home.

The Lifeline Service has 920 customers, of these 94% (864) are private residents and 6% (56) are council tenants in general needs accommodation. A recent review has been undertaken. This review has identified that there are opportunities to grow the Lifeline service by marketing it to new customers and expanding the range of services on offer. Further information is available below:

- Marketing – a Lifeline marketing plan has been agreed. This includes the development of a new suite of marketing materials (see the appendix) which includes; a leaflet, social media advertising and a pop up banner
The service will initially be promoted in GP surgeries and with partner agencies including hospital discharge teams and social services.
- Lifeline Plus – In addition to the standard Lifeline Service, a Lifeline Plus option have been developed. Lifeline Plus offers customers the option of purchasing additional services including the installation of a keysafe and the provision of falls detector technology for an additional weekly payment.

With increased marketing and the new Lifeline Plus products we aim to increase the number of Lifeline customers to over 1000 within 12 months.

The service will continue to be monitored to determine how it can be enhanced in the future for Lifeline customers.

3. Financial implications

General Fund revenue income from the provision of lifeline units in 2018/19 amounted to £165,418. The budgeted income for 2019/20 is £175,780.

Recommendation

The Committee is asked to NOTE the Lifeline Service update.

Background papers

Nil

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Broxtowe
Borough
COUNCIL

GIVING YOU A
Lifeline

**24 hour
support,
when you
need it from as
little as £3.62 a week**

Page 65 Call our dedicated Lifeline
Co-ordinator on 0115 917 3358 /
0115 917 3990



What is Lifeline?

Lifeline provides round the clock support through a unit which plugs into your telephone socket. It also includes a discreet alarm which you can wear either as a pendant or wristband.

The Lifeline unit is linked to an accredited Control Centre who you can contact 24 hours a day, 7 days a week if you need assistance by simply pushing the button on the unit or your pendant.

Who is Lifeline for?

Lifeline can support:

- Older people
- People with disabilities including dementia and epilepsy
- People who have recently returned from hospital
- People who are at risk of falls
- People who are worried about safety and security

Lifeline is not just for medical emergencies, it can also give your loved ones reassurance that your personal safety is being monitored every day.

Lifeline Case Study

"One morning in January this year I had gotten up early and made a cup of tea. I was taking the tea upstairs, using the handrail, but when I got to the top of the stairs, I don't know what happened, but the next thing I knew was I was at the bottom of the stairs on my back.

I pressed my Lifeline, and they were very good. The ambulance arrived in about 15 minutes. They used the keysafe to get in and took me to hospital.

My Daughter, who lives in Leeds met me at the hospital after being contacted by the Lifeline people.

Fortunately, I hadn't broken anything in the fall, and was allowed home after a thorough check up.

I told all my friends how absolutely wonderful the Lifeline is."

**Mrs Audrey Bee (92)
Watnall, Nottingham**



How does Lifeline work?

The lifeline unit has in built microphones so when you press the button you are connected to the Control Centre. Your pendant or wristband is wirelessly connected to your Lifeline home unit and enables you to generate a call for help from anywhere in your home or garden.

When you make contact with a Control Centre Operator they will arrange for the appropriate help including contacting your nominated contacts (who you supplied details for when you signed for the service) or emergency services to attend.

Why chose Lifeline?

- 24 hour support when you need it
- Gives you the confidence to live independently
- Regular contact every six months to make sure everything is ok with your Lifeline unit and check your details are up to date
- Flexibility, no minimum contract length
- Convenient monthly, quarterly or annual payments
- Service provided by professional, friendly staff
- Industry accredited UK based Control Centre

How much does it cost?

Lifeline costs only £3.62 a week and payments can be by regular direct debit. This weekly fee includes:

- Lifeline unit and pendant or wristband
- 24 hour UK-based monitoring
- Installation by our dedicated Lifeline Co-ordinator

If you wish to have a Lifeline unit, our dedicated Lifeline Co-ordinator will visit you to arrange the installation and explain how it works. It will take about an hour to install the unit.

Lifeline Case Study

"I wear my Lifeline around my neck at all times and used it recently when I had a fall and couldn't get up, they answered immediately and sent help.

I had to stay in hospital for a few days but then came home."

**Mrs Brenda Bramley (89)
Chilwell, Nottingham**



Lifeline Plus Package

In addition to our standard Lifeline service we can also offer the Lifeline Plus package.

Key Safe

Keysafes are secure metal boxes that can be attached to the exterior wall of a property and include a panel for entering a code. The owner keeps a spare key to their home inside. The keysafe can only be opened by someone who knows the programmed code.

Keysafes are particularly useful for elderly or disabled people using a Lifeline Alarm and pendant. In an emergency situation we can provide the emergency services with the keysafe code, before they arrive at the scene. This allows them to gain access to the property without causing any damage, saving vital time and potential costs.

We can supply and fit a Supra C500 key safe, which is one of only two police approved keysafes available. The keysafe belongs to you, after fitting.

The one off cost to supply and fit the Supra C500 key safe is £120.00 (inclusive of VAT)



Falls Detector

This lightweight and discreet falls detector is worn on a cord around your neck or wrist and will automatically trigger an alert to our monitoring centre if you've fallen over.



The falls detector can provide peace of mind for a range of customers including:

- Older or disabled people who are becoming less stable on their feet
- Individuals discharged from hospital and require additional support
- People living alone
- People with medical conditions such as epilepsy or diabetes

The cost of the Lifeline Plus Package is £5.52 per week (or £287.00 per annum) and includes the Standard Lifeline service.

If you are interested in the Lifeline Plus package, please contact our dedicated Lifeline Co-ordinator to find out more.

Find out more

If you would like to know more about Lifeline including a free demonstration of how the Lifeline unit works please contact our dedicated Lifeline Co-ordinator on:



0115 917 3358 / 3990



lifeline@broxtowe.gov.uk



www.broxtowe.gov.uk

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Report of the Chief Executive

HOUSING ENGAGEMENT STRATEGY UPDATE1. Purpose of report

To update the committee on the progress of the Housing Engagement Strategy, particularly the work regarding traineeships and apprenticeships.

2. Background

In June 2019 Housing Committee approved a new Housing Engagement Strategy. The strategy reflects the increased focus on informal methods of engagement.

3. Detail

Following approval an action plan has been produced to implement the strategy, a copy of the action plan is included in appendix 1. Key achievements since the introduction of the strategy include:

- Five community events attended
- Eleven meet the manager sessions held
- Training provided to staff on informal methods of engagement
- Review of Resident Involvement Group of the group and their role commenced

A key element of the Engagement Strategy was to provide employability support to residents by providing work experience, traineeships and apprenticeships. An overview of the progress of this action is included in appendix 2.

Recommendation

The Committee is asked to NOTE the progress of the Housing Engagement Strategy

Background papers

Nil

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Housing Engagement Strategy 2019 – 2022

2019 Action Plan

APPENDIX 1

Increase our range of informal engagement opportunities

Strategy Action	To be achieved in 2019-2020	How	Due Date	Who	Progress/Notes
Increase Housing's attendance at community events to promote the work of the team and seek feedback about services	Minimum of five community events attended	Consideration of community events being held in the Borough to ensure appropriate for Housing to attend	31.03.20	CR/AH	Complete - Five events attended. ILS, Lifeline and Garages promoted. Managers and officers from across Housing attended. Further events to be considered as details known
Increase the use of 'Meet the Manager' events for managers to gain greater understanding of customer views	Minimum of 20 'Meet the Manager' events arranged; with every manager attending at least one event	HMT to consider how events should be developed	19.11.19	RSh/CR	Meeting held with HMT on 19 th November 2019
		Identify numbers of ILS events completed and planned	30.09.19	CR	Complete - 11 taken place since 1 April. Two more booked in for November.
		Complete Community Mapping of venues within high density housing areas	29.11.19	AH	Database obtained from Corporate Comms as starting point. More detail to be added for suitable venues for events
		Planning of communications to promote events	29.11.19	AH	
		Co-ordinate and run required number of events	31.03.20	CR/AH HMT	Dates tbc after Neighbourhood Strategy approved

Increase our range of informal engagement opportunities

Strategy Action	To be achieved in 2019-2020	How	Due Date	Who	Progress/Notes
Review information on our website to highlight opportunities for involvement and provide opportunity to share views	Review Housing web pages to highlight the new methods of engagement and develop virtual engagement methods	Update webpages to reflect new Housing Engagement Strategy	30.08.19	AH	Complete
		Research virtual methods used by other housing providers and identify how administered and how effective	31.10.19	AH	Contacted housing providers directly and through emptf/TPAS forums
		Consult Corporate Communications on virtual channels identified and suitability	28.11.19	CR/AH	Meeting arranged to time with new member of staff starting in Corporate Communications, as requested by Communications Manager
		Develop virtual group administration rules	31.12.19	AH	
		Develop virtual group confidentiality clause	31.12.19	AH	
		Identify how virtual engagement informs other engagement methods	31.12.19	CR	
		Incorporate outcomes of virtual engagement into other engagement methods	31.03.20	CR	
Embed the use of informal engagement methods throughout the Housing Department	Training provided to Housing Managers on informal methods of engagement and	Session arranged with HMT for awareness and input into development of some informal methods	19.11.19	RSh/CR	Training provided 19 th November 2019

Increase our range of informal engagement opportunities					
Strategy Action	To be achieved in 2019-2020	How	Due Date	Who	Progress/Notes
	the benefit of this approach to services				

Review our formal engagement structure

Strategy Action	To be achieved in 2019-2020	How	Due Date	Who	Progress/Notes
Map out existing tenant and community groups in the Borough	Database of groups developed using information from key stakeholders	Complete community mapping of groups within high density housing areas	30.11.19	AH	Database obtained from Corporate Comms as starting point. More information to be added and to include training providers for employability
Engage with other Council Departments to share learning and insight	Include the outcomes of engagement activities in a minimum of 6 SMT Briefings	SMT timings to be included in Comms Plan	31.10.19	AH	Complete - Dates added into comms plan
		Identify how many outcomes already included	30.09.19	CR	Activities Co-ordinators – May 19
		Identify further engagement outcomes to include	31.03.20	CR/AH	ILS Events Meet the Manager
Complete an annual impact assessment of resident involvement to ensure that outcomes are being achieved	Impact assessment model developed and outcomes published	Complete timely analysis of engagement activities	31.03.20	CR	
		Identify most appropriate method of publicising results of impact assessment	31.01.20	CR	RIG Report Housing Comms Website HPG/Housing Committee?
Develop a Community Champion programme	A minimum of 4 Community Champions recruited	HMT to consider how Community Champions should be developed	19.11.19	RSh/CR	Discussed at meeting on 19 th November 2019
		Research similar roles used by other housing providers and identify how administered and how effective	31.10.19	AH	Complete and information gained collated
		Engage with customers engaged informally and formally to provide insight into development of	31.11.19	CR/AH	

Review our formal engagement structure

Strategy Action	To be achieved in 2019-2020	How	Due Date	Who	Progress/Notes
		Community Champion role			
		Establish Community Champion role	31.12.19	CR/AH	
		Planning of communications/activities to recruit Community Champions	31.12.19	CR/AH	
		Recruitment of at least four Community Champions	31.03.20	CR/AH	
Establish a community pot to enable groups of tenants to bid for small scale improvements to their area	At least one bidding round completed	Research similar roles used by other housing providers and identify how administered and how effective	31.10.19	AH	Complete and information collated
		Arrange meeting with Tenancy & Estates Manager to identify available funds and discuss criteria	05.11.19	CR	Meeting held on 5 th November 2019
		Development of bidding process, application form and criteria	31.11.19	CR	Frequency of bidding to be agreed Neighbourhood Strategy and STAR results may inform areas to target
		Planning of communications/activities to raise awareness of Community Pot and encourage bids	31.12.19	CR/AH	

Review our formal engagement structure

Strategy Action	To be achieved in 2019-2020	How	Due Date	Who	Progress/Notes
		Completion of one bidding round	31.03.20	CR/AH	
Review the role of the Resident Involvement Group (RIG)	Assess the structure, role and impact of the group	Begin discussions with the RIG about their role	17.09.19	CR	Complete
		Review Terms of Reference for High Level Engagement Groups with RIG	15.10.19	CR	Complete
		Review dates of meetings to bring in line with Housing Performance Group meetings	31.10.19	CR	Complete
		Discuss and identify role of the RIG in reviewing how Housing complaints are responded to	31.12.19	CR	
		Discuss and identify role of the RIG in monitoring Housing performance	31.03.20	CR	

Improve our approach to encouraging involvement

Strategy Action	To be achieved in 2019 - 2020	How	Due Date	Who	Progress/Notes
Review how we use information provided in complaints to improve services	Include learning logs to direct scrutiny reviews and promote "You said, We Did" messages to customers	Include You Said, We Did messages in the Housing Annual Report	18.09.19	CR	Complete
		Include at least one You Said, We Did messages in monthly social media schedules	31.10.19	AH	Complete – started including from October
		Include at least one You Said, We Did message in monthly Housing News Email Me bulletins	30.10.19	AH	Complete – started including from October
		Complaints learning logs used to identify scrutiny review area	31.12.19	HMTM	
Increase the use of text messages and email, where customers have identified this as their preferred method of contact	Introduce the use of text messages and increase the use of the "Email me" service	Send out monthly Housing News Bulletins using Email Me	30.09.19	AH	Complete – 1,523 subscribers as at 25.09.19, compared to 1,401 as at 24.04.19
		Use of Capita to ensure customers are contacted and engaged with using their preferred method of contact	31.03.20	Housing	
Improve promotion of upcoming decisions and opportunities to get involved	Use a range of Housing communications to promote decisions and opportunities	Use of Housing News, social media and website to promote RIG and Task and Finish Groups	30.09.19	AH	Complete – Housing Communications being used to highlight high level engagement opportunities
		Use of Housing News and social media to promote upcoming decisions	31.10.19	AH	Complete – Message included about Housing Committee

Improve our approach to encouraging involvement

Strategy Action	To be achieved in 2019 - 2020	How	Due Date	Who	Progress/Notes
Review the use of surveys, including frequency, method and impact	Update Capita Open Housing system to enable surveys to be undertaken using customers' preferred method of contact	Information collated about surveys used across the Department	30.09.19	CR	Complete
		Update on progress towards implementing new methods of surveying	31.12.19	CR	
		Capita updated to enable surveys to be undertaken using customers' preferred method of contact	31.03.20	Housing	
Consider how the Council's Mediation Service can be used to resolve landlord and tenant disputes	Assess the impact of the service in improving disputes	Decision being made on how service will be delivered in future	tbc	tbc	Mediation Co-ordinator post currently vacant
Encourage engagement through the promotion of skills development	Review the provision of traineeships and apprenticeships	Highlight skills development through communications and promotion of engagement activities	30.09.19	AH	Complete – Housing News, social media, website and event information showing skill development opportunities
		Complete Community Mapping of employability training providers	31.12.19	AH	
		Establish how Modernisation contractors are utilising apprenticeships	30.10.19	CR	Complete – United Living committed to one apprenticeship and in place. Scope for work experience with all Modernisation contractors

Improve our approach to encouraging involvement

Strategy Action	To be achieved in 2019 - 2020	How	Due Date	Who	Progress/Notes
		Research provision of NCC Adult Education Budget and support for traineeships	30.10.19	CR	Complete – Inspire Libraries administer Adult Education Budget on behalf of NCC and information about traineeships gained.
		Attendance at Midlands Housing and Employment Forum	30.01.20	CR	Joined mailing list

Increase the methods used to provide feedback

Strategy Action	To be achieved in 2019- 2020	How	Due Date	Who	Progress
Increase opportunities for customers to engage on safety issues and provide feedback on resolutions	Develop Tenant Inspector programme	Training of customers to undertake Tenant Inspector role	31.08.19	CR/KG	Complete – 7 tenants trained to undertake role. 5 still actively involved
		Establish trial programme of Tenant Inspections for Independent Living internal communal areas	31.10.19	CR/KG	Complete – 6 month trial programme completed
		RIG review of Tenant Inspectors trial programme	19.11.19	CR/KG	
		Use of Housing communications to feedback on outcomes of Tenant Inspections	30.11.19	AH	
Ensure information on our performance is provided to customers	Provide performance information using a range of Housing communications	Identify performance information to be used on website and frequency	30.11.19	CR/KD	Quarterly updates
		Include performance information article in Housing News and social media posts	31.12.19	AH	
		Feedback from STAR to be shown on website	30.11.19	KD/AH	
Improve feedback on service improvements, such as 'You Said, We Did' bulletins	Include "You Said, We Did" features in a range of Housing communications	Use of Complaints learning logs, STAR responses and scrutiny outcomes to inform You Said, We Did messages	31.10.19	AH	Complete – messages included from October

APPENDIX 2

Housing Engagement Strategy progress – Training and employabilityWork Experience

The Council currently supports those who wish to undertake work experience. Priority is given to those living or learning in the Borough and the placement usually lasts no longer than six weeks. For those under 18, a one or two week placement is usually offered and for university or college students, work experience normally relates to the course they are undertaking. Work experience can also be provided for adults.

The Capital Works team will discuss work experience placements being offered to tenants with their contractors and the Housing Department will agree a programme of future work experience placements focused on tenants gaining and developing employability skills. The Learning and Development Team will help support this initiative.

Job Fairs are held across the Borough and are supported by the Communities Team. They are attended by employers and recruitment agencies with job opportunities. Organisations that offer skills development, such as Nottingham College, also attend. Representatives from Job Centres are available to provide advice and guidance. The Job Fairs will provide Housing with another means of promoting opportunities within the Department.

Traineeships

Discussions have been held with Inspire Learning who deliver community education services. They design and deliver training courses and support traineeships and are funded through the County Council Adult Education Budget. Traineeships are predominantly offered to 16-19 years old, but can be up to 24 years old depending on individual circumstances. Traineeships are for a minimum of 12 weeks up to a maximum of 26 weeks. Learners spend three days in the workplace and one day with Inspire focused on Maths, English and Employability sessions. Inspire have locations in both Stapleford and Eastwood.

Inspire help learners to find work placements and have funding in place for bursaries. There is some scope to offer training to over 19 year olds, but this would be limited due to funding arrangements. There are other community courses available that adults can be encouraged to undertake. There are opportunities for the Housing team to be able to nominate tenants for placements either within the Department or with other traineeship providers. Inspire Learning is keen to work jointly with Housing to provide these.

Apprenticeships

One apprenticeship is currently being offered by United Living as part of the modernisations programme. The use of apprenticeships within Housing Repairs is currently part of the Housing Repairs Service Review. The Economic Development team are exploring how the Apprenticeship Levy can be used for placements within Housing, particularly in regards to Business Administration and Building Maintenance. The Housing Engagement team will be working closely with the

Economic Development team to see how Broxtowe tenants can be supported to apply for these opportunities.

Report of the Chief Executive

**PERFORMANCE MANAGEMENT – REVIEW OF BUSINESS PLAN
PROGRESS – HOUSING**1. Purpose of Report

To report progress against outcome targets identified in the Housing Business Plan, linked to Corporate Plan priorities and objectives, and to provide an update as to the latest key performance indicators therein.

2. Background

The Corporate Plan 2016-2020 was approved by Cabinet on 9 February 2016. Business Plans linked to the five corporate priority areas of Housing, Business Growth, Environment, Health and Community Safety are subsequently approved by the respective Committees each year.

3. Performance Management

As part of the Council's performance management framework, each Committee receives regular reports during the year which review progress against their respective Business Plans. This will include a detailed annual report where performance management is considered following the year-end.

This report is intended to provide this Committee with an overview of progress towards Corporate Plan priorities from the perspective of the Housing Business Plan. It provides a summary of the progress made to date on key tasks and priorities for improvement in 2019/20 and the latest data relating to Key Performance Indicators (KPI). This summary is detailed in appendix 1.

Recommendation

The Committee is asked to NOTE the progress made in achieving the Business Plan for Housing and the current Key Performance Indicators for 2019/20.

Background papers

Nil

APPENDIX

PERFORMANCE MANAGEMENT

1. Background - Corporate Plan

The Corporate Plan for 2016-2020 was approved by Cabinet on 9 February 2016. This plan sets out the Council's priorities to achieve its vision to make "Broxtowe a great place where people enjoy living, working and spending leisure time." Over the period, the Council will focus on the priorities of Housing, Business Growth, Community Safety, Health and Environment.

The Corporate Plan prioritises local community needs and resources are directed toward the things they think are most important. These needs are aligned with other local, regional and national plans to ensure the ambitions set out in our Corporate Plan are realistic and achievable.

2. Business Plans

Business Plans linked to the five corporate priority areas, including Housing, were approved by the Full Council on 6 March 2019, following recommendations from the respective Committees in January/February 2019.

The Council's priority for Housing is "A good quality affordable home for all residents of Broxtowe". Its objectives are to:

- Increase the rate of house building on brownfield sites (Ho1)
- Become an excellent housing provider (Ho2)
- Improve the quality and availability of the private rented stock to meet local housing need (Ho3)

The Business Plans detail the projects and activities undertaken in support of the Corporate Plan for each priority area. These cover a three-year period and are revised and updated annually. Detailed monitoring of progress against key tasks and outcome measures in the Business Plans is undertaken regularly by the relevant Committee. This will include a detailed annual report where performance management and financial outturns are considered together following the year-end as part of the Council's commitment to closely align financial and performance management.






3. Performance Management

As part of the Council's performance management framework, this Committee receives regular reports of progress against the Housing Business Plan. This report provides a summary of the progress made to date on key tasks and priorities for improvement in 2019/20 (as extracted from the Pentana Risk performance management system). It also provides the latest data relating to Key Performance Indicators (KPI).






The Council monitors its performance using the Pentana Risk performance management system. Members have been provided with access to the system via a generic user name and password, enabling them to interrogate the system on a 'view only' basis. Members will be aware of the red, amber and green traffic light symbols that are utilised to provide an indication of performance at a particular point in time.

The key to the symbols used in the Pentana Risk performance reports is as follows:






Action Status Key





Icon	Status	Description
	Completed	The action/task has been completed
	In Progress	The action/task is in progress and is currently expected to meet the due date
	Warning	The action/task is approaching its due date (and/or one or more milestones is approaching or has passed its due date)
	Overdue	The action/task has passed its due date
	Cancelled	This action/task has been cancelled or postponed






Performance Indicator Key

Icon	Performance Indicator Status
	Alert
	Warning
	Satisfactory
	Unknown
	Data Only







Housing Key Tasks and Priorities for Improvement 2019/20





Status/ Icon	Action Code	Action Title	Action Description	Progress	Due Date	Comments
Overdue 	HS1922_01	IT system improvements through implementation of phase 2 of upgrade to v15 Capita Open Housing	Better quality management information More efficient housing management	96%	Jun-2019	Phase 2 was successfully completed including the issuing of mobile devices to Income and Housing Operations employees to allow them to access information whilst on visits and offer a more efficient service. The workflow module has been delayed but is expected to be implemented by October 2019.
In Progress 	HS1922_02	Implement housing new build delivery plan	Add to the social housing stock Produce affordable homes to rent	66%	Dec-2019	The Housing Delivery Manager and working groups are progressing tasks in the Housing Delivery Plan.
In Progress 	HS1922_03	Implement findings of social and affordable housing need report, including consideration of designation of Independent Living schemes	Most effective use of property owned by the Council to meet the needs of the borough	33%	Mar-2020	Information from the report is regularly used to inform responses to planning application consultations. During phase 1 of the Housing Delivery Plan Independent Living schemes will be identified for potential remodelling.
In Progress 	HS1922_04	Produce an Asset Management Strategy	Ensure effective management of assets	0%	Dec-2021	A strategy will be developed following completion of the Stock Condition Survey in October 2019.
In Progress 	HS1922_05	Complete a stock condition survey	Provide up to date and accurate information about the condition of our housing stock	25%	Mar-2020	Tender was approved at Housing Committee on 18 September 2019.

Status/ Icon	Action Code	Action Title	Action Description	Progress	Due Date	Comments
In Progress 	HS1922_06	Undertake a review of the Housing Repairs Service	Maximise efficiency of the repairs service Consider commercial opportunities if available	42%	Mar-2020	Terms of reference have been agreed and the Commercial Manager has begun review which has involved meeting with teams, reviewing performance information and visits to other Councils for comparison.
Completed 	HS1922_07	Increase the commerciality of the Lifeline Service	Increase sales of the Lifeline service Support for vulnerable people in the borough	100%	Sep-2019	The Lifeline Service has been reviewed and a new Lifeline Policy has been approved. Marketing campaign to be launched in October 2019.
In Progress 	HS1922_08	Implement a new Neighbourhood Strategy which sets out how neighbourhoods will be maintained and improved	Improve the environment for tenants, including communal areas, caretaking and inspections	14%	Dec-2019	The Tenancy and Estates team are now using mobile devices which allows them to access real time information whilst on site and update records instantly. A new Neighbourhood Strategy will be presented to this Committee in November 2019.
In Progress 	HS1922_10	Implement a Welfare Reform action plan	Reduction in rent arrears Mitigate impact of welfare reforms Support for vulnerable people in the borough Income and Housing Manager - Working with CAB and DWP	80%	Dec-2019	The RentSense software has been installed and is being fully utilised. Regular meetings of teams within the Housing Department are held to discuss cases which is providing positive outcomes.

Status/ Icon	Action Code	Action Title	Action Description	Progress	Due Date	Comments
In Progress 	HS1922_11	Implementation of Introductory Tenancies	More efficient housing management Reduced ASB and arrears	55%	Mar-2020	Tenants are now being signed up on introductory tenancies where required. A review report is being submitted to this Committee in November 2019.
In Progress 	HS1922_12	Implement a Housing Green Paper and Grenfell response action plan	Increase in involvement of tenants and leaseholders in improving the Housing Service	20%	Mar-2020	The Engagement Strategy was approved on 6 June 2019. The Engagement team continue to develop more informal methods of engagement to increase the numbers of tenants engaging with the service.
In Progress 	HS1922_13	New Housing Strategy	Increase in involvement of tenants and leaseholders in improving the Housing Service	0%	Mar-2020	Following the approval of the new Corporate Plan, work will begin on a new Housing Strategy.
In Progress 	HS1922_14	Provide two dementia friendly bungalows with DFG funding	Increase in specialist supported accommodation Funding from Better Care Fund.	92%	Mar-2021	Planning permission has been obtained and detailed designs are now in preparation prior to procuring a building contractor.
In Progress 	HS1922_16	All contracts in Housing will be reviewed and retendered as required	Value for money assurance Efficiencies to be obtained through procurement and framework agreements	83%	Mar-2020	All contracts have been reviewed and retendered as required. Work continues to produce a timetable for contract renewals.

Housing Key Performance Indicators 2019/20

Status / Icon	Code & Short Name	Frequency	Outturn 2017/18	Outturn 2018/19	Q2 2019/20	Target 2019/20	Latest Note
Unknown 	DSDData_19 No. of Residential planning permissions granted	-	-	-	-	30%	NEW Indicator 2018/19
Alert 	HSLocal_21 Housing Service Complaints responded to within timescale	Quarterly	4	92%	81%	100%	The Housing department received 36 complaints in Q2. All acknowledged within timescale with 29 receiving a full response within the target number of days. These consisted of Housing Repairs (14); Tenancy & Estates (8); Housing Options & Allocations (7); Independent Living (5); and Strategy (2). 12 of the complaints were upheld (33%).
Green 	HSLocal_22 Housing ASB complaints contacted within timescale to agree action plan	Quarterly	-	100%	100%	95%	There were 41 ASB cases opened in Q2 all were responded to within the timescales.
Warning 	HSLocal_29 Electrical compliancy	Quarterly	-	97%	99%	100%	The level of electrical safety inspections improved slightly with the utilisation of in-house resources.
Green 	HSLocal_31 No. of 5-year HMO Licences issued annually	Quarterly	27	36	5 and 13 NEW	-	Tracking Indicator – no target
Amber 	HSLocal_BM05 Reactive appointments made and kept	Quarterly	93%	97%	96%	98.0%	The methodology of appointments kept was amended in Q2 and is now in line with the HouseMark definition. Of the 2,348 appointments made, 2,257 were kept. The 91 appointments cancelled were largely due to availability of operatives.

Status / Icon	Code & Short Name	Frequency	Outturn 2017/18	Outturn 2018/19	Q2 2019/20	Target 2019/20	Latest Note
Green 	HSTOP10_03a Average Relet Time - Independent Living (Days)	Quarterly	-	-	40.9	42	The Q2 figure shows that performance is within target. The relet time of 40 days is a long time for a property to be void. This demonstrates there are letability issues with these schemes. There is still low demand for these properties.
Red 	HSTOP10_03b Average Relet Time - General Needs (Days)	Quarterly	-	-	23	21	Performance for Q2 just over target. The average relet time for General Needs has decreased from 29 in Q1. The Housing Repairs Service has shown improvements enabling properties to be relet more quickly. This remains a pressure to relets. All teams are working together to improve the average relet times.
Amber 	HSTOP10_10 Tenancy Turnover	Quarterly	7.16	x	3.61	3.48	There were a high number of terminations in quarter. During September 2019 there were a greater number of terminations compared to the same period last year this has contributed to a higher tenancy turnover.
Red 	NI 155 Number of affordable homes delivered (gross)	Quarterly	8	-	-	85	The Part 2 Local Plan was adopted in Autumn 2019 this will enable further affordable homes to be delivered. The rate of building is expected to increase.

Report of the Strategic Director

WORK PROGRAMME

1. Purpose of report

To consider items for inclusion in the Work Programme for future meetings.

2. Background

Items which have already been suggested for inclusion in the Work Programme of future meetings are given below. Members are asked to consider any additional items that they may wish to see in the Programme.

3. Work Programme

29 January 2020	<ul style="list-style-type: none"> • Business Plans and Financial Estimates 2021/23 – Housing • Asset Management Strategy • Housing Repairs Review • Housing Strategy (discussion paper to agree themes) • Business Plan • Budget/financial plan • Housemark annual Benchmarking report and STAR update • Empty Homes • Rent Payment Methods • Mobility Scooter Policy • Review of Communal Area
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(All meetings to start at 7.00 pm)

<u>Recommendation</u>

<p>The Committee is asked to CONSIDER the Work Programme and RESOLVE accordingly.</p>
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Background papers

Nil

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