



Tuesday, 9 November 2021

Dear Sir/Madam

A meeting of the Housing Committee will be held on Wednesday, 17 November 2021 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 the Monitoring Officer at your earliest convenience.

Yours faithfully

Chief Executive

To Councillors: T A Cullen (Chair)
B C Carr (Vice-Chair)
S A Bagshaw
L A Ball BEM
J C Goold
D Grindell
E Kerry

H G Khaled MBE
J W McGrath
J M Owen
J P T Parker
H E Skinner
E Williamson

A G E N D A

1. APOLOGIES

To receive apologies and to be notified of the attendance 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 5 - 10)

The Committee is asked to confirm as a correct record the minutes of the meeting held on 8 September 2021.

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4. HOUSING PERFORMANCE GROUP MINUTES - 2 NOVEMBER 2021 (Pages 11 - 12)

The Committee is asked to NOTE the minutes from the Housing Performance Group on 2 November 2021.

5. GAS AND ELECTRICAL POLICIES (Pages 13 - 28)

To recommend some minor changes to the gas servicing and electrical safety policies.

6. DECANT POLICY (Pages 29 - 48)

To seek Committee approval for the Decant Policy, which has been reviewed.

7. REVIEW OF ALLOCATIONS POLICY (Pages 49 - 90)

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

8. LAND AROUND 51 ILKESTON ROAD, BRAMCOTE - FISHPOND COTTAGE (Pages 91 - 96)

To seek approval to proceed with one of three options for the HRA owned site at 51 Ilkeston Road, Bramcote (also known as Fishpond Cottage).

9. GENERAL NEEDS -COMMUNAL AREAS (Pages 97 - 100)

To seek approval from Housing Committee to introduce new services for communal areas, including block cleaning and window cleaning.

10. HOUSING DELIVERY PLAN UPDATE (Pages 101 - 106)

To update Committee on the work to deliver the Housing Delivery Plan (HDP).

11. PERFORMANCE MANAGEMENT - REVIEW OF BUSINESS PLAN PROGRESS - HOUSING (Pages 107 - 116)

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.

12. WORK PROGRAMME (Pages 117 - 118)

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

13. EXCLUSION OF PUBLIC AND PRESS

The Committee is asked to RESOLVE that, under Section 100A of the Local Government Act, 1972, the public and press be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 1, 2, and 3 of Schedule 12A of the Act.

14. RENT TO MORTGAGE PROPERTY ACQUISITION (Pages 119 - 120)

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HOUSING COMMITTEE

WEDNESDAY, 8 SEPTEMBER 2021

Present: Councillor T A Cullen, Chair

Councillors: B C Carr
L A Ball BEM
J C Goold
D Grindell
E Kerry
J M Owen
H E Skinner
E Williamson
P J Owen (Substitute)
S Paterson (Substitute)
J C Patrick (Substitute)
P Roberts-Thomson (Substitute)

Apologies for absence were received from Councillors S A Bagshaw, H G Khaled MBE, J W McGrath and J P T Parker

16 DECLARATIONS OF INTEREST

There were no declarations of interest.

17 MINUTES

The minutes of the meeting on 26 May 2021 were confirmed and signed as a correct record.

18 DISABLED FACILITIES GRANT (DFG) POLICY

It was noted that the revisions to the policy brought it in line with those in other areas of Nottinghamshire.

RESOLVED that the revised Disabled Facilities Grant Policy be approved.

19 FIT AND PROPER PERSON (F&PP) CARAVAN SITE LICENSING POLICY AND ASSOCIATED FEE

The Committee considered the Fit and Proper Person Policy, noting that the only sites this applied to were those with long term residents and not those for short term, holiday pitches.

It was noted that the fee proposed was in the middle of the range and reflected staff time spent on administration. Consideration was given to whether these fees would

be passed on to occupants of sites. It was stated that owners could pass on some costs and that there was a tribunal process for residents who had concerns about increases in costs.

RESOLVED that the Fit and Proper Person Policy for Mobile Home Sites and the associated application fee contained within the revised Fees Policy be approved.

20 PET POLICY

The Committee engaged in a wide-ranging debate on the Pets Policy, including the sort of pets that could be requested, the difficulties in balancing requests for pets with considerations for neighbours and concerns about effective enforcement against irresponsible pet owners.

RESOLVED that the updated Pets Policy, with a minor amendment to the wording, be approved.

21 GENERAL NEEDS SERVICE CHARGES CONSULTATION

The Committee considered this a fair way to ensure that communal areas of blocks were kept clean, tidy and well maintained for all tenants.

RESOLVED that consultation be completed with all general needs tenants in regards to introducing service charges from April 2022.

22 HOUSING REPAIRS POLICY

The Committee considered the policy, which had been revised to address typing errors and sections repeated from other policies.

Councillor B C Carr requested that the removed section Ex. 5.15 be incorporated elsewhere in other policies when they are reviewed. This was agreed.

The Committee debated the maintenance works which were not included in the tenant's right to repair. It was noted that a tap dripping into a sink or a broken toilet seat would not be covered, but that in exceptional circumstances a tenant could request that the Council make those repairs at their discretion.

RESOLVED that the revised Housing Repairs Policy, with some amendments to wording, be approved.

23 TENURE POLICY

The Committee noted that the revision of the Tenure Policy removed references to fixed term tenancies, which were no longer entered into by the Council.

RESOLVED that the reviewed Tenure Policy, with a minor amendment to wording, be approved.

24 LEASEHOLDER ENTRANCE DOORS IN HRA-OWNED FLATS

It was noted by the Committee that as a result of the Fire Safety Act 2021, communal front doors in blocks of flats were required to have a fire resistance rating of thirty minutes. The Council had decided to take responsibility for all communal front doors in flats to ensure that they were up to standard to keep all residents safe.

The Committee noted that leaseholders would not be charged for the replacement doors and the ownership of front doors, that the Council was acting as quickly as possible and that tenants would have a choice of appropriate doors.

RESOLVED that the spending of existing approved HRA budgets on replacing leaseholder entrance doors and, in some case, windows be approved.

25 DISCHARGE OF HOMELESSNESS DUTY INTO PRIVATE RENTED SECTOR POLICY

The Committee considered the minor changes to the updated Discharge of Local Authority Homeless Duty into the Private Sector Policy.

RESOLVED that the updated Discharge of Local Authority Homeless Duty into the Private Sector Policy be approved.

26 TENANTS CONTENTS INSURANCE SCHEME UPDATE

Consideration was given to the withdrawal of the insurer from the tenant's contents insurance scheme. It was noted that tenants had been able to choose to pay for their contents insurance through the Council and that 517 tenants continued to insure their belongings in this way. The transitional arrangements for these tenants were debated.

It was proposed by Councillor E Kerry and seconded by Councillor P J Owen that the changes being made to the tenant's contents insurance scheme be approved, with effect from 1 April 2022. On being put to the meeting the motion was passed.

RESOLVED that the changes being made to the tenant's contents insurance scheme be approved, with effect from 1 April 2022.

27 INDEPENDENT LIVING PLAN UPDATE

The Committee noted the Iplan Update.

28 HOUSING DELIVERY PLAN UPDATE

The Committee noted the Housing Delivery Plan Update with particular reference to the proposed development at Fish Pond Cottage. There was concern that work had not started on this scheme since approval for it was granted at Planning Committee. It

was noted that a report was to be brought before the Committee outlining options for the scheme.

It was proposed by Councillor P J Owen and seconded by Councillor L A Ball BEM that work should proceed immediately at the Fish Pond Cottage site as per the application that had been approved by Planning Committee on 2 June 2021. On being put to the meeting the motion fell.

Councillor S J Carr joined the meeting as Ex-Officio.

29 PERFORMANCE MANAGEMENT - REVIEW OF BUSINESS PLAN PROGRESS

The Committee noted the performance and progress made in achieving the actions in the Housing Business Plan 2021-2024.

30 WORK PROGRAMME

RESOLVED that the Work Programme be approved with the addition of the Well for Work project.

31 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 item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 1, 2 and 3 of Schedule 12A of the Act.

32 INDEPENDENT LIVING STOCK OPTIONS

RESOLVED that the proposed changes to the Independent Living schemes be approved.

33 AIDS AND ADAPTATIONS CASE

RESOLVED that the aids and adaptations works detailed in the appendix be approved.

34 PLANNING APPLICATION FOR THE PUBLIC HOUSE, CHILWELL

RESOLVED that:

- 1) A planning application be made to demolish the pub site,
- 2) A delegation be made to the Deputy Chief Executive, following consultation with the Chair of Housing and Vice Chair, to progress all key approvals relating to the subsequent demolition of the pub if planning permission is secured,
- 3) A consultation exercise be undertaken to seek local resident's views on the proposed redevelopment plans,

- 4) **A delegation be made to the Deputy Chief Executive, following consultation with the Chair of Housing, to agree the mix of the new housing and to submit a planning application for the development of new housing on the site.**

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HOUSING PERFORMANCE GROUP

TUESDAY, 2 NOVEMBER 2021

Present: Councillor J C Patrick

Councillors: L A Ball BEM
B C Carr
S J Carr (substitute)
E Cubley
J C Goold
H G Khaled MBE
M R Radulovic MBE

Tenants: R D MaCrae
C Vincent
P Tillotson

Apologies for absence were received from Councillors S A Bagshaw and R S Robinson.

12 **APPOINTMENT OF CHAIR**

RESOLVED that J C Patrick be appointed chair for the meeting.

13 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

14 **MINUTES**

The minutes of the meeting held on 20 July 2021 were confirmed and signed as a correct record, subject to the amendment of C Vincent being in attendance and not V Fox.

15 **UNIVERSAL CREDIT UPDATE**

The Group were updated on the impact of Universal Credit (UC). It was likely that arrears for tenants in receipt of UC would increase. The bad debt provision had been increased to reflect this but it is unlikely that the provision would be required as overall the arrears had reduced during the last 12 months.

The group requested that a representative from the CAB attend the next meeting to give a presentation on UC.

16 HOUSING ENGAGEMENT UPDATE

The group were updated on the engagement activities that have taken place since the last meeting. It was noted that social activities have recommenced at Independent Living Schemes and the first bidding round of the Community Fund has closed, and applications were being assessed.

17 GENERAL NEEDS CONSULTATION

The group commented on the proposal to introduce new services and charges to general needs tenants.

Currently general needs tenants were not charged for services provided, such as grounds maintenance and communal lighting. These were paid from the Housing Revenue Account (HRA).

There were also services which were not currently provided, which many landlords would routinely provide. This includes block cleaning and window cleaning. Currently tenants were jointly responsible for cleaning communal areas on their schemes. This leads to variations on the standard of blocks and an unfair expectation on tenants.

All services that were proposed as part of the service charge would be eligible for Housing Benefit and the rent element of Universal Credit.

18 RENTS AND CHARGES 2022/2023

The Group were informed of the rent increase for 2021/2022.

It was noted that rent and other charges would be increased annually by CPI + 1%. The CPI as at September prior to the April of implementation would be used. The CPI for September 2021 was 3.1% therefore rents would be increased by 4.1%.

Tenants would be given four weeks' notice in writing in accordance with the tenancy agreement.

19 DATE OF THE NEXT MEETING

The next meeting of the Housing Performance Group was confirmed to take place on 11 January 2022.

Report of the Deputy Chief Executive

GAS AND ELECTRICAL POLICIES

1. Purpose of report

To recommend some minor changes to the gas servicing and electrical safety policies.

2. Detail

The gas policy sets out how Broxtowe Borough Council will manage its gas servicing requirements and comply with the regulatory framework. The electrical policy identifies how electrical installations will be tested to meet current statutory requirements. Both policies have been reviewed by Morgan Lambert, our external auditors for gas and electrical work.

The current policies were last revised and approved by this Committee in November 2020. The policies themselves state that they should be reviewed annually. No major changes are proposed but, for completeness and transparency a brief summary of recommendations and changes is given below, with more detail in appendix 1 and the proposed policies themselves in appendix 2.

Gas:

- Clarification regarding non-relevant gas appliances
- Introduction of further detail relating to Voids and Major Works procedures (these will be added to the relevant detailed procedures and so do not form part of the revised policy)
- Summary of the requirement to use a competent and gas safe registered individual
- Provide assurance around dealing with unsafe situations

Electric:

- Two minor additions to wording, two minor deletions and one update

3. Financial implications

The requirements of both policies can be met within existing budgets.

Recommendation

Committee is asked to RESOLVE that the revised Gas and Electrical Policies be approved.

Background papers - Nil

APPENDIX

| Policy Section | Change to previously approved policy | Reason for Change |
|-----------------|---|--|
| All | Correction of any minor typos | Grammatical accuracy |
| GAS | | |
| 1.0 | Clarification that the council is also not responsible for non-relevant gas appliances (i.e. those appliances that the tenant is entitled to remove). | For the avoidance of doubt. |
| 3.0 | Addition of the words "Unsafe situations and remedial actions to relevant gas appliances will be dealt with promptly". | To clarify that gas safety is not just about the annual safety check. |
| 5.0 | <p>Summary of the requirement to use a competent and gas safe registered individual.</p> <p>Addition of the words "Unsafe situations will be dealt with in accordance with the Gas Industry Unsafe Situations Procedure which includes the turning off or disconnection of the gas supply dependant on the unsafe classification. All unsafe situations identified on relevant gas appliances will be remedied swiftly"</p> <p>Addition of wording relating to major works and subsequent checks and certification.</p> | <p>In the interests of safety.</p> <p>In the interests of safety.</p> <p>In the interests of safety.</p> |
| ELECTRIC | | |
| 4.0 | Addition of reference to Landlord and Tenant Act 1985. | For completeness. |
| 5.0 | Addition of references to void properties and mutual exchanges. | For completeness. |
| 6.0 | <p>Deletion of reference to storing certification in fire-proof cabinets.</p> <p>Deletion of reference to residents when reviewing this policy.</p> | <p>The information is now stored securely via electronic means.</p> <p>The policy is reviewed with the assistance of specialist external advisors.</p> |
| 9.0 | Update of Electrical Safety First Best practice Guide to version 5. | Version 4 is now superseded. |



GAS SAFETY & SERVICING POLICY



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1.0 Scope

This policy details how Broxtowe Borough Council's Housing Repairs department will manage and enforce gas safety and servicing of every relevant gas appliance situated in a council-owned residential property.

This policy relates to Council-owned homes, communal areas and temporary accommodation. The Council is not responsible for the gas appliances in individual leasehold properties but is responsible for any gas appliances in communal areas.

The council is not responsible for non-relevant gas appliances (i.e. those appliances that the tenant is entitled to remove).

2.0 Purpose

Broxtowe Borough Council is committed to achieving the highest gas safety standards for its tenants and properties and to achieve full compliance with relevant gas legislation.

3.0 Aims and Objectives

- The aim of this policy is to ensure the safety of people in Council-owned homes in relation to gas fired appliances.
- The Council aims to have valid Landlord Gas Safety Record's for 100% of properties with gas appliances or gas pipework.
- The Council aims to protect the health and welfare of all tenants, visitors, staff, contractors and the general public so far as is reasonably practicable. This will be achieved this by compliance with the Gas Safety (Installation and Use) Regulations 1998 and any subsequent amendments.
- The Council will aim to check all relevant gas appliances and flues for safety every 12 months and will hold a valid Landlords Gas Safety Record (LGSR) for each property or communal area. This is to confirm the property is safe and the appliances work in accordance with the manufacturer's instructions.
- The council will also complete servicing works to all relevant gas appliances and document this on the LGSR.
- Unsafe situations and remedial actions to relevant gas appliances will be dealt with promptly.

4.0 Regulatory Code and Legal Framework

The following legislation will be applicable and will be followed throughout this policy:

- The Health and Safety at Work etc. Act 1974
- The Housing Act 1985 – Revised 2004.
- The Landlord and Tenant Act 1985 and 1995.
- Gas Safety (Installation and Use) Regulations 1998.
- The Health and Safety Executives “Safety in the installation and use of gas systems and appliances” – L56 document.
- Relevant Water and Building Regulations

5.0 Gas Servicing Policy – General Principles

- Broxtowe Borough Council is aware of its legal obligations as a landlord to ensures all gas appliances owned by the Council are safety checked, serviced and maintained to all legislative requirements. This Gas Safety Policy ensures the Council adheres to its legal requirements.
- The Council will ensure it keeps up to date an accurate database of gas assets throughout the housing stock.
- The Housing Repairs Team will carry out a service to relevant gas appliances in conjunction with the gas safety check and promptly complete all required repairs and keep copies of works completed to rectify defects identified by the safety check.
- Those carrying out gas works for the Council shall be competent and registered with a body approved by the HSE, which is currently Gas Safe Register.
- Unsafe situations will be dealt with in accordance with the Gas Industry Unsafe Situations Procedure which includes the turning off or disconnection of the gas supply dependant on the unsafe classification. All unsafe situations identified on relevant gas appliances will be remedied swiftly.
- If a property has no gas appliances but has a gas meter and gas pipework, it will have a gas safety check in accordance with this policy.
- Where a property has had the gas meter capped, this property will be subjected to a gas safety inspection annually to ensure that the circumstances have not changed. A full service and safety check will be carried out where necessary.

- The gas servicing programme will run over a 10-month cycle to allow for the robust access procedure to be followed for any properties where there are problems gaining access. Any newly installed appliances will be checked for safety and serviced within 12 months in accordance with this cycle.
- Gas safety checks and servicing will be carried out after a prior appointment is made with the resident. This appointment will initially be through a telephone call and letter.
- Where residents are not available during usual working hours, a service will be offered early evening or on a Saturday morning.
- The Council will make all reasonable attempts to gain access to complete a gas safety check. If a resident fails to provide access to undertake the necessary checks, and the 'Gas servicing and gaining entry' procedure has been followed and the required evidence is available, the case will be referred to the Legal team who will consider issuing a warrant or an injunction to gain access. Legal action will only be taken as a last resort.
- The Council is aware of the risks that can arise when major works are carried out with no regard to the gas installation. Therefore, all major works programmes will take into consideration the integrity of the gas installation before works commence, and at every stage throughout the works.
- Once work is completed, the LGSR will be checked by a gas competent officer and approved before sending to the resident. The LGSR will be sent to the resident within a maximum period of 28 days of the check being completed.
- This policy will have an annual review undertaken.

6.0 Roles and Responsibilities

- The Chief Executive retains the overall responsibility for the implementation of this policy.
- The Head of Asset Management is responsible for:
 - ensuring that adequate resources are made available to enable the objectives of this policy to be met.
 - the associated procedures; this includes responsibility for monitoring, review; policy development and ensuring risks associated with Gas are managed safely and effectively.

- The Housing Repairs and Compliance Manager (HRCM) is responsible for operational delivery of and compliance with this policy, staff awareness and training, and communication to customers. The HRCM will take the lead on contract management for the main service areas involving gas safety and annual servicing.
- The Senior Maintenance Officer (Gas) will take day-to-day responsibility for implementing this policy.

7.0 Related Policies, Procedures and Guidelines

- Repairs Policy;
- Risk Assessments and Method Statements;
- Gas Servicing and Gaining Access Procedure;
- Customers with Additional Support Needs Policy;
- Tenancy Agreement.

8.0 Document History

| Date | Version | Amendments made by |
|-------------|----------------|--|
| Oct 2019 | 1.1 | Housing Repairs Manager |
| Dec 2019 | 1.2 | Reformatted by Research Officer |
| Nov 2020 | 1.2 | Interim Housing Repairs Manager (no amendments required) |
| Nov 2021 | 1.3 | Morgan Lambert / Head of Asset Management |



ELECTRICAL SAFETY POLICY



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1.0 Scope

Broxtowe Borough Council is committed to achieving the highest safety standards for its tenants and properties.

This policy relates to Council-owned homes, communal areas and temporary accommodation. The Council is not responsible for the electrical installations in individual leasehold properties but is responsible for any electrical equipment in communal areas. Whilst the Council is not responsible for leasehold properties, it may offer a chargeable service for such properties upon request if resources permit.

2.0 Purpose

The purpose of this policy is to set out specific guidance to ensure the safety of fixed electrical installations and portable equipment where applicable (for example, in communal areas) in properties the Council owns and manages.

3.0 Aims and Objectives

This policy details how Broxtowe Borough Council's Housing Repairs department will manage and enforce electrical safety within every Council-owned residential property.

Installations in dwellings owned and managed are to be installed, maintained and serviced to required standards and inspected at appropriate intervals to minimise the risk of electrocution, fire, damage to property, injury or death. Installations in communal areas of properties owned and managed by the Housing Team are to be installed, maintained and serviced to required standards and inspected at appropriate intervals to minimize the risk of electrocution, fire damage to property, injury or death.

4.0 Regulatory Code and Legal Framework

The following legislation and guidance will be applicable and will be followed throughout this policy:

- The Housing Acts, 1985, 1988 and 2004
- Health and Safety at Work Act 1974
- Landlord and Tenant Act 1985
- Occupiers Liability Act 1957 and Occupiers Liability Act 1984
- The Management of Health and Safety at Work Regulations 1999
- The Electrical Equipment (Safety) Regulations 2016
- The Construction (Design and Management) Regulations 2015

- Regulatory Reform (Fire Safety) Order (England and Wales)
- Defective Premises Act 1972
- Building regulations (including Part P requirements)
- Current edition of the IET Requirements for Electrical Installations (BS7671)
- Right to Repairs Scheme (introduced 1994)
- Electricity at Work Regulations 1989
- IET Guidance Note 3 – Inspection and Testing
- Control of Asbestos Regulations 2012

In particular, the Council is committed to complying with the current edition of the Wiring Regulations. All wiring installations must be designed, constructed, inspected, tested and certified to meet the requirements of BS7671.

5.0 Electrical Servicing Policy – General Principles

- Broxtowe Borough Council is aware of its legal obligations as a landlord and ensures all electrical installations owned by the Council are maintained to all legislative requirements. The Electrical Safety Policy ensures the Council adheres to its legal requirements.
- This policy covers the repair, upgrading, testing and inspection of all electrical installations. All electrical repairs, upgrades and renewals will be categorized to ensure that the correct levels of priority are given. The Council will take specific account of any vulnerability, or health and safety requirements during the prioritization process for these works. The policy also covers all electrical equipment owned by the Council.
- An electrical installation is made up of all the fixed electrical wiring and equipment that is supplied from the point of the electricity meter and beyond.
- Electrical systems will be repaired, renewed, upgraded and tested in accordance with the industry guidance and manufacturers' recommendations. Typical installations and systems covered include:
 - Domestic electrical installations
 - Communal landlord installations
 - Emergency lighting systems
 - Fixed fire alarm and smoke detector installations
 - Door entry systems
 - Electric heating systems, including ground source and air source heat pumps
 - Relevant portable equipment owned by the Council
 - Photovoltaic units

- Lighting columns

Please note that the above list is not exhaustive

- It is recommended that an electrical installation in a domestic property (including communal areas) is inspected and tested at least every 5 years. This results in the creation of a DEICR (Domestic Electrical Installation Condition Report).
- All void properties and mutual exchanges will have a periodic inspection prior to re-let / exchange.
- All new builds and new installations shall be provided with an Electrical Installation Certificate complete with a schedule of inspections and test results. The documents shall be suitably completed and in full compliance with BS 7671, IET Guidance Note 3 – and all current amendments. All new installations will be added to the asset Management list.

6.0 Monitoring and Review

In order to ensure full compliance, monitoring will be undertaken regularly through the use of a compliance register, documenting all assets and their relevant testing timescales. The Strategy and Performance Team will review the register regularly and a summary will be provided to the Management Team.

Appropriate information will be recorded on the core IT system, currently Capita Open Housing. Original electrical installation and inspection certificates must be provided to the Qualified Supervisor (Senior Maintenance Officer – Electrical), who will arrange for their review and electronic storage on the relevant IT system.

Quality of work is to be assessed in four ways:

- Assessment of a 5% of works by the Senior Maintenance Officer (Electrical).
- Proposed introduction of assessment of 5% of works by a nominated independent consultant throughout the year.
- Self-assessment and quality assurance by sub-contractors.
- Tenant feedback and satisfaction surveys.

All installation and inspection reports and certificates will be reviewed and checked by the Senior Maintenance Officer (Electrical) to ensure compliance.

External contractors will be expected to have their own internal audit procedures in place. However, the Qualified Supervisor will also undertake monitored post and progress inspections of completed and current contractor works to the same stringent procedures as with the in-house team. Concerns identified as part of this process will be referred to the contractor and monitored accordingly.

There will be an annual review of this policy by Officers.

7.0 Roles and Responsibilities

- The Chief Executive retains the overall responsibility for the implementation of this policy.
- The Head of Asset Management and Development is responsible for:
 - ensuring that adequate resources are made available to enable the objectives of this policy to be met.
 - the associated procedures; this includes responsibility for monitoring, review; policy development and ensuring risks associated with electricity are managed safely and effectively.
- The Housing Repairs and Compliance Manager (HRCM) is responsible for operational delivery of and compliance with this policy, staff awareness and training, and communication to customers. The HRCM will take the lead on contract management for the main service areas involving gas safety and annual servicing.

Any contractor undertaking electrical installation work must be registered by an UKAS Accredited Competent Person Scheme Operator or other appropriate accredited body. Individual engineers working on electrical installations must be trained, competent and hold industry-recognized qualifications.

In order to ensure electrical works carried out by the in-house team meet the standards expected, the Council will continue to obtain accreditations through UKAS Accredited Competent Person Scheme Operators or other appropriate accredited bodies. Additional to this, a comprehensive quality control regime will be followed allowing the Council to demonstrate safety through pre monitored, and post inspections. This will also include quality control of equipment and tools needed to undertake such work.

8.0 Related Policies, Procedures and Guidelines

- Repairs Policy;
- Risk Assessments and Method Statements;
- Electrical Gaining Access Procedure;
- Electrical Servicing Procedure;
- Customers with Additional Support Needs Policy;
- Tenancy Agreement.

9.0 Appendices

Appendix A – Electrical Safety First Best Practice Guide 5

10.0 Document History

| Date | Version | Amendments made by |
|----------|---------|--|
| Nov 2019 | 1.1 | Housing Repairs Manager |
| Dec 2019 | 1.2 | Reformatted by Research Officer |
| Nov 2020 | 1.3 | Interim Housing Repairs Manager (no amendments required) |
| Nov 2021 | 1.4 | Morgan Lambert / Head of Asset Management & development / Housing Repairs & Compliance Manager |

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Report of the Chief Executive

DECANT POLICY

1. Purpose of report

To seek Committee approval for the Decant Policy, which has been reviewed.

2. Background

The Council makes all reasonable attempts to allow tenants to remain in their homes while repairs or routine maintenance takes place in properties. On rare occasions, it is not possible and it is necessary to move tenants out of their properties, usually temporarily, while necessary repairs or maintenance takes place.

The policy may also be used on occasions where there is an emergency circumstance within Council properties and it is necessary to move tenants out.

The Council aims to avoid tenants from incurring unnecessary household costs as a result of decants and the policy details the assistance that the Council is able to provide in accordance with its statutory responsibilities.

3. Detail

This policy outlines;

- The reasons for the Council considering a decant
- Outlining the rehousing options
- How the Council will conduct a decant
- How compensation and costs are managed
- Communication and Liaison around decants
- When the tenant returns to the property following a decant
- Decants and new housing developments

An Equalities Impact Assessment is included at appendix 1 of the report. The Decant Policy is included at appendix 2. A summary of the changes made is included at appendix 3.

Recommendation

The Committee is asked to RESOLVE that the amended Decant 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: | | Decant Policy | |
| 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 Policy will detail the Council's approach to Decants by outlining;</p> <ul style="list-style-type: none"> • To enable decants to be carried out with minimal disruption and disturbance to residents • To establish the requirement to consult effectively and provide regular feedback to residents that are affected by a decant • To establish a framework in which the Council provides assistance, whether practical or financial, to residents effected by the need to decant • To ensure that decants are managed in a fair, equitable and reasonable manner • To establish a basis of approval for a decant to take place • To enable the Council to make best use of its stock through timely access for improvement and development works or where a decision is made for demolition or disposal • To minimise rent loss to the Council by having a joint approach between Housing Repairs, Capital Works and Housing Operations. | | | |
| <p>2. What outcomes do you want to achieve from the policy or function?</p> <p>The purpose of a decant is to allow for the Council to carry out essential works that cannot be completed with the tenant in situ</p> | | | |
| <p>3. Who is intended to benefit from the policy or function?</p> <p>Council tenants that have a property in a condition where a decant is required are affected by a decant.</p> | | | |
| <p>4. Who are the main stakeholders in relation to the policy or function?</p> | | | |

- Tenants
- Housing staff
- Contractors of the Council

5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?

When applicants apply to join the waiting list and are housed with the Council they are asked for personal details, which provides quantitative data on the quality strands.

6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?

Information provided on Council records

7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?

None. Decants occur when they are required.

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 hold a tenancy with the Council, so those younger than that are excluded from holding a tenancy but may be part of the household. This can be justified.

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

Yes. The vast majority of decants will occur in circumstances with no pattern and could therefore affect any group or community who may be living in the affected Council properties at that time.

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

None, the policy and decisions are made by Council officers.

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

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

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

None as decants are rare and are generally unplanned where and when they occur

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: The Council will ensure that the disruption to children and young people who attend school and college is minimised.

Disability: The Council will ensure that tenants living in adapted properties, can move to a property which continues to meet their needs.

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: The Council will ensure that additional support with moving is provided to someone who is pregnant or has young children.

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: R Shaw

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Decant Policy

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1.0 Scope

The Decant Policy sets out the approach that Broxtowe Borough Council takes to moving residents temporarily in order for work to be carried out to their property and where it is not safe or possible for the resident to remain in the property while work is carried out or where it is damaged in an emergency, such as fire or flood.

A decant can on occasions be a permanent move, such as when a property cannot be repaired economically and/or has been earmarked for demolition or disposal.

The policy only applies to Council properties and tenants and not leaseholders. If emergency housing is required as a result of a civil emergency or similar, this policy is not referred to.

2.0 Purpose

The purpose of a decant is to allow for the Council to carry out essential works that cannot be completed with the tenant in situ. The Policy outlines the Council's approach to this.

3.0 Aims and Objectives

The aims and objectives of the policy are

- To enable decants to be carried out with minimal disruption and disturbance to residents
- To establish the requirement to consult effectively and provide regular feedback to residents that are affected by a decant
- To establish a framework in which the Council provides assistance, whether practical or financial, to residents effected by the need to decant
- To ensure that decants are managed in a fair, equitable and reasonable manner
- To establish a basis of approval for a decant to take place
- To enable the Council to make best use of its stock through timely access for improvement and development works or where a decision is made for demolition or disposal
- To minimise rent loss to the Council by having a joint approach between Housing Repairs, Capital Works and Housing Operations.

4.0 Regulatory Code and Legal Framework

The Landlord and Tenant Act 1985

The Housing Act 1985

Land Compensation Act 1973

Gas Safety (Installation and Use) Regulations 1998

Electrical Equipment (Safety) Regulations 1994

5.0 Policy Outline

5.1 Reasons for a decant

A decant is where a tenant moves from their original property to another one, either temporarily or permanently. Decants will be considered in the following circumstances:

- The property requires works that makes it potentially unsafe or potentially unhealthy for the tenant to remain
- The property is in a condition that makes it uninhabitable
- Improvements are required to a property that are too significant to complete with the tenant in occupation. (The Council will take account of a tenant's individual circumstances when making this decision.)
- The property affected is subject to a redevelopment programme or where demolition is required.

5.2 Rehousing options

Emergency Decants

Where an unexpected event has caused a property to become uninhabitable, the Council will use its responsibilities in accordance with the Housing Act 1996 Part 7 to rehouse residents in temporary accommodation, which could be by the usage of Bed and Breakfast. If the issue with the property can be remedied and returned to in a period of less than 2 weeks, then the Council will consider the continuation of the usage of temporary accommodation for this period.

Short Term Decants

Where decants do not arise in an emergency but are short term, a period that is likely going to be less than 8 weeks, the Council will either choose to use appropriate temporary accommodation. The Council will work to avoid the usage of Bed and Breakfast for short term decants.

The Council will identify a property from its own stock or a Registered Provider for the tenant to move into temporarily. The Council will consider the Housing Allocations Policy with regard to the size and type of property used as a decant

property. Where possible the decant will be located in the same area as the current property to minimise disruption to the tenant.

When considering the location of the decant the Council will consider the impact the move on the household and matters such as distance to school and employment. The importance of minimising disruption to schooling will be taken into account.

On occasions due to the availability of stock, temporary decant properties may be in a different location and of a different size to the current property. The decant tenant will not be decanted to a property that will result in overcrowding.

If a tenant lives in an adapted property, the decant property will provide the same level and type of adaptations as currently provided. It may be appropriate to consider completion of work whilst the tenant is in situ, in circumstances where this would not usually be done. This will be decided on a case by case basis, and in full consultation with the tenant.

If a tenant refuses their initial decant offer and it is considered a reasonable suggestion of accommodation, the Housing Operations Manager, will decide if additional alternative decant properties should be found.

If the decant is considered absolutely necessary and the tenant refuses more than 3 offers that are considered reasonable by the Housing Operations Manager and there is no reasonable prospect of the works being completed with the tenant in occupation, then the Council will consider possession proceedings.

In certain situations, taking into account the circumstances of the applicant and the circumstances that led to the decant being necessary, it may be appropriate for the short term move to become a permanent solution. Where it is considered necessary to make the decant a permanent move the property will be allocated directly and therefore an application to the Homeseach scheme will not be necessary. The property will be offered on equivalent tenancy terms and will be treated as a new letting. If a property is sourced that would result in a change to the rights of a tenant, such as moving to specialist accommodation that affects the Right to Buy, the tenant will be informed of this at the point of the offer being made.

5.3 Conducting a decant

Properties that will be used as part of a decant will be inspected and made ready to let in accordance with the letting standard. It will be treated as a standard void property.

In an emergency or short term decant, no rent or Council Tax will be charged on the decant property but will continue to be charged on the original property. It will be the tenant's responsibility to update any relevant agencies and claims.

In an emergency or short term decant, the tenant will not sign a tenancy agreement for the decant property but will occupy the property under a Decant Agreement outlined in the Decant Procedure.

An emergency or short term decant does not count as a new letting of the property. The tenant remains liable for the services and rent at their original tenancy, which they will be returning to.

5.4 Compensation and Costs

In the event of a permanent move, the tenant could be entitled to Home Loss payments.

Home loss payments are applicable where there is;

- A compulsory acquisition of an interest in the dwelling
- The making of a housing order in respect of the dwelling
- Where the land has been acquired by an authority possessing compulsory purchase powers

Home loss payments could be claimed if the tenant has occupied the property as their sole residence for a period of one year prior to displacement and/or the tenant is a Secure.

The current amount of Home Loss Payment in accordance with The Home Loss Payments (Prescribed Amounts) (England) Regulations 2018 is £6,300. These payments are increased annually.

In the event that the tenant does not qualify for Home loss payments, they could qualify for Disturbance Payments. The criteria for where disturbance payments could be applied for is similar in terms of compulsory acquisition or housing orders. It is possible to qualify for both.

Disturbance payments cover 'reasonable expenses' incurred by the entitled person during moving.

Tenants should not incur unnecessary costs as a result of a decant. The Council will assist the tenant with moving essential items from one property to another. If some items are required to be stored, the Council should consider the request and provide appropriate safe and secure storage accordingly.

The tenant should retain receipts for any costs and these will be considered by the Council and should be refunded at the Councils discretion, if the costs are considered necessary.

The Council will not cover the costs or provide any household items, such as toiletries and other products, or food at the new property.

The Council will consider the reimbursement of travel expenses where a decant has been necessary to an area that is a significant distance, more than five miles, in addition to their normal journeys to school or employment. Tenants wishing to make a claim for this must demonstrate the hardship by providing income details and showing receipts or tickets etc.

The Council will consider the following works to assist the tenant in the event of a decant;

- The removal of furniture and assistance with packing by supplying boxes
- The storage of belongings
- Removal vans
- The lifting and refitting of carpets or flooring in their permanent home
- Fitting of carpets or flooring in the decant address
- The refitting of curtains or blinds in the permanent home and decant address. If additional blinds or curtains are required in the decant address, the Council will consider the supply of these.
- The redirection of post
- Disconnection or moving of kitchen appliances from the permanent home to the decant address and back.
- Cost of the kennelling of pets that cannot be housed as part of the decant
- Any other request from the tenant that is considered reasonable by the Head of Housing or Housing Operations Manager.

Any payments as a result of any Home Loss are subject to deduction of any outstanding debt to the Local Authority.

5.5 Communication and Liaison

The Council recognises that moving home in any circumstance can be a stressful experience. The Decant Policy aims to ensure that decants are carried out efficiently with minimal stress and hardship caused to the decanting tenant.

It may be necessary in certain circumstances to consult with tenants in accordance with Section 105 of the Housing Act 1985. If this is considered appropriate, the Council will engage with tenants at the earliest possible change and allow the tenants the statutory timescales in accordance with the act.

Liaison throughout the decant process is essential and will be led by the appointed Neighbourhood Coordinator. All relevant teams will engage positively with the tenants and will be responsive to their concerns.

On short term or permanent decants, the Council will ensure that the following information is communicated to affected tenants:

- Details of the project being undertaken
- The proposed start dates (if known) and the anticipated duration of the work
- A copy of the policy and associated procedures
- How a property will be identified
- Confirmation of the help and support that the Council will provide
- A named contact or contacts for the duration of the project

If the tenant should require any further advice or assistance in relation to the decant process or their options, the Council should signpost them to the Housing Options Team, Citizens Advice Bureau, Law Centre or a Solicitor.

5.6 Returning to the property following works

The services provided to the tenant by the Council as part of moving them out to the decant property should be replicated to assist in moving them back. The Council will confirm in writing the date that the works will be completed and when the decant property will need to be vacated by.

If the tenant refuses to move back to their property, the Council will make an application to the Court for their eviction from the decant property. This action will not affect their original tenancy.

If the tenant does wish to stay in the decant property, the request should be made to the Housing Operations Manager or Head of Housing. The Council may consider a 'direct let' in accordance with the Housing Allocations Policy or alternatively require the tenant to return to their original tenancy. There should be no betterment in terms of property type or size as a result of a decant.

In these circumstances, the Council will consider whether costs incurred as part of the decant are all now appropriate. If any costs are to be recharged, this is at the approval of the Housing Operations Manager or the Head of Housing.

5.6 New Housing Developments

If the Council has decanted tenants because of demolition with a view to new housing being built in the location. The Council will offer the tenant a property on the new development subject to them meeting the allocation criteria of the properties being built.

6.0 Related Policies, Procedures and Guidelines

This policy should be read in conjunction with the:

- Allocations Policy
- Customers with Additional Support Needs Policy
- Decant procedure
- Repairs Policy
- Repairs procedures
- Tenancy Management Policy
- Tenure Policy

7.0 Review

This Policy will be reviewed every 3 years unless there are significant changes in legislation.

8.0 Document History and Approval

| Date | Version | Committee Name |
|----------|---------|----------------------------|
| 4/12/18 | 1.0 | Housing Committee |
| 17/11/21 | 2.0 | Housing Committee - Review |
| | | |

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APPENDIX 3

| Decant Policy Section | Suggested Change | Reason for Change |
|---|---|---|
| Suggested Change 5.2 Rehousing Options | Removal of decisions made by a nominated deputy | Other Housing policies do not use this wording and it creates ambiguity as to whom the nominated deputy might be. |
| Suggested Change 5.2 Rehousing Options | <p>Removal of paragraph relating to permanent decants. Add to short term decants paragraph</p> <p><i>In certain situations, taking into account the circumstances of the applicant and the circumstances that led to the decant being necessary, it may be appropriate for the short term move to become a permanent solution. Where it is considered necessary to make the decant a permanent move.</i></p> <p><i>The property will be allocated directly and therefore an application to the Homeseach scheme will not be necessary. The property will be offered on equivalent tenancy terms and will be treated as a new letting. If a property is sourced that would result in a change to the rights of a tenant, such as moving to specialist accommodation that affects the Right to Buy, the tenant will be informed of this at the point of the offer being made.</i></p> | To provide clarity within the Policy |
| Suggested Change 5.2 Rehousing Options | <p>Add</p> <p><i>When considering the location of the decant the Council will consider the impact the move on the household and matters such as</i></p> | For clarity that this will be considered when reviewing individual circumstances. |

| | | |
|---|--|--|
| | <i>distance to school and employment. The importance of minimising disruption to schooling will be taken into account.</i> | |
| Suggested Change 5.2 Rehousing Options | Add <i>If a tenant lives in an adapted property, the decant property will provide the same level and type of adaptations as currently provided. It may be appropriate to consider completion of work whilst the tenant is in situ, in circumstances where this would not usually be done. This will be decided on a case by case basis, and in full consultation with the tenant.</i> | For clarity that this will be considered when reviewing individual circumstances. |
| Suggested Change 5.4 Compensation and Costs | Removal of reference to Fixed Term Tenants and Tenancies | Housing Committee has already resolved for the repeal of Fixed Term Tenancies, so any reference in any other policy should be removed. |
| Suggested Change 5.5 Communication and Liaison | Removal of reference to a Housing Officer | The post of Housing Officer has been deleted and the role is now Neighbourhood Coordinator. |
| Suggested Change 6.0 Related Policies, Procedures and Guidelines | Add ' <i>Customers with Additional Support Needs Policy</i> ' | This policy should be considered, changes to approach may be required in line with this policy. |

Report of the Chief Executive

REVIEW OF ALLOCATIONS POLICY

1. Purpose of report

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

2. Background

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 Housing Committee approved the Allocations Policy in 2018. It was last reviewed by the Housing Committee who approved some changes, in November 2019 and November 2020.

The Policy is reviewed annually and therefore this report presents the annual review of the terms and suggested amendments.

3. Detail

An Equalities Impact Assessment is provided as appendix 1.

The Allocations Policy with the proposed changes 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 | |
| 1. What are the aims and objectives of the policy or function? The Allocations Policy provides guidance on how social housing within the Broxtowe Borough Council is prioritised and allocated | | | |
| 2. What outcomes do you want to achieve from the policy or function? 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. | | | |
| 3. Who is intended to benefit from the policy or function? Applicants for social housing who wish to be housed in the Broxtowe Borough | | | |
| 4. Who are the main stakeholders in relation to the policy or function? <ul style="list-style-type: none"> • Housing applicants • Housing staff | | | |
| 5. What baseline quantitative data do you have about the policy or function relating to the different equality strands? When applicants apply for housing, equality data is collected. It is also kept on record following their housing. | | | |
| 6. What baseline qualitative data do you have about the policy or function relating to the different equality strands? Information provided on Council records | | | |
| 7. What has stakeholder consultation, if carried out, revealed about the nature of the impact? None completed for the review of the policy. The review and items changed have in | | | |

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.

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 and Rough Sleeping 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.homesearch.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 DLUHC 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 Homeseach Choice Based Lettings system.

This applies to existing tenants if:

- The allocation is made at the tenant's 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 person 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
 - 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 who provide care to people within the Borough and whose care needs are not able to be met in any other way, subject to the applicant meeting the other eligibility and qualification criteria.
- 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 dependent 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 have 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.

If the Council has evidence or has witnessed that the property will be unsuitable for medical reasons, the offer of the property will be withdrawn. This includes offers that are unreasonable for the reasons of health and safety, such as those in an Independent Living where the only method of escape is by using a lift.

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. However, if an applicant's circumstances reflect two distinctly different characteristics in the same band, that have no relation or impact to each other, the applicant will be awarded one band higher. If an applicant has more than one Band 1 criteria relevant to their application, they will be awarded a further 12 months waiting time. This will enable their applications to be further prioritised.

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

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| 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 applicant's 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. |
| Independent Living Stock Options (Broxtowe Borough Council only) | Applicants who are affected by a scheme that is being de-designated and wish to be rehoused in Independent Living accommodation and the current accommodation is being demolished or re-purposed for a purpose that is no longer permanent social housing accommodation. |
| 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 Homeseach 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

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| 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 Homeseach 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. Applicants must have local connection to the Broxtowe Borough in accordance with the guidance within the Policy, or, have been referred in to the accommodation by Broxtowe Borough Council. |
| 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. To meet this criteria, the property which the applicant is moving to must meet and resolve their housing needs. |
| 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 Homeseach 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. |
| Independent Living Stock Options (Broxtowe Borough Council only) | Applicants who are affected by a scheme that is being de-designated and wish to be rehoused in Independent Living accommodation, but the current accommodation is remaining as permanent tenanted accommodation. |
| Unsuitable accommodation | Tenants of one of the Homeseach partners whose current home is an adapted property but the adaptation is |

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| due to adaptations | 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. Applicants that are placed in High Welfare Need require re-housing but the need is not considered to be an emergency, placing them at risk of immediate homelessness. |

Band 3

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| Homeless | <p>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:</p> <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 <p>The banding will also be awarded to those applicants who are classed as part of "early interventions" within the homelessness process. This applies when an applicant is not threatened with homelessness within 56 days but is likely to be threatened with homelessness in the near future.</p> |
| 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. |
| Reassessed Urgent Applicants | If an applicant has previously been assessed in as a Band 1 or 2 but has not been bidding on suitable properties that have been available for them whilst they are in the urgent bands. |

Band 4

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| 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 purposed 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.

In certain situations, particularly when applicants are fleeing harassment, violence, threats of violence or domestic abuse, housing the applicant in certain areas of the Borough may pose or fail to alleviate the risks being fled. For allocations in these circumstances, professional advice may be sought and allocations will follow the Area Placements 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 Homeseach 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 unless the applicant has a degree of disability that makes their present home unsuitable and who would benefit from the support available in Independent Living accommodation. Properties that are designated as Independent Living can be offered to those applicants who are under 60 if the property is difficult to let and the applicant is being placed through the Community Living Network or equivalent scheme.

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

5.17 Larger Independent Living accommodation

Properties that are designated as Independent Living accommodation and are larger than one bedroom will be allocated to applicants over the age of 18 and will be allocated in accordance with household needs, such as disabilities, rather than whether they need the support available within Independent Living.

These larger units can be used to allow families with disabilities for instance. The relevant documentation and support from a Specialist Occupational Therapist will be required as necessary.

5.18 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'

5.19 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 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'.

5.20 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.

Property Acquisitions – in exceptional circumstances a property may be acquired to meet the need of an applicant on the waiting list for whom the Council does not currently own a suitable property or a suitable property is unlikely to become available through the homesearch scheme. In this circumstance approval for a direct let of the property will be approved by the Chief Executive in consultation with the Chair of the Housing Committee at the point of final approval to purchase.

5.21 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 these 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

5.22 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.

5.23 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 applicant's 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.

5.24 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.

If an applicant is not placed a bid for 12 weeks and suitable properties have become available for them to bid on within that time, the application will be reviewed to see if further intervention for the team is necessary to assist or whether a review of the banding is appropriate.

If a review is undertaken and there is no suitable reason provided to explain why an applicant has not been bidding on available and suitable properties, the applicant should be reassessed into Band 3. The application can be reassessed and/or priority restored subject to appropriate assurances from the applicant being received or a further change in circumstances of the applicant

5.25 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.

5.26 Application exclusion/Removal from the register

An applicant will be excluded if following reassessment, the applicant is no longer eligible for housing.

An applicant will be excluded if an applicant no longer meets the qualifying criteria at any time from the point of registration, to the point of allocation.

An applicant will be removed if an offer of accommodation has been made, has been accepted and signed for by the applicant from the Council or a partner within the Homeseach scheme.

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.

5.27 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
- Area Placements Procedure
- Advertising of properties procedure
- Annual review procedure
- Application from home owner's 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 |
| November 2019 | 3 | Housing Committee – Review |
| November 2020 | 4 | Housing Committee - Review |
| November 2021 | 5 | Housing Committee - Review |

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.

Where the applicant has access to their children, but whose main home is with the other parent or another carer, they will not be counted as permanent members of the household.

Families with children of the same sex where both children are aged under 16 may be allocated on the basis of the children sharing a bedroom

Families with children of the opposite sex where both children are aged under 16 may be allocated on the basis of the children sharing a bedroom, unless the older child is over 10

For a bedroom to be awarded for an overnight carer, a live-in carer is essential on a daily and continuing basis and a live-in carer has been identified and has moved in with the household or is ready to do so when accommodation is available and if the applicant were to claim housing benefit, the extra bedroom would be awarded, in conjunction with housing benefit regulations. Receipt of carers allowance alone does not mean that a live in carer is necessary. In all cases, regardless of whether or not the carer is in receipt of carer's allowance, it will be necessary for the applicant to provide evidence that they receive disability benefits commensurate with the need for a live in carer.

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APPENDIX 3

| Allocation Policy Section | Suggested Change | Reason for Change |
|---|--|---|
| Suggested Change Throughout document | Change from HomeSearch to Homesearch | To reflect the change in branding of the scheme |
| Suggested Change 1.0 Scope | To remove reference to the South Nottinghamshire Choice Based Lettings partnership | Partnership was dissolved in 2021 |
| Suggested Change 1.0 Scope | To add "Rough Sleeping" to the South Nottinghamshire Homelessness Strategy | To reflect the change in the document name. It is now the South Nottinghamshire Homelessness and Rough Sleeping Strategy |
| Suggested Change 4.0 Regulatory Code and Legal Framework | DLUHC changed from MHCLG | To reflect the change in Government department |
| Suggested Change 5.4 Qualification | To remove <i>Applicants who have been accepted as a reciprocal arrangement with another local authority or registered provider</i> | This has proved a cause of confusion for applicants. The situations that the Council may use this are unclear, where the applicant would not meet another qualification criteria or be able to be housed within the Broxtowe Borough |
| Suggested Change 5.4 Qualification | To add <i>Applicants who provide care to people within the Borough and whose care needs are not able to be met in any other way, subject to the applicant meeting the other eligibility and qualification criteria.</i> | The Ombudsman recently criticised a Council in Lincolnshire for breaching the public sector equality duty for not having provision for assisting carers for disabled persons within their Allocations Policy |
| Suggested Change 5.11 Banding | To add | This adds to a new provision from last year and allows the most serious and severe |

| | | |
|----------------------------------|--|---|
| | <i>If an applicant has more than one Band 1 criteria relevant to their application, they will be awarded a further 12 months waiting time. This will enable their applications to be further prioritised</i> | cases to be further prioritised |
| Suggested Change 5.11 Banding | <p>To add to the Band 2 Move on from Specialist and Supported Accommodation criteria</p> <p><i>Applicants must have local connection to the Broxtowe Borough in accordance with the guidance within the Policy, or, have been referred in to the accommodation by Broxtowe Borough Council.</i></p> | Homeless applicants in particular can be affected by this change. If the Council refers them to a supported accommodation scheme outside of the Borough, they retain their local connection. |
| Suggested Change 5.11 Banding | <p>To clarify Band 2, High Medical Priority</p> <p><i>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. To meet this criteria, the property which the applicant is moving to must meet and resolve their housing needs.</i></p> | The Council is encountering a number of situations where applicants are claiming and providing proof documents that would meet the criteria for High Medical Band 2, but are then seeking to be housed in properties that would be similarly unsuitable for medical reasons |

| | | |
|----------------------------------|--|--|
| Suggested Change 5.11 Banding | To clarify Band 2, High Welfare need <i>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.</i> <i>Applicants that are placed in High Welfare Need require re-housing but the need is not considered to be an emergency, placing them at risk of immediate homelessness.</i> | To provide further clarity for officers and applicants about when and whether to award this banding and who can qualify |
| Suggested Change 5.11 Banding | To add to the Band 3 criteria a new criteria of Reassessed Urgent Applicants | The Council has a high number of applicants in the highest bands. Some applicants who are awarded this banding are then not placing bids for suitable properties that are available to them and suitable reasoning for the applicant not placing a bid is not being provided. If applicants are awarded urgent bands, their housing need is urgent and they need to move at the earliest available opportunity. |

| | | |
|--|--|--|
| 5.13 Pre-tenancy checks and risk assessments | <p>To add a clause that clarifies appropriate housing areas.</p> <p><i>In certain situations, particularly when applicants are fleeing harassment, violence, threats of violence or domestic abuse, housing the applicant in certain areas of the Borough may pose or fail to alleviate the risks being fled. For allocations in these circumstances, professional advice may be sought and allocations will follow the Area Placements procedure.</i></p> | <p>The Council is finding a number of applicants that are fleeing violence but wish to be housed in the immediate surrounds of their home. Whilst these can be for understandable personal reasons, it does mean that the likelihood of reoccurrence of the violence or abuse is elevated.</p> |
| 5.17 Larger Independent Living accommodation | <p>To add a clause to clarify how larger units of Independent Living accommodation are allocated</p> <p><i>Properties that are designated as Independent Living accommodation and are larger than one bedroom will be allocated to applicants over the age of 18 and will be allocated in accordance with household needs, such as disabilities, rather than whether they need the support available within Independent Living.</i></p> <p><i>These larger units can be used to allow families with disabilities for instance. The relevant documentation and support from a Specialist Occupational Therapist will be required as necessary</i></p> | <p>The majority of properties that are within Independent Living are one bedroom.</p> <p>Following the designation changes, many of these properties are being moved to the general housing portfolio. However, some properties remain that are larger, such a number of the bungalow stock.</p> <p>It is important that the Council considers using these properties for groups with different complex needs, such as families with disabilities. This could therefore allow these households to live in accommodation that is level access for those who may have mobility difficulties for example.</p> |

| | | |
|--|---|--|
| 5.23 Review of urgent applications | <p>To add a clause to explain the change in Band 3 criteria outlined above</p> <p><i>If a review is undertaken and there is no suitable reason provided to explain why an applicant has not been bidding on available and suitable properties, the applicant should be reassessed into Band 3. The application can be reassessed and/or priority restored subject to appropriate assurances from the applicant being received or a further change in circumstances of the applicant</i></p> | Reasoning detailed in earlier section |
| 5.25 Application exclusion/Removal from the register | <p>To add some further areas of clarity around when applicants can be removed or excluded</p> <p><i>An applicant will be excluded if following reassessment, the applicant is no longer eligible for housing.</i></p> <p><i>An applicant will be excluded if an applicant no longer meets the qualifying criteria at any time from the point of registration, to the point of allocation.</i></p> <p><i>An applicant will be removed if an offer of accommodation has been made, has been accepted and signed for by the applicant from the Council or a partner within the Homeseach scheme.</i></p> | The changes clarify that applications can be closed if circumstances change. This will have happened in practice but was not outlined in the policy previously |

| | | |
|--|--|-----------------------------------|
| Size and types of properties that applicants can bid for | <p>To add clarity around caring responsibilities for children</p> <p><i>Where the applicant has access to their children, but whose main home is with the other parent or another carer, they will not be counted as permanent members of the household.</i></p> | To provide clarity for applicants |
| Size and types of properties that applicants can bid for | <p>To add clarity around families and bedroom entitlement</p> <p><i>Families with children of the same sex where both children are aged under 16 may be allocated on the basis of the children sharing a bedroom</i></p> <p><i>Families with children of the opposite sex where both children are aged under 16 may be allocated on the basis of the children sharing a bedroom, unless the older child is over 10</i></p> | To provide clarity for applicants |

| | | |
|--|---|-----------------------------------|
| Size and types of properties that applicants can bid for | <p>To add clarity around overnight carers</p> <p><i>For a bedroom to be awarded for an overnight carer, a live-in carer is essential on a daily and continuing basis and a live-in carer has been identified and has moved in with the household or is ready to do so when accommodation is available and if the applicant were to claim housing benefit, the extra bedroom would be awarded, in conjunction with housing benefit regulations. Receipt of carers allowance alone does not mean that a live in carer is necessary. In all cases, regardless of whether or not the carer is in receipt of carer's allowance, it will be necessary for the applicant to provide evidence that they receive disability benefits commensurate with the need for a live in carer.</i></p> | To provide clarity for applicants |
|--|---|-----------------------------------|

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Report of the Deputy Chief Executive

LAND AROUND 51 ILKESTON ROAD, BRAMCOTE (FISHPOND COTTAGE)

1. Purpose of report

To seek approval to proceed with one of three options for the HRA owned site at 51 Ilkeston Road, Bramcote (also known as Fishpond Cottage).

2. Background and detail

The Housing Delivery Plan was approved by the Council in 2019. In November 2019 Housing committee approved the undertaking of a consultation exercise to seek local resident's views on the redevelopment of the Ilkeston Road site for new Council housing. A delegation was made to the Deputy Chief Executive in consultation with the chair of housing, to agree the mix of the new housing and to submit a planning application on the site.

An extensive consultation exercise was undertaken in late 2020 on a proposal to build 9 new homes including the demolition of the cottage. Following comments received from the consultation exercise, the layout plans and the initial proposal to demolish the cottage were revised. A planning application was submitted in February 2021 which kept the cottage and proposed 5 new build homes on the site consisting of 2 houses, 2 flats and an adapted 'wheelchair' house.

The planning application was approved by planning committee in June 2021. Ward members have subsequently approached the Council seeking revisions to the approved scheme due to the level of objections received from the local community.

3. Options for the site

- 1) Proceed as per the planning approval to build 2 houses, 2 flats and the adapted 3 bed property, and implement a local lettings policy for the new homes which gives priority to residents with a local connection to Bramcote,
- 2) Submit a new planning application to build only the 3 bedroom adapted property,
- 3) Submit a new planning application to build the adapted property and 2-3 one bedroom bungalows,
- 4) Provide a report to committee in 2022 about the future use of the cottage building,

See Appendix 1 for the advantages and disadvantages of these options.

4. Financial Implications

The approved 2021/22 capital Programme includes £550,000 for new housing on the Fishpond Cottage site- see appendix 1.

RECOMMENDATION

Committee is asked to RESOLVE;

- 1) **Option 1: Proceed as per the current planning approval, or,**
- 2) **Option 2: Submit a new planning application to build one 3 bedroom adapted property, or,**
- 3) **Option 3: Submit a new planning application to build the adapted property and 2-3 one bedroom bungalows, and,**
- 4) **A report be brought back to Housing Committee about the future use of the cottage.**

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APPENDIX 1

51 Ilkeston Road, Bramcote (known as Fishpond/Farm Cottage)1) Background

In November 2019 Housing committee approved the undertaking of a consultation exercise to seek local resident's views on the redevelopment of the Ilkeston Road site for new Council housing. A delegation was made to the Deputy Chief Executive in consultation with the chair of housing, to agree the mix of the new housing and to submit a planning application on the site.

An extensive consultation exercise was undertaken in late 2020 on a proposal to build 9 new homes including the demolition of the cottage. Following comments received from the consultation exercise, the layout plans and initial proposal to demolish the cottage were revised. A planning application was submitted in February 2021 which kept the cottage and proposed 5 new build homes on the site consisting of 2 houses, 2 flats and an adapted 3 bed 'wheelchair' property. The planning application was approved by planning committee in June 2021.

Ward members have subsequently approached the Council seeking revisions to the approved scheme due to the objections received from the local community.

2) Housing supply and demand in Bramcote

The housing mix agreed for the planning application was based on an assessment of housing need from the Council's Housing Register and Lettings data and the strategic long term need as identified in the 2018 GL Hearn Social and Affordable Housing Need Study.

Table 1 – Size of affordable rented housing required by sub-area - 2018 GL Hearn Report

| | 1-bedroom | 2-bedrooms | 3-bedrooms | 4+-bedrooms |
|--------------|-----------|------------|------------|-------------|
| Beeston | 43% | 31% | 23% | 2% |
| Eastwood | 38% | 32% | 28% | 2% |
| Kimberley | 40% | 34% | 23% | 2% |
| Stapleford | 36% | 35% | 28% | 1% |
| Borough-wide | 40% | 32% | 25% | 2% |

Source: Housing Market Model

Table 2 - October 2021 Housing Register Data for Bramcote

| Property size | Number of applicants in Bands 1 and 2 | Number of applicants in All Bands |
|--------------------|---------------------------------------|-----------------------------------|
| All applicants | | |
| 1 bedroom | 105 | 531 |
| 2 bedroom | 72 | 368 |
| 3 bedroom | 32 | 124 |
| 4 bedroom | 3 | 9 |
| Applicants over 60 | | |
| 1 bedroom | 40 | 176 |
| 2 bedroom | 4 | 19 |

Table 3 – 2021 Lettings data - supply of affordable rented housing Bramcote

| Property type/size | Number |
|--------------------|--------|
| General Needs | |
| 1 bedroom flat | 2 |
| 2 bedroom flat | 0 |
| 2 bedroom house | 1 |
| 3 bedroom house | 1 |
| Independent Living | |
| 1 bedroom flat | 7 |
| 2 bedroom flat | 1 |
| 1 bedroom bungalow | 2 |
| 2 bedroom bungalow | 0 |

The Hearn report recognises the role which the delivery of larger family homes can play in releasing the supply of smaller properties; together with the limited flexibility which one-bed properties offer to changing household circumstances which feed through into higher turnover and management issues. The need for affordable housing of different sizes will vary by area (at a more localised level) and over time. In considering the mix of homes to be provided within specific development schemes, the information in the Hearn report should be brought together with details of households currently on the Housing Register in the local area and the stock and turnover of existing properties.

Tables 2 and 3 show the up to date housing need and supply data for Bramcote as of October 2021. The tables show that the need is predominantly for general needs accommodation (80%+) with a mix of 1 beds (50%) and 2/3/4 beds (50%).

3) Financial Implications

The scheme has been allocated funding of £550,000 in the approved 2021/22 Capital Programme (with a further £350,000 provisionally allocated in the 2022/23 Capital Programme). The scheme will not proceed on site until 2022/23 (whichever option is agreed) and, as such, the current allocated funding will be carried forward

into 2022/23 subject to Committee approval. Subject to further clarification, it is intended that Homes England funding will be secured to help subsidise the development of the scheme and to allow affordable rents to be charged. Accessing Homes England grant and the charging of affordable rents should allow both options 1 and 3 to payback within a 40-year payback period.

4) Options for the site

Option 1 - Proceed as per the planning approval to build 2x3 bed houses, 2x1 bed flats and 1x3 bed adapted property and implement a local lettings policy for the new homes which gives priority to residents with a local connection to Bramcote

Advantages

- Planning permission has been secured,
- This will meet priority housing need,
- The construction work could begin quickly subject to tendering the scheme,

Disadvantages

- Ward members do not support the proposals,
- A number of local residents do not support the proposal. The opposition to the scheme was documented in the planning committee report. There are a number of differing objections to the proposal ranging from opposition to the building of any homes through to support for building bungalows only on the site.

Option 2 - Submit a new planning application to build only the 3 bedroom adapted property,

Advantages

- This proposal is more likely to be supported by local residents,
- Demand exists for adapted family housing,

Disadvantages

- Revised planning would be needed which will delay the scheme,
- £48,000 has been spent to date on securing planning permission and securing revised planning will require additional professional fees,
- It would be proportionally more expensive to build just one home on this site,
- There is a lost opportunity to provide 4 more affordable homes if only 1 house is built,

Option 3 - Submit a new planning application to build the adapted property **and** 2-3 one bedroom bungalows,

Advantages

- This proposal may be supported by local residents,
- Demand exists for adapted family housing and bungalows,

Disadvantages

- Revised planning would be needed which will delay the scheme,
- £48,000 has been spent to date on securing planning permission and securing revised planning will require additional professional fees,
- There is a lost opportunity to provide 2x three bed houses and 2 x one flats instead of 2-3 one bedroom bungalows,

5) Future of Fishpond Cottage

All 3 options allow for the retention of Fishpond Cottage. A report about the future use of the cottage building will be brought to committee in 2022.



Report of the Chief Executive

GENERAL NEEDS – COMMUNAL AREAS

1. Purpose of report

To seek approval from Housing Committee to introduce new services for communal areas, including block cleaning and window cleaning.

2. Background

In September 2021 Housing Committee resolved that consultation is completed with General Needs tenants that live in properties with communal areas to obtain their views on new services being introduced and a new charge to contribute towards the cost of providing these.

3. Detail

Currently General Needs tenants are not charged for services provided, such as grounds maintenance and communal lighting. These are paid from the Housing Revenue Account (HRA). There are also services which are not currently provided, which many landlords would routinely provide. This includes block cleaning and window cleaning. Currently tenants are jointly responsible for cleaning communal areas on their schemes. This leads to variations on the standard of our blocks and an unfair expectation on our tenants.

All services that are proposed as part of the service charge will be eligible for Housing Benefit and the rent element of Universal Credit. This means that the tenants who claim benefit to pay their rent would also have this additional cost covered. It is not proposed that the Council seeks to recover all of this additional cost immediately, but rather that a similar approach is taken to the changes to the Independent Living service charge, which will gradually increase the amount payable over a number of years.

Results of the consultation can be found in the appendix.

4. Financial Implications

The level of service charge and budget will be approved by Finance and Resources Committee. The proposed initial charge is £1.50 per week, to be increased by CPI + 1% each year, in line with other fees and charges. The HRA will subsidise the overall cost, which will be included in the 2022/23 HRA budget.

Recommendation

The Committee is asked to RESOLVE that communal block and window cleaning is introduced in General Needs Accommodation.

Background Papers: Nil

APPENDIX

Consultation

Consultation was required under Section 105 of the 1985 Housing Act as the changes proposed relate to the management of properties by Broxtowe Borough Council. Secure tenants likely to be affected must be informed of proposals, and be able to make their views known to us within a specified period, which is not defined in the Act. The consultation period was from 4 October 2021 until 31 October 2021.

1059 surveys were sent by post to all General Needs tenants that have shared communal areas to seek their opinion on the condition of their block and the introduction of new services. The survey was promoted through social media and Housing News bulletins and could also be completed online.

Only 11 responses were received. Due to the low response rate all comments provided are included in the report. The consultation asked the following questions:

How satisfied are you with the standard of cleanliness in the communal areas of your block?

| | |
|------------------------------------|---|
| Very satisfied | 1 |
| Satisfied | 0 |
| Neither satisfied nor dissatisfied | 4 |
| Dissatisfied | 3 |
| Very dissatisfied | 2 |
| Not answered | 1 |

Would you support the introduction of communal cleaning of stairwells and landings for your block?

| | |
|-----|---|
| Yes | 6 |
| No | 5 |

Would you support the introduction of cleaning of communal windows in your block?

| | |
|-----|---|
| Yes | 6 |
| No | 5 |

Do you have any comments you wish to make about the cleanliness of your block or the proposed introduction of communal cleaning?

- Flat blocks on Gibbons are a dumping ground for pushchairs and bikes making it unsafe for other tenants in the blocks in case of fires
- Myself and another tenant have kept the communal area clean and tidy for the past 18 years and the garden
- I don't see why I should pay for it to be cleaned when neighbours treat it as a dumping ground for all their stuff and boxes of rubbish because they can't be

bothered to walk 15 feet to a bin as they are no doubt on benefits so will get it free but also I keep my garden maintained but struggle with the amount of dog mess from my neighbour's dogs all over my lawn

- Communal areas were cleaned by a Council employee until lockdown with no cost involved. The service stopped with no explanation and now you want to charge for it!
- Even if it was just removal of the cobwebs that accumulate in the high ceiling areas, it would improve the look of the area greatly.
- I look after my environment.
- I do most of the cleaning anyway in it and I'm not going to pay when there are 3 flats in my block that get HB when they don't clean it

Do you have any comments you wish to make about the proposal to introduce a charge for tenants to contribute towards the cost of communal services?

- All for it
- If everyone paid it wouldn't be too bad
- The area outside each person's flat should be kept clean by the tenant - not charging everyone for those who are content to live with dirt outside their flat.
- As long as it was a minimal cost I don't see a problem with it
- It won't be little enough for me to pay it on top of my rent for the council to gain from it when I already pay a subscription for my garden bin which they don't empty and I have to ring to get emptied

Do you have any additional comments?

- Shame my neighbours don't take pride in the block/gardens
- Unwilling to pay for cleaning areas that are not used by me or near my flat

In addition to the formal consultation required in accordance with the 1985 Housing Act, the matter was also discussed by the Resident Involvement Group and Housing Performance Group.

The following comments were made by the Resident Involvement Group at the meeting on 12 October 2021:

- It is not fair for those on benefits compared to those having to pay
- An increase won't be very popular with tenants, especially with other bills increasing and low pay increases, if any.
- Need to ensure that charges are applied fairly
- Some tenants take good care of communal areas and others don't, which if left for years can affect workman being able to do their jobs
- Checks need to be completed to ensure service is being provided and to check quality
- Tenants should be told how much the services costs in comparison to how much they are being asked to pay
- Tenants should be told how often the services will be provided

The following comments were made at Housing Performance Group at the meeting on 2 November 2021:

- The initiative is welcomed. Residents don't always take responsibility for communal areas. Really happy about the change being made.
- Good idea for a tidy Borough
- Can see the stark difference between blocks owned by other landlords and Broxtowe Borough Council blocks
- Tenants have had the opportunity to feedback and it is right to look after our buildings
- Some councillors have been asking for this for some time. Happy that cleaning will be starting
- We need to keep an eye on fly tipping in communal areas and charge the culprits for clearance
- Fully in support of the move, the change will improve the quality of tenants lives and will keep the area clean
- Broxtowe Borough Council need to keep areas clean and tidy. Lives in a block and some residents always clean-up and other don't which is not fair but this change will make it more fair
- Very different to Independent Living, for example The Willows is clean and tidy and they have a really good cleaner

Report of the Deputy Chief Executive

HOUSING DELIVERY PLAN UPDATE

1. Purpose of report

To update committee on the work to deliver the Housing Delivery Plan (HDP).

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 - 9 properties were purchased in 2020/21 with at least 10 more in the programme for 2021/22.

New Build Development on Council owned land – 3 sites were identified for the 2019 - 20 HRA development programme and work has progressed to deliver them in 2019/20 and 2020/21. An update on these 3 sites (Bungalows, Beeston, Oakfield Road, Stapleford and Fishpond Cottage, Bramcote) is shown in Appendix 1.

New Build Development on Council owned land – garage sites up to 13 homes – Phase 1 of the Housing Delivery Plan identified several other HRA owned sites to be developed in the Borough between 2020/21 and 2021/22 in Chilwell and Watnall. Planning applications will be submitted shortly on these 5 sites.

New Build Development on privately owned sites – The Council is working with a local house builder to build up to 51 new rented homes and shared ownership units on an allocated housing site west of Coventry Lane, Bramcote. The proposed acquisition of the affordable housing has been subject to several committee approvals in 2021.

Other New Build Opportunities – The Council has recently purchased a private site for residential development in the south of the district. The Council will subsequently apply for planning permission to develop the site.

3. Financial Implications

These are set out in detail in Appendix 2.

RECOMMENDATION

Committee is asked to NOTE the report.

Background papers: Nil

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APPENDIX 1



Housing Delivery Plan Update Phase 1 New Build Sites (2019 - 2021)

New Build Delivery 2019 - 2021

The following sites were identified for initial development between 2019 and 2021;

1. Bungalows, Beeston,
2. Oakfield Road Garage site, Stapleford,
3. 51 Ilkeston Road, Bramcote,

1) Beeston

A development of two bungalows for rent was completed in January 2021. The two bungalows will form part of the Council's stock.

2) Oakfield Road, Stapleford

In 2020 the Council secured planning permission to build 5 one bedroom flats on the site for rent to ex-service personnel. The building contractor was selected via a competitive tender process and construction began in March 2021.

Projected Development Programme

| | |
|----------------------|----------------------------|
| Construction started | March 2021 |
| Completion | December 2021/January 2022 |

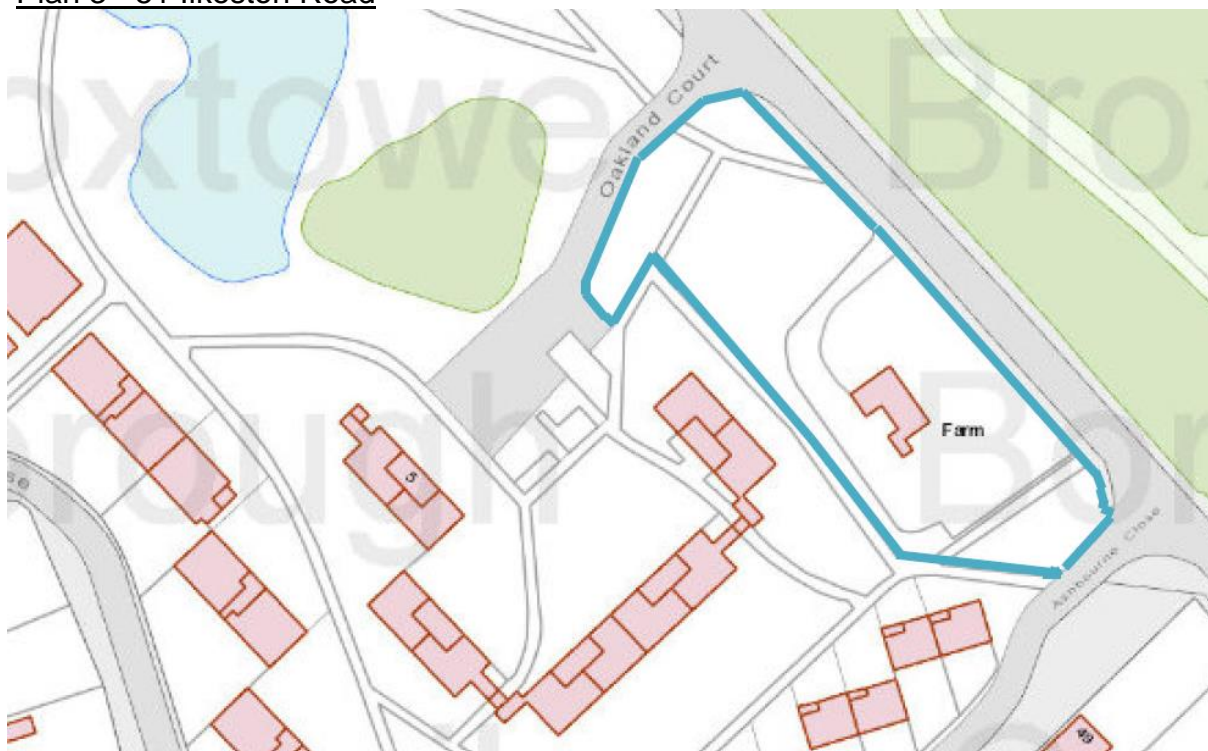
3) 51 Ilkeston Road, Bramcote (known as Fishpond/Farm Cottage)

51 Ilkeston Road is a Council owned 19th century detached property with a large garden that is currently vacant. It is situated next to a piece of open land that is not allocated as open space in the local plan.

Planning approval was secured in June 2021 which retains the cottage and proposes the construction of 5 new homes for rent (2x1 bed flats, 2x3 bed houses and a 3-bedroom wheelchair adapted property).

The scheme is subject to a further report being considered at Housing Committee.

Plan 3 - 51 Ilkeston Road



APPENDIX 2

Financial Implications

The capital programme for 2021/22 includes the following Housing Delivery Plan related schemes:

| | Budget 2020/21 £ | Actual 2020/21 £ | Budget 2021/22 £ | Actual Q1/Q2 £ |
|--|------------------------|------------------------|------------------------|----------------------|
| Purchase of Completed Housing/ Former Right to Buy Properties | 2,090,100 | 1,289,147 | 2,200,950* | 466,467 |
| Bungalows (Willoughby Street, Beeston) | 265,250 | 278,632 | - | - |
| Housing New Build Delivery Activity | 120,000 | 103,288 | 616,700* | 87,330 |
| New Build – Oakfield Road | 85,000 | 74,168 | 690,850* | 394,667 |
| New Build – Fishpond Cottage | - | - | 550,000 | - |
| New Build – Chilwell/Watnall Garage Sites | - | - | 600,000 | - |
| Housing Delivery Plan Officer Posts | 56,400 | 32,005 | 188,000 | 188,000 |

* Budgets include carry forward from 2020/21.

Details of the 2020/21 capital outturn was presented to Finance and Resources Committee on 8 July 2021 and approvals made to carry forward unspent 2020/21 budgets into 2021/22 to allow the schemes to be concluded.

A summary of the capital expenditure 2021/22 incurred to 30 September 2021 is provided above. An update on the capital programme, including further details of spending in respect of the schemes above, will be presented to Finance and Resources Committee on 9 December 2021.

The Purchase of Completed Housing/Former Right to Buy (RTB) Properties and New Build Housing Feasibility Costs schemes were financed by capital receipts from the sale of council houses under the RTB initiative. The bungalows in Beeston were financed by a grant from the Better Care Fund. Expenditure on the other schemes in the 2020/21 capital programme were financed by capital receipts from the sale of council houses under the RTB initiative.

The £188,000 for Housing Delivery Plan Officer posts in the 2021/22 capital programme includes the cost of the Interim Housing Delivery Manager, a Housing Acquisitions Officer, a Legal Officer and a share of the cost of the Head of Asset Management post. These capital salaries have been recharged in full from April 2021.

It is anticipated that the budget for the purchase of Purchase of Completed Housing/Former Right to Buy Properties will be financed by borrowing in the 2021/22 capital programme with the other five schemes financed by capital receipts from the sale of Council Houses under the RTB initiative.

The Finance and Resources Committee approved capital budget variations as part of the Capital Programme 2021/22 Update report on 8 July 2021. This included a £400,000 capital budget for Housing New Build Delivery Activity financed from HRA Direct Capital Funding. This scheme is for the increased fees associated with additional activity to further increase Council Housing Stock. Dedicated schemes are being examined to mitigate abortive costs. The costs associated with any scheme that does not proceed will be charged to the HRA revenue budget.

Any further schemes that require incorporating in the Capital Programme such as the proposed new build development on land west of Coventry Lane in Bramcote will be presented to the Finance and Resources Committee along with details of their intended financing for approval in due course.

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 2020-2024 was approved by Council on 4 March 2020. 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 2021/22 and the latest data relating to Critical Success Indicators (CSI) and Key Performance Indicators (KPI). This summary is detailed in appendix 1.

Recommendation

The Committee is asked to NOTE the performance and progress made in achieving the actions in the Housing Business Plan 2021-2024.

Background papers

Nil

APPENDIX

PERFORMANCE MANAGEMENT

1. Background - Corporate Plan

The Corporate Plan for 2020-2024 was approved by Council on 4 March 2020. This plan sets out the Council's priorities to achieve its vision to make "A Greener, Safer and Healthier Broxtowe where everyone prospers." 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 Council on 3 March 2021, following recommendations from the respective Committees in January/February 2021.

The Council's priority for Housing is "A good quality home for everyone". Its objectives are to:

- Build more houses, more quickly on under used or derelict land (Ho1)
- Invest to ensure our homes are safe and more energy efficient (Ho2)
- Prevent homelessness and help people to be financially secure and independent (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 2021/22 (as extracted from the Pentana Risk performance management system). It also provides the latest data relating to Critical Success Indicators (CSI) and 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 Performance reports is as follows:





Action Status Key






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

Performance Indicator Key




| Icon | Performance Indicator Status |
|--|------------------------------|
| Red  | Alert |
| Amber  | Warning |
| Green  | Satisfactory |
| Unknown  | Unknown |
| Data Only  | Data Only |

Housing Key Tasks and Priorities for Improvement 2021/22


| Status | Action | Action Description | Progress | Due Date | Comments |
|--|--|--|------------|----------|---|
| In Progress  | HS1922_02 Implement housing new build delivery plan | Add to the social housing stock Produce affordable homes to rent | 85% | Dec-2029 | 18 properties have been acquired back into the social housing stock since 2019. Work is nearing completion to build 5 new 1-bed flats on Oakfield Road, Stapleford for ex-Service personnel. A planning application has been approved to build 5 properties on the site of Fishpond Cottage, Bramcote. The Council has approved in principle the purchase of 51 rented and shared ownership homes from a house builder on an allocated housing site west of Coventry Lane, Bramcote that includes land owned by the Council. Planning application are due to submitted later this year on several garage sites in the district, The Council is purchasing a site in private ownership for residential development. |
| In Progress  | HS2023_01 Implement recommendations from Housing Repairs Review | Maximise efficiency of the repairs service Consider commercial opportunities if available | 50% | Mar-2022 | Changes have been made to the service since the review, including closer working with Capital Works and the Contact Centre. Some actions have been delayed due to COVID-19 and the impact this has had on the service. |
| In Progress  | HS2023_02 Implement Housing Strategy | Improve housing services | 37% | Mar-2023 | The strategy was approved in September 2020, and a review of Year 1 took place in October 2021. Year 2 of the plan will be taken to Housing Committee in November 2021. |
| In Progress  | HS2023_04 Implement Neighbourhood Strategy | Improve our neighbourhoods | 40% | Mar-2022 | COVID-19 has had an effect on the action plan and delivery of the strategy. Work has progressed in terms of methodology and identifying priority neighbourhoods. A restructure is in progress which will ensure that the team is sufficiently resourced for implementing the strategy. |

| Status | Action | Action Description | Progress | Due Date | Comments |
|--|---|---|------------|----------|--|
| In Progress  | HS2023_05 Increase availability of general needs accommodation by de-designating and/or redeveloping unsuitable Independent Living accommodation | Most effective use of property owned by the Council to meet the needs of the borough. Additional temporary staffing resource will be required to provide support to tenants Work to properties will be required Reduction in void rent loss expected | 91% | Mar-2023 | Work is progressing on this following approval of the Stock Options Report by Housing Committee on 3 June 2020. Phase 1 and 2 have been agreed and implemented. A further report was presented to Housing Committee in September 2021 for permission to proceed with Phase 3 consultation. |
| In Progress  | HS2124_02 Implement Asset Management Strategy | Plan to fully utilise assets held within the Housing Revenue Account | 5% | Dec-2023 | Tenders have been received for an overall HRA/General Fund AMS, after award the interim report should be received by December 2021. |
| In Progress  | HS2124_03 Consider implementation of Customer Portal | Improve how tenants can report repairs and review their rent account | 20% | Mar-2022 | A demonstration of appropriate software has been given, and options are currently being considered before a report is presented to Housing Committee. Initial cost of portal could be offset by reduction in printing and postage costs, especially rent statements. |
| In Progress  | HS2124_04 Introduce cleaning programme at General Needs schemes, and a service charge to fully recover costs | Improve condition of our estates | 20% | Mar-2022 | To implement in April 2022, so new service charges are set at the same time as annual rent increase. An Officer working group is in the process of being set up to discuss what would be included in the service charge. Quotes have been obtained to deep clean communal blocks on a one-off basis before regular cleaning commences. |
| In Progress  | HS2124_05 Complete review of all housing car park, including condition and the use of parking orders | Improve condition of our estates | 75% | Feb-2022 | A physical inspection has been completed and quotes obtained. Works likely to be identified for addition to the 2022/23 Capital Programme, subject to a Committee report. |

Housing Critical Success Indicators 2021/22

| Status | Code & Short Name | Frequency | 2019/20 Achieved | 2020/21 Achieved | Q2 2021/22 Achieved | 2021/22 Target | Notes |
|--|---|-----------|------------------|------------------|---------------------|----------------|--|
| Amber  | HSTOP10_01 Overall Satisfaction | Monthly | 88.98% | 80.04% | 89% | 90% | During Quarter 2, 220 customer satisfaction surveys were carried out. These consisted of: <ul style="list-style-type: none"> • 153 for Housing Repairs • 59 for Income • 5 for Allocations • 3 for Tenancy & Estates The STAR survey (Survey of Tenants and Residents) was sent to all tenants and leaseholders during Quarter 2. This is our bi-annual customer satisfaction exercise which feeds in to our future plans for the service and allows us to benchmark against other housing providers. |
| Green  | HSTOP10_02 Gas Safety | Monthly | 99.9% | 99.18% | 100% | 100% | Compliance was retained again in Quarter 2 despite it being one of the busiest periods due a greater number of checks completed than in the same period last year. |
| Amber  | HSLocal_42 Homelessness cases successfully intervened or prevented rather than relieved/a main duty being accepted | Monthly | - | NEW 2021/22 | 54.8% | 70% | During Quarter 2, 54.8% of cases were intervened or prevented rather than relieved / a main duty being accepted. This comprises of 48% in the month of July, 50% in the month of August and 66.6% in the month of September. |




Housing Critical Success Indicators 2021/22 - continued




| Status | Code & Short Name | Frequency | 2019/20 Achieved | 2020/21 Achieved | Q2 2021/22 Achieved | 2021/22 Target | Notes |
|--|---|-----------|------------------|------------------|---------------------|----------------|--|
| Amber  | BV66a Rent Collection: Rent collected as a proportion of the rent owed | Monthly | 99.81% | 102.82% | 96.2% | 99.00% | <p>We are happy to see an increase in rent collection in September and this is a slightly better figure than September 2020 (96.05%). The arrears are still significantly lower in September 2021 than they were in September 2020.</p> <p>The team have continued to contact tenants in recent weeks to discuss the changes to Universal Credit that come into effect in a few days.</p> <p>The Furlough Scheme has now ended and the team are ready to assist any tenants that need our support in the coming weeks and months. Housing Services continue to liaise with the DWP and CAB to offer residents welfare reform support.</p> <p>Changes coming into effect from September 2021 have been discussed with the team as there may be an increase in universal credit cases due to the Furlough Scheme scheduled to end.</p> |

Data for the following PIs is collected annually and at this stage no information is available.

- **HSLocal_39** Number of New Council houses built or acquired
- **NI 154 Net** Additional Home provided

Housing Key Performance Indicators 2021/22

| Status | Code & Short Name | Frequency | 2019/20 Achieved | 2020/21 Achieved | Q2 2021/22 Achieved | 2021/22 Target | Notes |
|--|--|-----------|---------------------|---------------------|------------------------|-------------------|--|
| Red  | HSLocal_11_BV64 No of private sector vacant dwellings that are returned into occupation or demolished | Quarterly | 33 | 28 | 3 | 25 (2021/22) | Whilst the number returned to use this quarter is lower than in previous Quarter 1 it is not something that gives concern as numbers and case progression can fluctuate throughout each quarter. |
| Red  | HSLocal_40 Numbers of homeless households housed outside of the Borough in temporary accommodation | Monthly | - | 64 | 14 | 0 | During Quarter 2, a total of 14 homeless households were housed outside of the Borough. This comprises of 2 in July, 5 in August and 7 in September 2021. Please note the substantial numbers in temporary accommodation outside of the borough is further to the COVID-19 pandemic and Broxtowe Borough Council continuing to accommodate those rough sleeping or at risk of rough sleeping further to the Government's "Everyone in" requirement in 2020. In addition, using temporary accommodation outside of the Borough has been further impacted by the Council's temporary accommodation units within Borough being full throughout September 2021. |
| Red  | HSLocal_29 Electrical compliancy | Monthly | 98.6% | 98.2% | 69.5 % | 100% | Performance has dropped during Quarter 2 due to the large number of properties that could not be accessed during the COVID-19 lock down, now having an effect on the outcomes. A fresh data load into Capita has been undertaken during the period following a number of anomalies which had been found. |

| Status | Code & Short Name | Frequency | 2019/20 Achieved | 2020/21 Achieved | Q2 2021/22 Achieved | 2021/22 Target | Notes |
|--|--|-----------|---------------------|---------------------|------------------------|-------------------|--|
| Green  | HSLocal_BM05 Reactive appointments made and kept | Years | 95.5% | 97.8% | 98.6 % | 98.0% | During Quarter 2, 2573 appointments were kept out of 2612 appointments made. |
| Red  | HSTOP10_03a Average Relet Time - Independent Living | Years | 57 days | 114 days | 126 days | 40 days | During Quarter 2, 33 properties let. Housing Services continuing to let properties within Independent Living, the number of voids are increasing across all accommodation types. It is hoped that the designation change of some properties may help with some of the numbers of voids on schemes. The overall number of voids in this area will not have been helped by COVID-19, where we have seen even lower demand than normal for this type of accommodation. |
| Red  | HSTOP10_03b Average Relet Time - General Needs | Years | 26.7 days | 37 days | 42 days | 20 days | During Quarter 2, there were 39 Lets for General Needs. There are still a significant number of void properties within the service, some of which have experienced significant delays whilst with the Repairs or Capital Works teams. |

Data for the following PIs is collected annually and at this stage no information is available.

- **NI 155** Number of affordable homes delivered (gross)
- **NI 159** Supply of ready to develop housing sites
- **DSDData_20** Number of Residential Planning Commitments – introduced in 2021/22.

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Report of the Executive 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.

| | |
|-----------------|--|
| 9 February 2022 | <ul style="list-style-type: none"> • Business Plans and Financial Estimates 2022/23 – 2024/25 – Housing • Housing Delivery update • Garage Management Policy • Right to Buy Policies • Review of Housing Car Parks • Alterations and Improvement Policy • Aids and Adaptations Policy Review • Well for Work Update • Housing Recharge Policy |
|-----------------|--|

Recommendation

The Committee is asked to CONSIDER the Work Programme and RESOLVE accordingly.

Background papers

Nil

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