



GREAT YARMOUTH
BOROUGH COUNCIL

Housing and Neighbourhoods Committee

Date: Monday, 16 December 2019

Time: 18:30

Venue: Supper Room

Address: Town Hall, Hall Plain, Great Yarmouth, NR30 2QF

AGENDA

Open to Public and Press

1 APOLOGIES FOR ABSENCE

To receive any apologies for absence.

2 DECLARATIONS OF INTEREST

You have a Disclosable Pecuniary Interest in a matter to be discussed if it relates to something on your Register of Interests form. You must declare the interest and leave the room while the matter is dealt with.

You have a Personal Interest in a matter to be discussed if it affects

- your well being or financial position
- that of your family or close friends
- that of a club or society in which you have a management role
- that of another public body of which you are a member to a greater extent than others in your ward.

You must declare a personal interest but can speak and vote on the matter.

Whenever you declare an interest you must say why the interest arises, so that it can be included in the minutes.

3 MINUTES 4 - 8

To confirm the minutes of the meeting held on 14th November 2019.

4 MATTERS ARISING

To consider any matters arising from the above minutes.

5 FORWARD PLAN 9 - 9

The Committee is asked to receive and consider the Forward Plan.

6 HOUSING ALLOCATIONS SCHEME 10 - 73

Report attached.

7 VOLUNTARY, COMMUNITY AND SOCIAL ENTERPRISE GRANT 74 - 78
PROCESS 2020/21

Report attached.

8 QUARTER 2 PERFORMANCE REPORT 79 - 84

Report attached.

9 ANY OTHER BUSINESS

To consider any other business as may be determined by the Chairman of the meeting as being of sufficient urgency to warrant consideration.

10 EXCLUSION OF PUBLIC

In the event of the Committee wishing to exclude the public from the meeting, the following resolution will be moved:-

"That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 1 of Part I of Schedule 12(A) of the said Act."

11 HMO AND GUESTHOUSE UPDATE

Details

12 GYN BOARD MINUTES

Report to follow.

Housing and Neighbourhoods Committee

Minutes

Thursday, 14 November 2019 at 18:30

PRESENT:

Councillor Grant (in the chair); Councillors Cameron, Candon, Galer, Hacon, D Hammond, Martin, Smith-Clare, Talbot, Wainwright, Walker & Williamson.

Councillor P Hammond attended as a substitute for Councillor Flaxman-Taylor.

Mrs N Turner (Director of Housing), Mrs J Beck (Head of Property & Asset Management), Mr J Wilson (Head of Environmental Services), Mrs V George (Independent Living Service Manager), Mr I Talbot (Adaptations & Improvements Team Manager), Mrs R Frosdick (Executive Services Officer)

1 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Flaxman-Taylor and Neil Shaw.

2 DECLARATIONS OF INTEREST

Councillor D Hammond and Councillor P Hammond declared a personal interest in item 10 as they are landlords or property in that are. However in line with the Councils constitution, were allowed to speak and vote on the matter.

3 MINUTES

The minutes of the meeting held on the 17th October 2019 were confirmed.

4 MATTERS ARISING

Councillor Williamson asked for clarification on who the Neighbourhoods that Work team report to currently. It was confirmed that the team report to Neil Shaw, but confirmation is required as to what will happen when Neil leaves the authority in December.

Councillor Talbot queried whether the CCG have responded further with any information on the Great Yarmouth out of hours provision.

5 FORWARD PLAN

The committee received and considered the Forward Plan.

6 TEMPORARY ACCOMODATION STRATEGY

The Committee received and considered the report from the Service Unit Manager (Housing Options) and a number of questions were received.

Members requested a list of the Council's temporary accommodation, a breakdown of accommodation type and how many people can be housed in each property type as the bedroom allocation differs. The Housing Director will circulate this information.

A Member queried the alternatives for temporary accommodation if the Council want to move away from using its own housing stock and bed & breakfasts. The Housing Director advised that the following would need to be addressed:-

- preventing homelessness duty
- increasing our supply of affordable housing
- accessing good quality private rented accommodation
- helping people so as not to lose their accommodation in the first place.

RESOLVED:

The Committee approved the Temporary Accommodation Strategy and Action Plan.

7 HOUSING ADAPTATIONS SERVICE REVIEW

The Committee received and considered the report from the Independent Living Service Manager.

The primary purpose of this report is to set out the rationale for increasing the resource to deliver the adaptation service, in addition the report also highlights recent modifications to the Adaptations Policy for Council Tenants.

Councillor Talbot raised some concern with regards to mobility scooters being stored and charged within council flats.

RESOLVED:

The Committee resolved:-

- To agree an increase in the Housing Revenue Account (HRA) revenue budget by £84,500 p.a. to enable the recruitment of one full time Technical Officer and one full time Occupational Therapist on fixed term contracts for 2 years, subject to a report on this matter being presented to the committee in 18 months time for review.
- To an increase in the Housing Revenue Account (HRA) capital adaptations budget of £200,000 per annum for 2020/21 and 2021/22
- To agree to minor modifications to the current Adaptations Policy for Council Tenants as set out in section 7 of this report

8 HRA DEBT CAP REPORT

The Committee received and considered the report from the Finance Director and Housing Director.

Councils borrow within their HRA's in order to invest in the housing stock. This includes programmes such as building more homes to provide further income, or even to refurbish or regenerate existing homes. However, due to each council being limited to how much they could borrow, the debt cap greatly restricted local authorities' ability to invest in building much needed new homes.

In order to help solve the 'housing crisis', the government announced it would scrap the debt cap limitations on how much councils can borrow against their

HRA Assets. The HRA debt cap was removed with immediate effect and the new determination came into force on the 30th October 2018.

Authorities are now able to borrow above their original debt cap, to meet their spending requirements and take advantage of interest rates while they remain low.

Councillor Williamson proposed an addition to the recommendations as follows:-

To consider building high quality eco-friendly properties for longevity and health benefits.

The Director of Housing suggests the recommendation should read as follows:

The Council's new build programme is delivered to be as energy efficient as possible and built to an agreed standard which is designed to reduce ongoing repair and maintenance costs, where this is both viable and appropriate.

RESOLVED:

That the Committee agree that:

- Subject to normal budget approval processes, the repairs and maintenance budget is reduced by £500,000 in 2020/21 and the subsequent two years.
- The released revenue funding is used to support borrowing to fund a programme of acquisition or development of new Council homes within the HRA as set out in the report.
- A review of further opportunities to fund new affordable housing is undertaken following the completion of the next stock condition survey in 2022.
- Opportunities for sites are identified and a programme of delivery including numbers and time frames is developed and reported back to Members as set out in the report.
- The Council's new build programme is delivered to be as energy efficient as possible and built to an agreed standard which is designed to reduce ongoing repair and maintenance costs, where this is both viable and appropriate.

9 BOROUGH PROFILE DATA

The committee received a presentation by the Housing Director.

Councillor Williamson has requested further social economic health data, down to ward level be brought back to the next meeting. Councillor Smith-Clare agreed that this information would be beneficial to try and pinpoint the correlation between low income families and achievement.

RESOLVED:

That the committee noted the presentation and requested further data be brought to the December meeting.

10 SELECTIVE LICENSING

The committee received and considered the report by the Head of Environmental Health and Senior Housing Licensing Officer.

The Head of Environmental Health advised that good feedback is being received on the Selective Licensing Scheme and encouraged representation from the ward councillors and members of this committee to attend the quarterly Nelson Ward Private Rented Sector Group meetings, which are being scheduled.

Councillor Talbot asked whether this scheme would be rolled out to other wards in the borough. The Head of Environmental Health advised that the first annual update would be made to the committee in early 2020 where this could be explored further.

RESOLVED:

That the committee noted the contents of the update report ahead of future updates.

Agreed the Members representing the Nelson Ward and The Housing & Neighbourhood Committee may attend a quarterly Nelson Ward Private Rented Sector Group.

11 ANY OTHER BUSINESS

The Chairman reported that there was no other business being of sufficient urgency to warrant consideration.

12 GYN BOARD MINUTES

The committee received and considered the GYN Board Minutes of 15th August 2019.

The meeting ended at: 20:00

Forward Plan for Housing & Neighbourhoods Committee

	Matter for Decision	Report by	Pre Agenda Meeting (PAM)	Housing & Neighbourhoods	Policy & Resources	Council
1	GYN Board Minutes	Strategic Director (NS)				
2	Housing Allocations Scheme	Housing Director	05/12/19	16/12/19		
3	HMO and Guesthouse Update	Housing Director	05/12/19	16/12/19		
4	Voluntary, Community and Social Enterprise Grant Process 2020/21	Community Development Manager	05/12/19	16/12/19		
5	Quarter 2 Performance Report	Housing Transformation Manager	05/12/19	16/12/19		
6	Activity Framework and Strategy Refresh	Project Manager	15/01/20	23/01/20		
7	Middlegate Estate Update	Strategic Director	15/01/20	23/01/20		
8	HRA Budget Report	Finance Director	15/01/20	23/01/20		
9	Empty Homes Update	Housing Director	15/01/20	23/01/20		
10	STAR Survey Results	Housing Director	15/01/20	23/01/20		
11	Period 10 Budget Monitoring - HRA	Finance Director	19/02/20	23/01/20		
12	Property Redress Scheme	Head of Environmental Services	19/02/20	27/02/20		11/07/19
13	Community Housing Fund Update	Housing Director	01/04/20	09/04/20		
14	Gapton Hall	Housing Director	??/05/20	??/05/20		
15	Council Home programme	Housing Director	??/06/20	??/06/20		
16	Quarter 3 Performance Report	Housing Transformation Manager	TBC	TBC		

Subject: Housing Allocations Scheme

Report to: ELT, 2 December 2019

Housing and Neighbourhoods Committee, 16 December 2019

Report by: Nicola Turner, Housing Director

SUBJECT MATTER/RECOMMENDATIONS

A new Housing Allocations Scheme has been produced for the allocation of both the Council's own housing stock and homes owned by Registered Providers for use in conjunction with a new IT system which is in the process of being implemented.

Recommendation:

That Housing & Neighbourhoods Committee recommends that Full Council approves and adopts the Housing Allocations Scheme.

1. INTRODUCTION/BACKGROUND

- 1.1 In 2011, the Council moved from choice based lettings to a direct let approach for the allocation of both its own affordable homes within the Housing Revenue Account and to allocate affordable homes owned by Registered Providers located across the borough. At this time, a new Housing Allocations Scheme was produced which was updated in 2014 and again in 2018. The 2018 update was produced to reflect the Homelessness Reduction Act 2017 and respond to some issues with the existing Housing Allocations Scheme.
- 1.2 In approving the most recent Housing Allocations Scheme on 21 March 2018, Housing and Neighbourhoods Committee adopted a new three-year residency qualification criterion and the use of a Local Lettings Policy to allow applicants with no housing need to be accepted into the Allocations Pool (Level 1 priority). This was designed to increase the number of applicants in the pool to address an issue of some affordable homes being in low demand. The new scheme went live on 5 November 2018, since this time the number of scored applicants in the Allocations Pool has steadily increased from 347 at the end of December 2018 to 571 at the end of October 2019.
- 1.3 Since 2011, the Housing Allocations Scheme has been designed to ensure that the Council can effectively manage the numbers of applicants in the

Allocation Pool reflecting a limited supply of affordable homes. As a result, there are some households who have a housing need but are unable to qualify to join the Allocation Pool due to the operation of the existing qualification and disqualification criteria.

- 1.4 Despite the steady increase in scored applications in the Housing Allocations Pool since the 2018 scheme was implemented, there remain times when the Council is unable to make timely allocations of empty affordable properties homes with some properties experiencing multiple refusals before they are finally let. The current Housing Allocations Scheme has failed to deliver the benefit it was expected to of addressing lower demand homes.
- 1.5 Information on applicants in the Allocations Pool is contained on two systems which do not interface. The ability to analyse the information held on applicants is constrained by the IT systems making monitoring of the effectiveness of the Housing Allocations Scheme challenging.
- 1.6 A fresh approach is needed. The Council has procured a new IT system which will replace the existing two systems and interface with the IT system which is used for the case work and information reporting required as a result of the Homelessness Reduction Act 2017. Work on implementing this new waiting list and shortlisting system has started. The new IT system will allow applicants to apply to apply for housing online which is a functionality which is not supported by the current IT systems. The new IT system presents an opportunity to change the approach to the way the waiting list is managed and operates. It will also allow the Council to capture information on the need and demand for affordable home ownership properties which the current system (and Housing Allocations Scheme) does not permit. On this basis a new Housing Allocations Scheme has been produced to capitalize on this opportunity and ensure that the Council can allocate homes effectively, efficiently and fairly.

2. The new Housing Allocations Scheme

- 2.1 The proposed new Housing Allocations Scheme represents a departure from the existing scheme and approach to allocations as there is a move towards supporting applicants to self-serve and promoting a range of housing options including affordable home ownership whilst also capturing accurate and up to date housing needs data. The main aims of the proposed Housing Allocations Scheme are to ensure that:
 - Households who are entitled to reasonable preference receive reasonable preference through the scheme.

- Effective use is made of the supply of affordable housing to meet housing need.
- Affordable homes are available to meet the needs of households with local connections to the borough.
- Allocations are made in a fair, consistent, equitable and timely way.

2.2 The proposed Housing Allocations Scheme reflects both statutory requirements for a scheme along with statutory guidance and has been reviewed by a housing barrister. The main changes proposed by the new Housing Allocations Scheme are:

- Introduction of a Housing Register which captures a wider range of needs:
 - Need for affordable housing
 - Need for affordable home ownership (i.e. shared ownership).
- Introduction of Tenant Quota – where up to 20% of all lets (new and existing homes) will be to existing affordable tenants who live in affordable housing in the borough (all landlords).
- Inclusion of an integrated Local Allocations Policy (for homes on Exception Housing Schemes and Community Led Housing Organisation schemes).
- The ability to have specific Local Lettings Policy to support the provision of sustainable communities on new build schemes and estates where there is an over representation of one type of household.
- Amendment of the local connection qualification criteria.
- Specific and focused qualification criteria providing incentives to address previous negative behaviours and encouraging good tenant behaviours.
- No restrictions on the number of offers an applicant can receive.
- No time limit for how long applicants will only be considered for properties in their area of choice(s) unless the applicant is owed a relief duty or full homelessness duty in which case choice will be for 3 months.

2.3 As the changes represent a major change in policy, the Council is obliged to notify and consult Registered Providers on the changes. This consultation has been undertaken in two stages. At stage one, Registered Providers were sent a survey to capture their views on the operation of the existing Housing Allocations Scheme and the wider allocations process and suggested changes to the scheme. At stage two, Registered Providers were sent a draft of the proposed scheme and asked for their views.

2.4 Initial feedback from stage one of the consultation showed that there were

some concerns with the current allocation process and in particular the time taken to provide nominations for some affordable homes. There was support for the introduction of the proposed transfer quota and Registered Providers comments on how the transfer quota could work have been used to develop the operation of the transfer quota.

3.0 Implementation Process

3.1 Introducing the proposed Housing Allocations Scheme will require the new IT system to be configured to reflect the scheme. As a result, the introduction of the system was put on hold until a new Housing Allocations Scheme could be produced and adopted by the Council. Subject to the adoption of the proposed Housing Allocations Scheme by committee the implementation process will be:

- Configuration and testing of the IT system
- Re-registration of all applicants currently in the Housing Allocations Pool
- Housing Allocations Scheme goes live.

3.2 All existing applicants within the Allocation Pool will need to re-apply to join the new Housing Register, with applications being made online via a portal accessed through the Council's website. This process is required to ensure that the Council has up to date and accurate information on the needs of existing applicants. Unfortunately, due to the format of the data held in the current systems and the need for additional information to ensure accurate assessments can be made in accordance with the proposed Housing Allocations Scheme it is not possible to transfer the existing applicant data into the new IT system. The Housing Allocations Scheme includes specific information on the transitional arrangements which will apply as part of the re-registration process. During the re-registration process, new applicants will still be able to apply.

4. Monitoring Arrangements

4.1 Reviews of the effectiveness of the operation of the Housing Allocations Scheme in meeting the aims of the scheme will be undertaken six months after the scheme goes live and then annually at the end of each financial year. The reviews will be used to identify whether the scheme is operating as required. Members will be provided with an annual summary report on the operation of the scheme.

5. Financial Implications

None

6. Risk Implications

- 6.1 The new Housing Allocations Scheme has been designed to reflect the requirements of housing legislation, the Children Act 2004 as well as the public sector Equalities Duty in order to ensure that the proposed scheme is lawful and reasonable. This minimises the risk that the scheme will be challenged.
- 5.2 Some applicants currently within the Allocations Pool may not qualify to join the Housing Register introduced by the proposed Housing Allocations Scheme or will be awarded a different priority and will be unhappy with the change in scheme. This could result in negative publicity. Where applicants do not agree with a decision made in relation to their housing application, they are entitled to request a review of the decision that has been made. Such requests will be considered in accordance with the process set out in the proposed Housing Allocations Scheme. The Council will notify all applicants in advance of the re-registration process to ensure they are aware of the forthcoming change in the Housing Allocations Scheme.

7. Conclusion

- 7.1 A new proposed Housing Allocations Scheme has been produced to replace the current scheme which is no longer meeting the requirements of the Council. The new scheme has a number of differences to the existing scheme which are designed to improve the allocation process and address current issues of low demand properties. To maximise the effective use of the affordable housing stock, the scheme includes a transfer quota to increase the number of tenants who are able to move through the scheme.

8. Recommendation

That Housing & Neighbourhoods Committee recommends that Full Council approves and adopts the Housing Allocations Scheme.

9. Background Papers

Housing Allocations Scheme 2018

Housing Allocations Scheme 2019

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	Via ELT
Section 151 Officer Consultation:	Via ELT
Existing Council Policies:	Not applicable
Financial Implications:	None
Legal Implications (including human rights):	Proposed Housing Allocations Scheme has been written to reflect relevant legislative requirements and has been reviewed by NPLaw and a housing barrister.
Risk Implications:	Explained in the report.
Equality Issues/EQIA assessment:	An EQIA has been completed to consider the changes introduced by the scheme. The EQIA has concluded the scheme provides a proportionate and reasonable response to the legitimate aim of the allocation of affordable homes.
Crime & Disorder:	None
Every Child Matters:	The needs of children have been considered in the development of the scheme.

Housing Allocations Scheme

Document created	9 December 2019
Agreed by Housing & Neighbourhoods Committee	
Adopted by Council	Page 16 of 84

Contents

Section	Page
1. Introduction	3
2. Who is not eligible to join the Housing Register?	4
3. Housing Register Disqualification Criteria	4
4. Housing Register Bands	7
5. Additional Preference within the Housing Register	12
6. Reduced Preference and Demotion within the Housing Register	13
7. Relevant Dates	13
8. Allocation Process	14
9. Transfer Quota	14
10. Local Letting Schemes and Local Allocations Policy	15
11. Offer Process	15
12. Direct Lets and other lets outside of the scheme	16
13. Policy on Choice	17
14. Property Eligibility	17
15. Right to information	18
16. Right to a Review	19
17. Exceptional Cases	20
18. Procedural Matters	20

Appendices

Appendix 1: Registered Providers with Homes in the borough

Appendix 2: Process for awarding of Priority Band and agreement for a Direct Let

Appendix 3: Local Allocations Policy

Housing Allocations Scheme

1. Introduction

The Great Yarmouth Housing Allocations Scheme has been developed in accordance with the Housing Act 1996 as amended by the Localism Act 2011, relevant statutory regulations and regard has been made to the Codes of Guidance and the Council's Preventing Homelessness and Rough Sleeping Strategy, Tenancy Strategy, Tenancy Policy, the public sector equality duty and section 11 of the Children Act 2004. In developing the Housing Allocations Scheme the provisions in the Homelessness Reduction Act 2017 have also been considered.

This Housing Allocations Scheme has been designed to be used for the allocation of all affordable homes owned by landlords within the Great Yarmouth Housing Partnership – which includes homes owned by Registered Providers and Great Yarmouth Borough Council and to provide nominations to properties owned by other landlords. Accordingly, all applications from tenants for a transfer will be dealt with in accordance with this Housing Allocations Scheme irrespective of whether or not the tenant falls in one of the reasonable preference categories unless the allocation falls within one of the criteria at Section 12. Appendix 1 shows the landlords which form the partnership.

Eligibility and qualification to join the Housing Register will be assessed at the point when an application to join the Housing Register is made and /or prior to an offer of a tenancy being made. In determining eligibility and qualification for the Housing Register each application will be assessed on its individual merits, taking the needs of the applicant and any members of their household as a whole into account.

The Council must give reasonable preference to certain categories of applicant (called the reasonable preference criteria):

- Applicants who are homeless within the meaning of Part 7 of the Housing Act 1996.
- Applicants who are owed a duty by any local housing authority in England under the following sections of the Housing Act 1996:
 - o Section 190(2) - priority need and homeless intentionally
 - o Section 193(2) – priority need and not homeless intentionally
 - o Section 195(2) – threatened with homelessness and eligible for assistance
 - o Section 192(3) – occupy accommodation arranged by a Council and have no priority need and are not homeless intentionally.
- Applicants who are occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions.
- Applicants who need to move on medical or welfare grounds including grounds relating to disability.

- Applicants who need to move to a particular locality where failure to meet that need would cause hardship to themselves or others.

This Housing Allocations Scheme provides reasonable preference to those applicants who meet one or more of the reasonable preference criteria as set out in Section 4.

2. Who is not eligible to join the Housing Register?

Anyone who is deemed by primary legislation or statutory instruments not to be eligible. Currently this includes someone who is subject to immigration control or is not habitually resident in the Common Travel Area (CTA) or only has limited rights of residence in the CTA and does not meet one of the identified exceptions.

3. Housing Register Disqualification Criteria

Applicants who meet the following Disqualification criteria will be excluded from joining the Housing Register:

- Applicants who, without good reason:
 - do not return application reviews within the required timescale.
 - are not able to verify their eligibility.
 - do not provide proof of identification within two weeks of this being requested.
 - fail to provide the required income information and details of any employment when they apply.
- Applicants who were rehoused in affordable housing in the Great Yarmouth Borough Council area in the last twelve months where there has not been a change in their circumstances such that the property is no longer suitable for their needs.
- Anyone under the age of 18, unless they are a Care Leaver, are leaving supported housing or have been assessed by Children Services as being ready for independent living.
- Applicants who are unsuitable to be a tenant as they or a member of their household have been responsible for (or failed to prevent) behaviour which means they are not suitable to be a tenant. In applying this sanction, the Council will take into account when the behaviour took place, its severity and attempts to address the behaviour in deciding whether the behaviour means the applicant is unsuitable to be a tenant.
- Applicants who have significant housing debt including rent arrears (of eight weeks or more, including where arrears are the result of an overpayment of Housing Benefit) or an outstanding Council loan for a rent deposit or rent in advance where there is no agreed repayment plan in place, or where the applicant has not complied with a repayment plan. The sanction will apply unless the applicant is not responsible for the housing debt or there are exceptional circumstances.

- Applicants who have provided false or misleading information or failed to mention information relevant to their application for housing and in particular where that information is material to a decision as to whether the applicant is eligible and meets qualification or disqualification criteria for the Housing Register and whether additional or reduced preference should apply.
- Applicants who have sufficient financial resources to meet their housing need by buying or renting an open market property which meets their housing needs. The Council will disregard any lump sum paid as a result of injury or disability to a current or former member of the regular or reserve services. In considering what financial resources the applicant has available to them, equity from current or previous home ownership will be taken into account along with income and savings.
- Applicants who have deliberately worsened their housing circumstances in order to qualify for the Housing Register.
- An applicant who requires support or care to live independently and/or sustain a tenancy and there is no evidence that the required support and/or care package has been approved or is in place.
- Applicants who have been proven to be a perpetrator of domestic abuse.
- Applicants who do not have a local connection to the borough of Great Yarmouth as they do not meet at least one of the following criteria:
 - Currently live in the borough of Great Yarmouth and have done so for a continuous period of twelve months OR
 - Currently work in and have worked in the borough of Great Yarmouth for a continuous period of twelve months OR
 - Have a family member (parent, adult child or adult sibling) who lives in and has lived in the borough of Great Yarmouth for a continuous period of at least five years.

The following applicants will not be disqualified as they do not have a local connection as set out above:

- An applicant to whom the Council owes the full homeless duty
- A Registered Provider or Local Authority tenant who needs to move to the borough of Great Yarmouth in accordance with the provisions of the Right to Move
- Applicants who need to move to the borough of Great Yarmouth through the National Witness Mobility Scheme
- Former care leavers who have a connection as defined through the Homelessness Reduction Act 2017
- Current or former members (within five years of discharge) of the regular forces
- The spouse or civil partner of a deceased member of the regular forces where their death was attributable to that service

- Current or former members of the reserve forces who suffer from a serious injury, illness or disability which is attributable to that service.
- Victims of domestic abuse who are residing in a refuge or other safe temporary accommodation in the borough of Great Yarmouth as they have fled abuse from another area.
- Applicants who have a connection to the borough of Great Yarmouth as a result of other special circumstances as set out in S199 of the Housing Act 1996 to be determined based on the individual facts of the case and in reference to statutory guidance on allocation schemes and homelessness. Such applicants will include those who cannot form a local connection to a specific area due to the nature of their background or lifestyle.

Evidence of a connection to the borough of Great Yarmouth may be required to be provided. Where a connection to the borough of Great Yarmouth is through work (and in relation to the exemption for applicants through the Right to Move) employment must be physically located in the borough, not be short term or marginal or ancillary to work in another area or voluntary. Evidence of current employment or the offer of employment will be required.

Applicants who are disqualified as they meet one of the disqualification criteria can re-apply when their circumstances change so they would qualify.

In addition, applicants may be disqualified if they meet one of the criteria below and have not subsequently sustained a tenancy/occupation in a property for a period of at least 12 months:

- Applicants who have been convicted of social housing fraud.
- Applicants who have been found intentionally homeless.
- Applicants who were evicted as a result of significant rent arrears or breach of their tenancy agreement or had their home repossessed.

In these cases, applicants who are disqualified will remain disqualified until a period of 12 months has passed from the date when the above event occurred.

The disqualification criteria will be applied when an application to join the Housing Register is made or at any subsequent time when the application is reviewed (which may or may not be as result of addition information being received) which shows that a disqualification criterion applies.

Applicants who are a Great Yarmouth Borough Council tenant or a tenant of Registered Provider shall be exempt from the financial resources disqualification criteria.

The disqualification criteria may also be disapplied in exceptional circumstances. Applicants such as those falling within a reasonable preference group may apply to be considered as an exceptional case.

4. Housing Register Bands

The Housing Register is divided into five bands to reflect differing levels of priority which will be awarded to applicants depending on whether or not they meet a reasonable preference criterion and whether or not additional or reduced preference applies. The five bands in descending order of priority are:

- Priority Band
- Band A
- Band B
- Band C
- Band D

In order to determine which band is appropriate the Council may request that the applicant provides additional information which supports their need to move. The applicant will be advised what information is required to assess the correct banding which should be awarded, pending this information being received the applicant will be placed in Band D.

Priority Band

To qualify for the Priority Band, an applicant must have an immediate, emergency or critical housing need and require to be moved within 8 weeks. Appendix 2 details the process for awarding a Priority Band and examples of when a Priority Band may be agreed. The Priority Band will last for three months. Extensions for further periods of six weeks will be agreed by the Housing Options Team Manager if the applicant has not yet been offered a suitable property and they are still eligible for the Priority Band.

Band A

Band A will contain:

- Applicants who are homeless within the meaning of Part 7 of the Housing Act 1996 and whom are owed the full homeless duty by the Council.
- Applicants who are threatened with homelessness within twelve weeks or are homeless and deemed likely to have a priority need, have a local connection (section 199 of the Housing Act 1996) and who are not likely to be homeless intentionally.
- Applicants who are occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions and have an urgent housing need.
- Applicants who have an urgent need to move on medical or welfare grounds including grounds relating to disability.

- Applicants who have an urgent need to move to a particular locality where failure to meet that need would cause hardship to themselves or others.
- Applicants who are a tenant of a Local Authority or Registered Provider and have a need to move to the Great Yarmouth Borough Council area to be nearer to work or take up employment, where that employment is not short term or marginal, ancillary to work in another area or voluntary work (Right to Move).
- Applicants who are a Great Yarmouth Borough Council tenant or a tenant of Registered Provider who lives in the borough of Great Yarmouth, who requires an urgent Management Move.

Band B

Band B will contain:

- Applicants who are owed a duty by any local housing authority in England under section 190(2), 193(2), 195(2) of the Housing Act 1996 or who occupy accommodation provided under section 192(3) of the Housing Act 1996.
- Applicants who have made an application as homeless under Part 7 of the Housing Act 1996 and it has been decided they are homeless and do not have a priority need or are intentionally homeless and who have a local connection (section 199 of the Housing Act 1996).
- Applicants who have made an application as homeless under Part 7 of the Housing Act 1996 and it has been decided they are threatened with homelessness within 56 days and who do not have a priority need or are intentionally homeless and who have a local connection (section 199 of the Housing Act 1996)
- Applicants who are occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions.
- Applicants who need to move on medical or welfare grounds including grounds relating to disability (assessed medium medical or welfare need for a move).
- Applicants who need to move to a particular locality where failure to meet that need would cause hardship to themselves or others.
- Applicants who are a tied tenant of a property rented in conjunction with agricultural employment and where the employer requires the accommodation in accordance with the provisions of the Rent Agricultural Act 1976.
- Are a tenant of a Registered Provider or Local Authority on a Fixed Term Tenancy and have been served notice that they no longer require the size or type of affordable property they occupy and cannot meet their needs in the market (where they do not meet another qualification criterion for the Housing Register).
- Are a tenant of a Registered Provider or Local Authority of a property which is leased from another person and the lease has expired or where planning permission has

been granted to redevelop the property as part of a comprehensive scheme to provide affordable housing.

- Are a tenant of a Registered Provider or Local Authority and are under occupying their current home by two or more bedrooms.
- Applicants who are a tenant of Great Yarmouth Borough Council or a tenant of a Registered Provider who lives in the borough of Great Yarmouth who require a permanent decant to allow works to be completed on the property.
- Applicants who have been demoted from a higher band (See Section 6).

Band C

Band C will contain:

- Applicants who need to move on medical or welfare grounds including grounds relating to disability (assessed low medical or welfare need for a move).
- Are a tenant of a Registered Provider or Local Authority and are under occupying their current home by one bedroom.
- Applicants who are sharing accommodation with friends or family but require independent housing.
- Applicants who are suffering financial hardship as a result of their current housing circumstances.
- Applicants who are homeless within the meaning of Part 7 of the Housing Act 1996 and do not fall within any of the categories in Band A or Band B, for example:
 - applicants who have not made an application under Part 7 of the Housing Act 1996 (as homeless) or
 - whose application under Part 7 has not yet been determined or
 - who have been found not to have a priority need or found to be intentionally homeless or found not to have a local connection to the borough (section 199 of the Housing Act 1996).
- Applicants who are threatened with homelessness within 56 days within the meaning of Part 7 of the Housing Act 1996 and do not fall with any of the categories in Band A or B and who are deemed to have a local connection to the borough (section 199 of the Housing Act 1996).
- Applicants who have been demoted from a higher band (See Section 6).

Band D

Band D will contain:

- Tenants of Great Yarmouth Borough Council, a Registered Provider or Local Authority who want to move but do not meet the criteria for a higher band.

- Applicants who want to move to alternative accommodation but do not meet the criteria for a higher band.
- Applicants who do not have a housing need but want to be considered for affordable home ownership properties.
- Applicants who have been demoted from a higher band (See Section 6).

Explanation as to how the correct band will be determined

All relevant circumstances will be taken into account in determining which band an applicant will be placed in. Section 11 of the Children Act 2004 and the Equality Act 2010 will be considered where relevant in these decisions. The following matters will be particularly relevant to considerations.

In considering whether an applicant resides in insanitary housing conditions and how urgent the need to move is to move the following will be considered:

- Whether a Housing Health and Safety Rating System inspection of the property has determined that the property has at least one Category One hazard and it is not possible or practical to reduce this to a Category Two Hazard.
- Whether enforcement action has been/will be taken to address the condition of the property.
- Whether the need to move is temporary or permanent.

In considering whether an applicant resides in unsatisfactory housing conditions and how urgent the need is to move the following will be considered:

- Whether a Housing Health and Safety Rating System inspection of the property has determined that the property has at least one Category One hazard and it is not possible or practical to reduce this to a Category Two Hazard and whether the need to move is temporary or permanent.
- Whether the applicant is prevented from residing in their home due to a Prohibition Order or Emergency Prohibition Order served in accordance with the Housing Act 2004.
- In cases of overcrowding, where an applicant is one bedroom short they will be placed in Band B and where they are two or more bedrooms short they will be placed in Band A.

In considering whether a property is overcrowded and whether the applicant has worsened their housing circumstances, the Council will consider who resides in the property and how and when new household members moved into the current property. The number of bedrooms an applicant needs for their household will be assessed using the Bedroom Standard (Housing Act 1985).

Where the applicant owns their home, their capacity (including the financial resources available) to remedy the issues with the property or alternatively sell the property and purchase or rent another which meets their needs will be considered in determining what priority the applicant will be awarded.

In considering whether an applicant needs to move on the grounds of hardship the following will be considered:

- Whether an applicant is now unable to afford to occupy their current home in terms of meeting housing costs and/or heating costs.
- Whether an applicant needs to move to access specialised medical care which is only available in a specific location and the impact on the applicant (including financial) if they do not move near that care.
- Whether an applicant needs to move to access training or employment and the costs and the impact on the applicant (including financial) if they do not move near to the training or employment.

In considering whether an applicant needs to move on the grounds of medical or welfare reasons the following will be considered:

- Whether an applicant has a housing needs report prepared by an appropriate professional setting out their requirements for an adapted property or the adaptations needed for them to live independently.
- Whether an applicant needs to move to give or receive support. This includes foster carers or those approved to adopt as well as Special Guardians, holders of a Residence Order and family/friends who have care of a child as the parent(s) are no longer able to provide care. In all cases written confirmation of status and support for a move from Children Services will be required. Where an applicant needs to move for them or a member of their household to give or receive support, for priority to be awarded on the grounds of welfare reasons, there must be no appropriate equivalent support in the area where the applicant currently resides.
- Whether an applicant is residing in a refuge or is receiving support because of the effects of domestic abuse on their health and welfare.
- The impact of current housing on both the physical and mental health of the applicant as applicable.
- Whether an applicant is a Care Leaver and requires settled accommodation.
- Any other circumstances set out in statutory guidance where reasonable preference on the grounds of medical or welfare should be provided.

In considering whether an applicant has an urgent housing need, in all cases, the Council will consider the impact on the applicant and their household should their housing circumstances not be resolved within a period of six months. Where it would be a material impact, the need for

a move will be deemed as urgent. Where an applicant is deemed to have an urgent need for a move, their priority will be reviewed on a six-monthly basis to ensure they still require the same level of priority for a move.

For a Band A to be awarded in relation to the Right to Move, confirmation of the current or new employment will need to be provided along with evidence which supports the need to move to be nearer/take up that employment.

5. Additional Preference within the Housing Register

For all adapted properties, properties specifically designed and built to be suitable for a wheelchair user and properties which are identified as being potentially suitable to be adapted, additional preference will be provided to those applicants that need the adaptations provided or who need to use a wheelchair inside their home. Additional preference will be granted at the shortlisting stage for those applicants who have a housing need report which is not older than twelve months or which has been refreshed in the last twelve months so that their housing application is prioritised above all other applicants in the same band who do not require an adapted property. Where there is no suitable applicant who requires the adapted or wheelchair standard property the property shall be shortlisted in accordance with this Housing Allocations Scheme.

Additional preference will not be provided where the property being shortlisted would not be suitable for their needs as demonstrated by the housing needs report. For example, an applicant who requires a ground floor property as they cannot manage stairs or safely use a stair lift will not be considered for houses or upper floor flats/maisonettes.

Additional Preference will also be provided to applicants on the Housing Register in the following circumstances:

- Applicants who are current members of the regular forces who suffer from a serious injury, illness or disability which is attributable to that service or who are a former member of the regular forces or who is the spouse or civil partner of a deceased member of the regular forces, where their death was attributable to that service or is a current or former member of the reserve forces who suffers from a serious injury, illness or disability which is attributable to that service AND they meet one or more of the reasonable preference criteria and have urgent housing needs will be given additional preference by backdating their relevant date by three months.
- Applicants who the Council owes a full homeless duty to (Band A) and who are in temporary accommodation secured by the Council will receive additional preference by backdating their relevant date by six months.
- Applicants who the Council owes a full homeless duty to (Band A) who are not in temporary accommodation secured by the Council or who are in Band A as they are

owed a relief or prevent duty will receive additional preference by backdating their relevant date by three months.

- Applicants who are victims of domestic abuse residing in a refuge or other safe temporary accommodation who are eligible for Band A or B will receive additional preference by backdating their relevant date by six months.

6. Reduced Preference and Demotion within the Housing Register

Reduced Preference will be provided to applicants on the Housing Register in the following circumstances:

- Applicants in the Priority Band who refuse a suitable property will be demoted to Band A.
- Applicants who have significant housing debt where an agreed repayment plan is in place and where payments for at least four months in accordance with the repayment plan have been made shall be demoted by one band until the housing debt is repaid.
- Applicants who have significant housing debt where an agreed repayment plan is in place and where payments of at least two months in accordance with the plan have been made will be demoted to Band D.
- Applicants in supported housing who have not resided for at least six weeks in the accommodation will be demoted to Band D.
- Applicants in supported housing who have not completed a tenancy sustainment course or where the support provider has not provided written confirmation that the applicant with immediate effect no longer requires supported housing will be demoted to Band C.
- Applicants who have deliberately and unreasonably refused to cooperate with the Personal Housing Plan agreed between them and the Council as they were homeless or threatened with homelessness will be demoted to Band C.
- Applicants who have not provided supporting information or evidence of their housing need which has been requested by the Council within the required timescale (including any agreed extension of time) will be demoted to Band D.
- Applicants owed the full homeless duty or in Band A or B as they are owed a prevent or relief duty under the Homelessness Reduction Act 2017 who have refused an offer of suitable accommodation will be demoted to Band C.

7. Relevant Dates

All applicants who are eligible and qualify to join the Housing Register will be advised of their Relevant Date which will be the date their application was received. Where an applicant moves from one band to another band in the Housing Register, their relevant date will change to reflect the date they were placed in the new band. Applicants entitled to additional preference

and backdating of their Relevant Date will continue to benefit from this backdating when they change band or are demoted. In all other circumstances, where an applicant is initially in a higher band and is demoted as set out in Section 7, upon demotion their Relevant Date will revert to their date of application.

8. Allocation Process

When a property is available to let, all applicants who are eligible for the size and type of property available will be shortlisting in priority order by Band and Relevant Date by the Council.

The scheme does not include a quota of properties which will be made available to those tenants who meet the Right to Move criteria. The limited supply of affordable homes means that any quota would not release a property of the required size, type and location in a timely way. Tenants eligible for Band A under the Right to Move will therefore be considered for suitable properties in their area of choices which are near to their work.

When a property is subject to the Transfer Quota or is subject to a Local Lettings Scheme or the Local Allocations Policy a different shortlisting process will apply (see Sections 9 and 10).

Housing with Care / Extra Care Schemes

Properties on Housing with Care / Extra Care schemes are only suitable for applicants aged 55 or over who have a current personal care need or are expected to have a need for personal care in the future. In exceptional cases, applicants under the age of 54 who have a personal care need may be considered for Housing with Care properties subject to this not breaching any planning or legal restriction on the property.

9. Transfer Quota

Up to 20% of all existing affordable homes and new affordable homes will be prioritised for applicants who are Great Yarmouth Borough Council tenants or a tenant of a Registered Provider who lives in the borough of Great Yarmouth.

When shortlisting for a transfer quota property only tenants of affordable homes in the borough will be eligible, and the property will be prioritised for tenants in the following order:

- Tenants who have an urgent need for a Management Move
- Tenants who require a permanent Decant
- Tenants who need to be moved to a more suitable property (where there has been a discretionary offer of sole tenancy after the ending of a joint tenancy, other change in the tenancy or where a Fixed Term tenancy is due to end)
- Tenants who are under occupying their current home.
- Any other tenant on the Housing Register.

In shortlisting in accordance with these criteria, applicants will be considered in Band and Relevant Date order. If there are no tenants who meet the above criteria, the property will be shortlisted as set out at Section 8 in Band and Relevant Date order.

10. Local Letting Schemes and Local Allocations Policy

The Council will use specific Local Lettings Schemes when required to address a specific issue in an area. Such schemes will be published separately on the Council's website setting out how the properties will be prioritised. Local Lettings Schemes may be used to provide additional priority to applicants who have local connections to an area (see below) or to promote the sustainability of a local area or new housing scheme.

Some affordable housing schemes are provided to meet housing need in a particular area or parish or group of areas or parishes on land which would not otherwise be permitted to be built on. These schemes are called Exception Housing Schemes. In other cases, Community Led Housing Organisations have been set up to build or acquire homes which will only be available to applicants who have a connection to the area in which they operate. Where the Council is able to nominate to properties on such schemes, a specific Local Allocations Policy will apply which will prioritise applicants in the following order:

- Local Connection
- Band
- Relevant Date.

The Local Allocations Policy is shown at Appendix 3.

11. Offer Process

The Council will shortlist all properties as set out in Section 8. A nomination for each available property will be provided to the Registered Provider and the Council's Tenancy Team. If a nominated applicant does not meet the requirements of the Registered Provider's own Allocation Policy or Scheme, the applicant will be rejected with a reason for the rejection provided to the Council. Any applicant who is rejected on this basis can appeal the decision directly with the Registered Provider. Where an initial nomination is rejected by the Registered Provider or refused by the nominated applicant, the Council will provide further nominations until the property is let.

An applicant may be required by a Registered Provider to complete a pre-tenancy qualification questionnaire or affordability/eligibility assessment prior to a decision being made on whether they are eligible for and able to afford the property.

Applicants whose nomination is accepted by the landlord will be invited to view the property. In addition, other applicants who are shortlisted immediately behind the nominated applicant may be invited to view the property. Where there are multiple applicants attending a viewing the

applicants will be advised if they are the nominated applicant or the second or third applicant on the shortlist.

Applicants will only be nominated for one property at a time and will only be considered for that property until they refuse it, or the landlord decides they are not eligible or suitable.

Once an offer of a property has been made, unless the property will need to be adapted to meet the needs of the applicant or there is some other special requirement for rehousing, the applicant will be expected to make a decision within 24 hours as to whether they will accept the property. Where an applicant requires that a property is adapted to meet their needs or has some other specific requirement for rehousing, the applicant shall have a reasonable timescale for making a decision as to whether they will accept the property. The amount of time which is reasonable to make a decision in such cases will reflect whether there is a need for a support worker, Occupational Therapist or other professional to visit the property to inform the decision as to whether the property is suitable. In these cases, once the relevant professional has confirmed that the property is suitable for the applicant, the applicant will be expected to make a decision within 24 hours as to whether they accept the property.

A Housing Options Advisor/Property Officer shall decide whether an applicant has a specific requirement for rehousing and should then be given more time for deciding whether to accept the offer of a property.

Where private rented properties are let through this scheme any applicant for whom it is deemed that the rent would be unaffordable taking into account their income and level of likely assistance with the rent which will be available will not be nominated for a property.

For all affordable homes to buy (for example shared ownership or shared equity) any applicant for whom it is deemed that they would be unable to afford to purchase the share or value of the property being sold will be disregarded. Affordable homes to buy which are subject to Section 106 Agreements will be shortlisted in accordance with any specific requirements in terms of income and local connection set out in the Section 106 Agreement.

12. Direct Lets and other lets outside of the scheme

In some limited cases, properties will not shortlisted as set out at Section 8 and instead will be let directly to an applicant. Such lets are called Direct Lets and must be agreed by the Housing Options Team Manager, see Appendix 2 for further information. Where a Direct Let is made, the applicant will be contacted directly to be made an offer of the property and maybe required to confirm eligibility or qualification prior to a formal tenancy offer being made.

In the following circumstances the letting of an affordable home will not be subject to this Housing Allocations Scheme but will instead be subject to the landlord's Allocations Scheme or Policy or Tenancy Policy as applicable:

- The succession to a tenancy following the death of the tenant in accordance with the right of succession
- Assignments of the tenancy by way of mutual exchange
- Transfer of a tenancy by court order
- Acceptance of a surrender of tenancy by a joint tenant and issue of tenancy in sole name of the other joint tenant
- Assignment of tenancy to a person who is qualified to succeed on the event of the tenant's death
- Issuing of a Fixed Term Tenancy, Secure Tenancy or Assured Tenancy following the ending of a Starter or Introductory Tenancy
- Issuing of a new Fixed Term Tenancy on expiry of initial Fixed Term Tenancy where a review identifies a further Fixed Term Tenancy of the same property should be issued
- Conversion of an Assured Shorthold Tenancy or licence granted as the tenancy is short term temporary accommodation provided under part VI of the Housing Act 1996 into a Starter Tenancy, Introductory Tenancy, Fixed Term Tenancy, Assured Tenancy or Secure Tenancy
- Temporary decant of a Great Yarmouth Borough Council tenant or tenant of a Registered Provider who resides in the borough.

13. Policy on Choice

As part of the application process, applicants will be required to identify the areas in which they want to be rehoused. Applicant's preferences for area(s) will be taken into account.

Any applicant to whom the Council owes the full homeless duty in accordance with the Housing Act 1996 or a relief duty in accordance with the Homelessness Reduction Act 2017 will have full choice on which areas they want to be rehoused in for three months. After three months, the Council will consider the applicants for any suitable property located across the borough.

In some cases, where the Council deems there is a risk to the safety of the applicant or where applicable a member of their family or there is a risk to the safety of other people, the Council will restrict the ability of the applicant to choose which areas they want to be rehoused in to those areas where there will be no risk or the risk can be appropriately mitigated.

14. Property Eligibility

Applicants will be advised of the size and types of property which they will be considered for. The Council will publish a summary of the types and sizes of property each household is eligible for on the Council's website. This property eligibility information will be updated as and when required.

In assessing the size of property that an applicant requires the following will be taken into account:

- Whether there is a need for an additional bedroom for welfare or medical reasons including the need for a bedroom for an overnight carer.
- Whether the bedroom eligibility should be increased to reflect access to children in which cases the frequency of overnight access and ages and sexes of the children will be taken into account.
- Whether the bedroom eligibility should be increased to include foster children and any other relevant circumstances.

In the above cases, the decision to increase the number of bedrooms an applicant is eligible for is subject to satisfactory information being provided on the need for additional bedroom(s) and remains at the Council's discretion on a case by case basis.

Applicants may choose to be considered for properties which are smaller than their assessed need in these circumstances, the landlord may reject a nomination where offering a tenancy would result in the applicant and their household being overcrowded.

Affordable homes to buy may have different property eligibility which allow under-occupation.

Single people will be considered for self-contained properties and also a room in a shared property.

15. Right to Information

All applicants have a right to information on the decisions made in relation to their application to join the Housing Register. All applicants will be notified in writing if they are not eligible for or do not qualify to join the Housing Register. Applicants have the right to request information on any decision which has been made or is likely to be made when considering whether an offer of accommodation can be made.

Applicants also have the right to request general information to allow them to assess how their application for housing is likely to be considered and whether an offer of accommodation is likely to be made and if so, how long it is likely to be before an offer of accommodation becomes available. In accordance with this right, the Council will publish on its website a copy of the Housing Allocations Scheme and details of the availability of affordable housing by property size and type and location.

All applicants can request a copy of their housing application form and other information held by the Council as part of their housing application.

16. Right to a Review

Applicants have the right to a review of decisions as to whether they are eligible for or qualify for the Housing Register and any other decision made or likely to be made in considering whether an offer of accommodation can be made.

All requests for review must be made in writing (including email) to the Housing Options Team Manager within 21 days of being notified of the decision which is being appealed. In exceptional cases, the Housing Options Team Manager can extend the timescale for requesting a review. The request can be made by the applicant's representative where the applicant has explicitly confirmed in writing that they authorise the representative to act on their behalf. At the discretion of the Housing Options Team Manager information in support of the review can be made as verbal representations either recorded by the applicant or at an agreed meeting where the Council will take notes to capture the applicant's representations. Unless it is agreed that verbal representations can be provided, the request for review should include:

- Details of what decision is being appealed
- An explanation of why the Council's decision is wrong
- Details of any changes in their circumstances which are material to the original decision
- Additional information which was not originally provided in the housing application which is relevant; and
- Any letters of support (if applicable).

The review will be carried out by a Housing Options Team Manager for all cases where they had not been involved in the original decision, in all other cases the review will be carried out by another senior officer with relevant knowledge as long as they have had no prior involvement in the original decision.

As part of the review, the reviewing officer shall consider the information in the applicant's original application, the information provided in the review request, the Council's Housing Allocations Scheme and any relevant legislation or legal requirements. The reviewing officer may seek additional information or clarification of a particular point from the applicant to inform their review, such requests will be made in writing (including email). The review will be completed within eight weeks, unless the applicant has previously been advised in writing that an extension is required and the reasons for such an extension.

The applicant will be notified in writing of the outcome of the review and the reasons for the decision being made. If the applicant is not satisfied with the outcome of the review, they may make a complaint through the Council's Complaints Policy or where appropriate seek a Judicial Review of the decision.

17. Exceptional Cases

The Council may take into account any exceptional circumstances when considering qualification, disqualification, banding, decisions to provide additional or reduced preference (including demotion) and in relation to the restricted choice arrangements and accordingly may make decisions which falls outside the criteria permitted within this Housing Allocations Scheme.

In these circumstances a note of the decision and the reason will be recorded on the housing application. Such decisions will be made by the Housing Options Team Manager.

When considering an application which affects a child the Council will have due regard to the need to safeguard and promote the welfare of children under section 11 of the Children Act 2004.

When considering whether there are exceptional circumstances in relation to a decision which affects a person with a protected characteristic, the Council will have due regard to the public sector equality duty under the Equality Act 2010. Protected characteristics include age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

If the reason for disqualification, priority or eligibility relates to a disability or other protected characteristic, the Council will consider whether it is proportionate and justified to make such a decision.

18. Procedural Matters

Up to date contact details

It is the responsibility of the applicant to ensure that up to date and correct contact information is provided to the Council including a phone number and where possible an email address. Failure to keep contact information up to date will result in that applicant missing out on a potential offer of a property if the Council or Registered Provider is unable to contact them within a reasonable timescale to make arrangements to confirm qualification or discuss the possible offer of a property.

Applicant reviews

It is important that applicants notify the Council of any changes in their circumstances which may affect their qualification for the Housing Register or the priority they receive. This should include details of any changes in the household, income, health or address. If an applicant is at the top of a shortlist for a property and it is identified that the applicant's circumstances have changed, their application will be suspended until a review has been completed. To prevent a change of circumstances meaning an offer of accommodation is withheld, all changes should be reported as soon as possible and where necessary a new application completed.

To ensure that accurate information is held on the housing need of applicants, all applicants will be required to complete an application review. For applicants awarded the Priority Band, Band A or Band a review will be undertaken every six months, for applicants awarded a Band C or Band D a review will be completed every year.

Checking eligibility and qualification

No applicant will be able to join the Housing Register if they are not eligible. For applicants who meet the criteria for the Priority Band, Band A or Band B proof of qualification will be required to be provided prior their application being awarded this priority and they will be placed in Band C until this information is provided. Such applicant's may also be required to reconfirm qualification prior to an offer of a property being made. Applicants awarded Band C or Band D will be required to provide proof of qualification prior to the offer of a property being made.

Application Process

The Council will advise all applicants of the outcome of their application to join the Housing Register within 10 working days of the receipt of the application and all relevant information requested from the applicant requested to confirm qualification or which band they should be awarded. All applicants will receive a written response advising whether they are eligible and whether or not they meet the qualification and disqualification criteria of the Housing Register. All applicants who are eligible and meet the qualification criteria of the Housing Register will be advised which band they have been awarded and whether additional or reduced preference applies to their application.

In accordance with Section 171 of the Housing Act 1996, it is an offence for an applicant to provide false information or fail to mention information which is relevant to their housing application which will impact on a decision as to whether they are eligible and/or qualify to join the Housing Register and the level of priority they will be entitled to. Provision of false information or a failure to provide all relevant information can occur when a housing application is made and at any time when further information or clarification is sought from the applicant or when there is a review of the housing application.

Applicants who are related to a Council officer or member or are currently employed by the Council

As part of the application process, applicants will be required to state whether they are related to a Council officer or member or are currently employed by the Council. No officer who is related to an applicant directly or through their relationship with another person or who has a business or financial relationship with an applicant will be able to make any decision in relation to the applicant's housing application and will not view or update the housing application.

Support for applicants

The Council recognises that some applicants need additional support to apply or engage with the application process. Whilst all applicants will be expected to apply online to join the Housing Register, for applicants for which there is a special need for support the Council may assist the applicant to apply and provide information in different formats.

Confidentiality

All applications to the Housing Register will be treated as confidential. Unless the applicant provides specific consent through their housing application or in writing, the Council will not discuss the application with a third party who states they are acting on behalf of the applicant or as their representative.

Information held on each applicant will not be shared or disclosed to a third party, except in accordance with the requirements of data protection legislation including the General Data Protection Regulation. As part of the application process to join the Housing Register, all applicants are required to provide their consent for information to be shared with Registered Providers and other statutory agencies where that information is necessary to assess the application and for an allocation of housing to be made. A full list of those third parties who may be contacted in order to process an application will be listed on the application form.

Equality and Diversity

The Council is committed to equality and the promotion of diversity and seeks to ensure that all applicants are not directly or indirectly discriminated against on the basis of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex (gender) and sexual orientation. An Equality Impact Assessment of the Housing Allocations Scheme has been undertaken and ongoing monitoring of the impact of the scheme will be undertaken.

Monitoring and Review

The operation of the scheme will be monitored to ensure that it ensures that it ensures that applicants who are entitled to a reasonable preference receive such preference and homes are allocated in an effective, timely and fair way ensuring the best use of the affordable housing stock whilst meeting statutory requirements. The Council reserves the right to make operational changes which ensure the Housing Allocations Scheme operates effectively and efficiently, such changes, where they affect applicants will be notified to applicants by updating information on the Council's website or directly by phone, letter or email as applicable.

The Housing Allocations Scheme will be reviewed when necessary to reflect changes in legislation, statutory guidance, case law and to ensure the effective operation of the scheme reflecting pressures on affordable housing supply and the need for such housing. Such reviews will be

carried out in accordance with the requirements of legislation and guidance, ensuring Registered Providers and where appropriate relevant stakeholders are informed of/consulted on changes as required and all applicants are notified of the changes made to the scheme in advance of an amended/replacement Housing Allocations Scheme going live.

Transitional arrangements

Prior to this Housing Allocations Scheme going live all current applicants within the Allocation Pool or awaiting to be assessed will be required to re-apply in order to allow a review of eligibility and qualification. For all applicants who reapply who meet the eligibility and qualification criteria of this Housing Allocations Scheme the following arrangements will apply:

- Any applicant who completes the required re-registration process within one calendar month of being asked to update their application will have their original date of their housing application as their Relevant Date. Where on review it is determined that the applicant is now entitled to a different level of priority to that currently awarded their date of re-application will be used as the Relevant Date unless this Housing Allocation Scheme shows another Relevant Date would apply.
- Any applicant who completes the required re-registration process following the expiry of one calendar month will not have their original housing application date honoured as it will be treated as a new application. In these cases, the date of submission of the required information shall be their Relevant Date.

If there is an exceptional reason why the applicant cannot reapply within one calendar month, on a case by case basis, the Housing Options Team Manager or an officer they have delegated these decisions to will have discretion to honour the original housing application date.

Appendix 1: Registered Providers with homes in the Great Yarmouth Borough Council area.

The following Registered Providers are part of the Great Yarmouth Partnership Scheme and allocate all their affordable homes in the borough through this Housing Allocations Scheme:

- Broadland Housing Association
- Clarion Housing Group (formerly known as Circle Housing and Wherry Housing Association)
- Cotman Housing Association (including Places for People homes)
- Flagship Housing Group
- Orbit East
- Orwell Housing Association
- Saffron Housing Trust
- Victory Housing Trust

The following Registered Providers also have affordable homes in the borough:

Hanover Housing Association

Housing 21

Sage Housing

Appendix 2: Process for awarding of Priority Band and agreement for a Direct Let.

Only the Housing Options Team Manager can place an applicant in the Priority Band and agree to extend the period for which a Priority Band is available. In addition, the Housing Options Team Manager must agree all requests for a Direct Let.

How are decisions made?

The Housing Options Team Manager will make a decision to place an applicant in the Priority Band or approve a Direct Let based purely on the facts of the case as identified from the information in applicant's application for housing and the supporting information. Supporting evidence of this need is to be provided by suitable qualified medical and other professionals. All information will need to explain why the need for a move is immediate, an emergency or critical. In such circumstances there should be a current risk to the applicant or ongoing impact if the applicant is not rehoused as soon as possible.

Criteria for awarding a Priority Band

An applicant must meet the qualification criteria for the Housing Register and have an immediate, emergency or critical housing need which means that they must be rehoused within eight weeks.

The following examples represent some of the circumstances where a Priority Band is likely to be awarded:

- The applicant is unable to return home from hospital as the property is not suitable for their occupation and could not be adapted to meet their medical and other needs.
- The applicant currently lives in accommodation which is not suitable for their needs so that they have limited or no safe access to some or all required facilities, the current property cannot be adapted to meet their needs and for which there is a lack of available suitable properties which can meet their needs.
- The applicant is the subject of severe harassment (including domestic abuse) and there is an immediate and clear risk of harm for which no appropriate enforcement action can be/is appropriate to be taken.
- The applicant is part of the National Witness Mobility Scheme.
- The applicant is a tenant of a Registered Provider or Great Yarmouth Borough Council and there is a specified and urgent need for a management move to protect the tenant or a member of their household.

Criteria for agreeing a Direct Let

An applicant must meet be in the Priority Band, Band A or Band B. A Direct Let will only be used where there is a proven need to house an applicant quickly and they have a particular requirement for a property which is in limited supply in the affordable housing stock. A Direct Let

can include multiple properties and prospective tenants where any existing tenant(s) is required to move to release a property which meets the particular needs of an applicant.

The following examples represent some of the circumstances where a Direct Let is likely to be awarded:

- Where a vacancy suitable for an applicant in the Priority B, Band A or Band B is created by moving an existing Registered Provider or Great Yarmouth Borough Council tenant to a property which meets their needs.
- Where a Registered Provider or Great Yarmouth Borough Council tenant residing in the borough needs to move to allow urgent works repair works to be carried out to their home and it is not appropriate for them to return as the current home is not suitable or where the current home is programmed to be demolished or redeveloped within three months.
- Where a Registered Provider or Great Yarmouth Borough Council needs to rehouse a tenant to meet operational requirements and there is a proven urgency for the move or specific requirement for accommodation which is rarely available and limited in supply.

Direct Let requests which solely relate to a Registered Provider or Great Yarmouth Borough Council tenant will be counted as part of the Transfer Quota.

The examples provided above for a Priority Band and Direct Let are examples only and not a list of all circumstances when a Priority Band or Direct Let will be agreed and exceptional circumstances will be taken into account in the decision making of the Housing Options Team Manager.

Appendix 3: Local Allocations Policy

The Local Allocations Policy will be used to allocate all properties on Exception Housing Schemes and homes provided by Community Led Housing Organisations for which the Council has nomination rights or the landlord seeks a nomination.

The Local Allocations Policy includes 7 criteria which provide a basis for determining priority between applicants for affordable housing including affordable home ownership properties based on their local connection to the parish (or ward in the urban areas of the borough) in which a property is located and the adjoining parishes (urban wards). Priority is provided through local connections of residence, employment and family residence. In the event that there are no applicants with these connections, the property can be allocated to an applicant who has a wish to live in a particular area but who does not have a connection to it. This is to ensure that a property can be rented or sold to ensure that any financial loss to the landlord is minimised and to ensure that properties are not left empty for longer than necessary.

The Local Allocations Policy gives preference to applicants with strong local connections to the parish (urban ward) in which the property being allocated is located and the adjoining parishes (urban wards) equally. This is because it is essential that applicants with strong local connections to a local area are not disadvantaged because the only scheme to which this policy applies is in an adjacent area not their local area.

Shortlisting will be undertaken based on the strength of local connection, with applicants with the strongest connections shortlisted above those applicants with lower connections. Where there is more than one applicant with the same type of local connection, shortlists will also be sorted in priority order by band and then Relevant Date.

The policy refers to parish which is applicable to both parishes and urban wards in the borough, although where a town is an adjacent parish to a parish with a vacant property the urban ward in that town is not treated as an adjoining parish. Applicants who only have a local connection to an urban ward in Great Yarmouth and Gorleston will therefore not have a connection to the adjacent parish.

The criteria form a cascade with the strongest local connection being an A connection and a G connection representing someone with no connection to the parish or adjoining parish as shown below:

- A - An applicant meeting this criterion will have lived in the parish or adjoining parishes for at least 3 consecutive years at the point of allocation AND meet at least one of the following criteria:

- Lived for at least 5 years at any time in the parish or adjoining parishes OR

- Are employed in the parish or adjoining parish (permanent employment of at 3 months and 16 hours per week) OR
 - Have a family member who has lived for at least 5 consecutive years in the parish or adjoining parish at the point of allocation
- B - An applicant meeting this criterion will have lived in the parish or adjoining parishes for at least 3 consecutive years at the point of allocation.
- C - An applicant meeting this criterion will meet at least one of the following criteria:
- Lived for at least 5 years at any time in the last 10 years in the parish or adjoining parishes OR
 - Are employed in the parish or adjoining parish (permanent employment of at least 12 months and 16 hours per week) OR
 - Have a family member who has lived for at least 5 consecutive years in the parish or adjoining parish at the point of allocation
- D - An applicant meeting this criterion will meet at least one of the following criteria:
- Lived for at least 3 years at any time in last 10 years in the parish or adjoining parishes OR
 - Are employed in the parish or adjoining parish (permanent employment of less than 12 months and 16 hours per week) OR
 - Have a family member who has lived for at least 3 consecutive years in the parish or adjoining parish at the point of allocation
- E - An applicant meeting this criterion will meet at least one of the following criteria:
- Lived for at least 12 months at any time in the last 15 years in the parish or the adjoining parishes OR
 - Are employed in the parish or adjoining parish (temporary employment or permanent employment of less than 16 hours per week) OR
 - Have a family member who has lived for at least 12 consecutive months in the parish or adjoining parish at the point of allocation
- F- An applicant meeting this criterion wants to live in the parish and has lived for at least 6 months at any time in the parish or adjoining parish.

G- An applicant meeting this criterion wants to live in the parish.

The criteria above reflect the need to give priority by current residence, former residence, employment and family connections. Family connections relate to a family member who is the parent, adult child or adult sibling only of the applicant or joint applicant. In other cases, the Housing Options Team Manager shall have discretion to provide for local connection to another family member where there is evidence of a significant connection to that family member to include cases where the applicant lived with the family member for a significant period or where there is a need to provide support to or from that family member.

The Council in some exceptional cases will consider whether the strength of an applicant's local connection to a parish or urban ward should be increased, such cases will be considered on their merits at the discretion of the Housing Options Team Manager.

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Housing Allocations Scheme

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Agreed by Housing & Neighbourhoods Committee	
Adopted by Council	Page 45 of 84

Contents

Section	Page
1. Introduction	3
2. Who is not eligible to join the Housing Register?	4
3. Housing Register Disqualification Criteria	4
4. Housing Register Bands	7
5. Additional Preference within the Housing Register	12
6. Reduced Preference and Demotion within the Housing Register	13
7. Relevant Dates	13
8. Allocation Process	14
9. Transfer Quota	14
10. Local Letting Schemes and Local Allocations Policy	15
11. Offer Process	15
12. Direct Lets and other lets outside of the scheme	16
13. Policy on Choice	17
14. Property Eligibility	17
15. Right to information	18
16. Right to a Review	19
17. Exceptional Cases	20
18. Procedural Matters	20

Appendices

Appendix 1: Registered Providers with Homes in the borough

Appendix 2: Process for awarding of Priority Band and agreement for a Direct Let

Appendix 3: Local Allocations Policy

Housing Allocations Scheme

1. Introduction

The Great Yarmouth Housing Allocations Scheme has been developed in accordance with the Housing Act 1996 as amended by the Localism Act 2011, relevant statutory regulations and regard has been made to the Codes of Guidance and the Council's Preventing Homelessness and Rough Sleeping Strategy, Tenancy Strategy, Tenancy Policy, the public sector equality duty and section 11 of the Children Act 2004. In developing the Housing Allocations Scheme the provisions in the Homelessness Reduction Act 2017 have also been considered.

This Housing Allocations Scheme has been designed to be used for the allocation of all affordable homes owned by landlords within the Great Yarmouth Housing Partnership – which includes homes owned by Registered Providers and Great Yarmouth Borough Council and to provide nominations to properties owned by other landlords. Accordingly, all applications from tenants for a transfer will be dealt with in accordance with this Housing Allocations Scheme irrespective of whether or not the tenant falls in one of the reasonable preference categories unless the allocation falls within one of the criteria at Section 12. Appendix 1 shows the landlords which form the partnership.

Eligibility and qualification to join the Housing Register will be assessed at the point when an application to join the Housing Register is made and /or prior to an offer of a tenancy being made. In determining eligibility and qualification for the Housing Register each application will be assessed on its individual merits, taking the needs of the applicant and any members of their household as a whole into account.

The Council must give reasonable preference to certain categories of applicant (called the reasonable preference criteria):

- Applicants who are homeless within the meaning of Part 7 of the Housing Act 1996.
- Applicants who are owed a duty by any local housing authority in England under the following sections of the Housing Act 1996:
 - o Section 190(2) - priority need and homeless intentionally
 - o Section 193(2) – priority need and not homeless intentionally
 - o Section 195(2) – threatened with homelessness and eligible for assistance
 - o Section 192(3) – occupy accommodation arranged by a Council and have no priority need and are not homeless intentionally.
- Applicants who are occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions.
- Applicants who need to move on medical or welfare grounds including grounds relating to disability.

- Applicants who need to move to a particular locality where failure to meet that need would cause hardship to themselves or others.

This Housing Allocations Scheme provides reasonable preference to those applicants who meet one or more of the reasonable preference criteria as set out in Section 4.

2. Who is not eligible to join the Housing Register?

Anyone who is deemed by primary legislation or statutory instruments not to be eligible. Currently this includes someone who is subject to immigration control or is not habitually resident in the Common Travel Area (CTA) or only has limited rights of residence in the CTA and does not meet one of the identified exceptions.

3. Housing Register Disqualification Criteria

Applicants who meet the following Disqualification criteria will be excluded from joining the Housing Register:

- Applicants who, without good reason:
 - do not return application reviews within the required timescale.
 - are not able to verify their eligibility.
 - do not provide proof of identification within two weeks of this being requested.
 - fail to provide the required income information and details of any employment when they apply.
- Applicants who were rehoused in affordable housing in the Great Yarmouth Borough Council area in the last twelve months where there has not been a change in their circumstances such that the property is no longer suitable for their needs.
- Anyone under the age of 18, unless they are a Care Leaver, are leaving supported housing or have been assessed by Children Services as being ready for independent living.
- Applicants who are unsuitable to be a tenant as they or a member of their household have been responsible for (or failed to prevent) behaviour which means they are not suitable to be a tenant. In applying this sanction, the Council will take into account when the behaviour took place, its severity and attempts to address the behaviour in deciding whether the behaviour means the applicant is unsuitable to be a tenant.
- Applicants who have significant housing debt including rent arrears (of eight weeks or more, including where arrears are the result of an overpayment of Housing Benefit) or an outstanding Council loan for a rent deposit or rent in advance where there is no agreed repayment plan in place, or where the applicant has not complied with a repayment plan. The sanction will apply unless the applicant is not responsible for the housing debt or there are exceptional circumstances.

- Applicants who have provided false or misleading information or failed to mention information relevant to their application for housing and in particular where that information is material to a decision as to whether the applicant is eligible and meets qualification or disqualification criteria for the Housing Register and whether additional or reduced preference should apply.
- Applicants who have sufficient financial resources to meet their housing need by buying or renting an open market property which meets their housing needs. The Council will disregard any lump sum paid as a result of injury or disability to a current or former member of the regular or reserve services. In considering what financial resources the applicant has available to them, equity from current or previous home ownership will be taken into account along with income and savings.
- Applicants who have deliberately worsened their housing circumstances in order to qualify for the Housing Register.
- An applicant who requires support or care to live independently and/or sustain a tenancy and there is no evidence that the required support and/or care package has been approved or is in place.
- Applicants who have been proven to be a perpetrator of domestic abuse.
- Applicants who do not have a local connection to the borough of Great Yarmouth as they do not meet at least one of the following criteria:
 - Currently live in the borough of Great Yarmouth and have done so for a continuous period of twelve months OR
 - Currently work in and have worked in the borough of Great Yarmouth for a continuous period of twelve months OR
 - Have a family member (parent, adult child or adult sibling) who lives in and has lived in the borough of Great Yarmouth for a continuous period of at least five years.

The following applicants will not be disqualified as they do not have a local connection as set out above:

- An applicant to whom the Council owes the full homeless duty
- A Registered Provider or Local Authority tenant who needs to move to the borough of Great Yarmouth in accordance with the provisions of the Right to Move
- Applicants who need to move to the borough of Great Yarmouth through the National Witness Mobility Scheme
- Former care leavers who have a connection as defined through the Homelessness Reduction Act 2017
- Current or former members (within five years of discharge) of the regular forces
- The spouse or civil partner of a deceased member of the regular forces where their death was attributable to that service

- Current or former members of the reserve forces who suffer from a serious injury, illness or disability which is attributable to that service.
- Victims of domestic abuse who are residing in a refuge or other safe temporary accommodation in the borough of Great Yarmouth as they have fled abuse from another area.
- Applicants who have a connection to the borough of Great Yarmouth as a result of other special circumstances as set out in S199 of the Housing Act 1996 to be determined based on the individual facts of the case and in reference to statutory guidance on allocation schemes and homelessness. Such applicants will include those who cannot form a local connection to a specific area due to the nature of their background or lifestyle.

Evidence of a connection to the borough of Great Yarmouth may be required to be provided.

Where a connection to the borough of Great Yarmouth is through work (and in relation to the exemption for applicants through the Right to Move) employment must be physically located in the borough, not be short term or marginal or ancillary to work in another area or voluntary. Evidence of current employment or the offer of employment will be required.

Applicants who are disqualified as they meet one of the disqualification criteria can re-apply when their circumstances change so they would qualify.

In addition, applicants may be disqualified if they meet one of the criteria below and have not subsequently sustained a tenancy/occupation in a property for a period of at least 12 months:

- Applicants who have been convicted of social housing fraud.
- Applicants who have been found intentionally homeless.
- Applicants who were evicted as a result of significant rent arrears or breach of their tenancy agreement or had their home repossessed.

In these cases, applicants who are disqualified will remain disqualified until a period of 12 months has passed from the date when the above event occurred.

The disqualification criteria will be applied when an application to join the Housing Register is made or at any subsequent time when the application is reviewed (which may or may not be as result of addition information being received) which shows that a disqualification criterion applies.

Applicants who are a Great Yarmouth Borough Council tenant or a tenant of Registered Provider shall be exempt from the financial resources disqualification criteria.

The disqualification criteria may also be disapplied in exceptional circumstances. Applicants such as those falling within a reasonable preference group may apply to be considered as an exceptional case.

4. Housing Register Bands

The Housing Register is divided into five bands to reflect differing levels of priority which will be awarded to applicants depending on whether or not they meet a reasonable preference criterion and whether or not additional or reduced preference applies. The five bands in descending order of priority are:

- Priority Band
- Band A
- Band B
- Band C
- Band D

In order to determine which band is appropriate the Council may request that the applicant provides additional information which supports their need to move. The applicant will be advised what information is required to assess the correct banding which should be awarded, pending this information being received the applicant will be placed in Band D.

Priority Band

To qualify for the Priority Band, an applicant must have an immediate, emergency or critical housing need and require to be moved within 8 weeks. Appendix 2 details the process for awarding a Priority Band and examples of when a Priority Band may be agreed. The Priority Band will last for three months. Extensions for further periods of six weeks will be agreed by the Housing Options Team Manager if the applicant has not yet been offered a suitable property and they are still eligible for the Priority Band.

Band A

Band A will contain:

- Applicants who are homeless within the meaning of Part 7 of the Housing Act 1996 and whom are owed the full homeless duty by the Council.
- Applicants who are threatened with homelessness within twelve weeks or are homeless and deemed likely to have a priority need, have a local connection (section 199 of the Housing Act 1996) and who are not likely to be homeless intentionally.
- Applicants who are occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions and have an urgent housing need.
- Applicants who have an urgent need to move on medical or welfare grounds including grounds relating to disability.

- Applicants who have an urgent need to move to a particular locality where failure to meet that need would cause hardship to themselves or others.
- Applicants who are a tenant of a Local Authority or Registered Provider and have a need to move to the Great Yarmouth Borough Council area to be nearer to work or take up employment, where that employment is not short term or marginal, ancillary to work in another area or voluntary work (Right to Move).
- Applicants who are a Great Yarmouth Borough Council tenant or a tenant of Registered Provider who lives in the borough of Great Yarmouth, who requires an urgent Management Move.

Band B

Band B will contain:

- Applicants who are owed a duty by any local housing authority in England under section 190(2), 193(2), 195(2) of the Housing Act 1996 or who occupy accommodation provided under section 192(3) of the Housing Act 1996.
- Applicants who have made an application as homeless under Part 7 of the Housing Act 1996 and it has been decided they are homeless and do not have a priority need or are intentionally homeless and who have a local connection (section 199 of the Housing Act 1996).
- Applicants who have made an application as homeless under Part 7 of the Housing Act 1996 and it has been decided they are threatened with homelessness within 56 days and who do not have a priority need or are intentionally homeless and who have a local connection (section 199 of the Housing Act 1996)
- Applicants who are occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions.
- Applicants who need to move on medical or welfare grounds including grounds relating to disability (assessed medium medical or welfare need for a move).
- Applicants who need to move to a particular locality where failure to meet that need would cause hardship to themselves or others.
- Applicants who are a tied tenant of a property rented in conjunction with agricultural employment and where the employer requires the accommodation in accordance with the provisions of the Rent Agricultural Act 1976.
- Are a tenant of a Registered Provider or Local Authority on a Fixed Term Tenancy and have been served notice that they no longer require the size or type of affordable property they occupy and cannot meet their needs in the market (where they do not meet another qualification criterion for the Housing Register).
- Are a tenant of a Registered Provider or Local Authority of a property which is leased from another person and the lease has expired or where planning permission has

been granted to redevelop the property as part of a comprehensive scheme to provide affordable housing.

- Are a tenant of a Registered Provider or Local Authority and are under occupying their current home by two or more bedrooms.
- Applicants who are a tenant of Great Yarmouth Borough Council or a tenant of a Registered Provider who lives in the borough of Great Yarmouth who require a permanent decant to allow works to be completed on the property.
- Applicants who have been demoted from a higher band (See Section 6).

Band C

Band C will contain:

- Applicants who need to move on medical or welfare grounds including grounds relating to disability (assessed low medical or welfare need for a move).
- Are a tenant of a Registered Provider or Local Authority and are under occupying their current home by one bedroom.
- Applicants who are sharing accommodation with friends or family but require independent housing.
- Applicants who are suffering financial hardship as a result of their current housing circumstances.
- Applicants who are homeless within the meaning of Part 7 of the Housing Act 1996 and do not fall within any of the categories in Band A or Band B, for example:
 - applicants who have not made an application under Part 7 of the Housing Act 1996 (as homeless) or
 - whose application under Part 7 has not yet been determined or
 - who have been found not to have a priority need or found to be intentionally homeless or found not to have a local connection to the borough (section 199 of the Housing Act 1996).
- Applicants who are threatened with homelessness within 56 days within the meaning of Part 7 of the Housing Act 1996 and do not fall with any of the categories in Band A or B and who are deemed to have a local connection to the borough (section 199 of the Housing Act 1996).
- Applicants who have been demoted from a higher band (See Section 6).

Band D

Band D will contain:

- Tenants of Great Yarmouth Borough Council, a Registered Provider or Local Authority who want to move but do not meet the criteria for a higher band.

- Applicants who want to move to alternative accommodation but do not meet the criteria for a higher band.
- Applicants who do not have a housing need but want to be considered for affordable home ownership properties.
- Applicants who have been demoted from a higher band (See Section 6).

Explanation as to how the correct band will be determined

All relevant circumstances will be taken into account in determining which band an applicant will be placed in. Section 11 of the Children Act 2004 and the Equality Act 2010 will be considered where relevant in these decisions. The following matters will be particularly relevant to considerations.

In considering whether an applicant resides in insanitary housing conditions and how urgent the need to move is to move the following will be considered:

- Whether a Housing Health and Safety Rating System inspection of the property has determined that the property has at least one Category One hazard and it is not possible or practical to reduce this to a Category Two Hazard.
- Whether enforcement action has been/will be taken to address the condition of the property.
- Whether the need to move is temporary or permanent.

In considering whether an applicant resides in unsatisfactory housing conditions and how urgent the need is to move the following will be considered:

- Whether a Housing Health and Safety Rating System inspection of the property has determined that the property has at least one Category One hazard and it is not possible or practical to reduce this to a Category Two Hazard and whether the need to move is temporary or permanent.
- Whether the applicant is prevented from residing in their home due to a Prohibition Order or Emergency Prohibition Order served in accordance with the Housing Act 2004.
- In cases of overcrowding, where an applicant is one bedroom short they will be placed in Band B and where they are two or more bedrooms short they will be placed in Band A.

In considering whether a property is overcrowded and whether the applicant has worsened their housing circumstances, the Council will consider who resides in the property and how and when new household members moved into the current property. The number of bedrooms an applicant needs for their household will be assessed using the Bedroom Standard (Housing Act 1985).

Where the applicant owns their home, their capacity (including the financial resources available) to remedy the issues with the property or alternatively sell the property and purchase or rent another which meets their needs will be considered in determining what priority the applicant will be awarded.

In considering whether an applicant needs to move on the grounds of hardship the following will be considered:

- Whether an applicant is now unable to afford to occupy their current home in terms of meeting housing costs and/or heating costs.
- Whether an applicant needs to move to access specialised medical care which is only available in a specific location and the impact on the applicant (including financial) if they do not move near that care.
- Whether an applicant needs to move to access training or employment and the costs and the impact on the applicant (including financial) if they do not move near to the training or employment.

In considering whether an applicant needs to move on the grounds of medical or welfare reasons the following will be considered:

- Whether an applicant has a housing needs report prepared by an appropriate professional setting out their requirements for an adapted property or the adaptations needed for them to live independently.
- Whether an applicant needs to move to give or receive support. This includes foster carers or those approved to adopt as well as Special Guardians, holders of a Residence Order and family/friends who have care of a child as the parent(s) are no longer able to provide care. In all cases written confirmation of status and support for a move from Children Services will be required. Where an applicant needs to move for them or a member of their household to give or receive support, for priority to be awarded on the grounds of welfare reasons, there must be no appropriate equivalent support in the area where the applicant currently resides.
- Whether an applicant is residing in a refuge or is receiving support because of the effects of domestic abuse on their health and welfare.
- The impact of current housing on both the physical and mental health of the applicant as applicable.
- Whether an applicant is a Care Leaver and requires settled accommodation.
- Any other circumstances set out in statutory guidance where reasonable preference on the grounds of medical or welfare should be provided.

In considering whether an applicant has an urgent housing need, in all cases, the Council will consider the impact on the applicant and their household should their housing circumstances not be resolved within a period of six months. Where it is considered that there would be a material impact, the need for

a move will be deemed as urgent. Where an applicant is deemed to have an urgent need for a move, their priority will be reviewed on a six-monthly basis to ensure they still require the same level of priority for a move.

For a Band A to be awarded in relation to the Right to Move, confirmation of the current or new employment will need to be provided along with evidence which supports the need to move to be nearer/take up that employment.

5. Additional Preference within the Housing Register

For all adapted properties, properties specifically designed and built to be suitable for a wheelchair user and properties which are identified as being potentially suitable to be adapted, additional preference will be provided to those applicants that need the adaptations provided or who need to use a wheelchair inside their home. Additional preference will be granted at the shortlisting stage for those applicants who have a housing need report which is not older than twelve months or which has been refreshed in the last twelve months so that their housing application is prioritised above all other applicants in the same band who do not require an adapted property. Where there is no suitable applicant who requires the adapted or wheelchair standard property the property shall be shortlisted in accordance with this Housing Allocations Scheme.

Additional preference will not be provided where the property being shortlisted would not be suitable for their needs as demonstrated by the housing needs report. For example, an applicant who requires a ground floor property as they cannot manage stairs or safely use a stair lift will not be considered for houses or upper floor flats/maisonettes.

Additional Preference will also be provided to applicants on the Housing Register in the following circumstances:

- Applicants who are current members of the regular forces who suffer from a serious injury, illness or disability which is attributable to that service or who are a former member of the regular forces or who is the spouse or civil partner of a deceased member of the regular forces, where their death was attributable to that service or is a current or former member of the reserve forces who suffers from a serious injury, illness or disability which is attributable to that service AND they meet one or more of the reasonable preference criteria and have urgent housing needs will be given additional preference by backdating their relevant date by three months.
- Applicants who the Council owes a full homeless duty to (Band A) and who are in temporary accommodation secured by the Council will receive additional preference by backdating their relevant date by six months.
- Applicants who the Council owes a full homeless duty to (Band A) who are not in temporary accommodation secured by the Council or who are in Band A as they are

owed a relief or prevent duty will receive additional preference by backdating their relevant date by three months.

- Applicants who are victims of domestic abuse residing in a refuge or other safe temporary accommodation who are eligible for Band A or B will receive additional preference by backdating their relevant date by six months.

6. Reduced Preference and Demotion within the Housing Register

Reduced Preference will be provided to applicants on the Housing Register in the following circumstances:

- Applicants in the Priority Band who refuse a suitable property will be demoted to Band A.
- Applicants who have significant housing debt where an agreed repayment plan is in place and where payments for at least four months in accordance with the repayment plan have been made shall be demoted by one band until the housing debt is repaid.
- Applicants who have significant housing debt where an agreed repayment plan is in place and where payments of at least two months in accordance with the plan have been made will be demoted to Band D.
- Applicants in supported housing who have not resided for at least six weeks in the accommodation will be demoted to Band D.
- Applicants in supported housing who have not completed a tenancy sustainment course or where the support provider has not provided written confirmation that the applicant with immediate effect no longer requires supported housing will be demoted to Band C.
- Applicants who have deliberately and unreasonably refused to cooperate with the Personal Housing Plan agreed between them and the Council as they were homeless or threatened with homelessness will be demoted to Band C.
- Applicants who have not provided supporting information or evidence of their housing need which has been requested by the Council within the required timescale (including any agreed extension of time) will be demoted to Band D.
- Applicants owed the full homeless duty or in Band A or B as they are owed a prevent or relief duty under the Homelessness Reduction Act 2017 who have refused an offer of suitable accommodation will be demoted to Band C.

7. Relevant Dates

All applicants who are eligible and qualify to join the Housing Register will be advised of their Relevant Date which will be the date their application was received. Where an applicant moves from one band to another band in the Housing Register, their relevant date will change to reflect the date they were placed in the new band. Applicants entitled to additional preference

and backdating of their Relevant Date will continue to benefit from this backdating when they change band or are demoted. In all other circumstances, where an applicant is initially in a higher band and is demoted as set out in Section 7, upon demotion their Relevant Date will revert to their date of application.

8. Allocation Process

When a property is available to let, all applicants who are eligible for the size and type of property available will be shortlisting in priority order by Band and Relevant Date by the Council.

The scheme does not include a quota of properties which will be made available to those tenants who meet the Right to Move criteria. The limited supply of affordable homes means that any quota would not release a property of the required size, type and location in a timely way. Tenants eligible for Band A under the Right to Move will therefore be considered for suitable properties in their area of choices which are near to their work.

When a property is subject to the Transfer Quota or is subject to a Local Lettings Scheme or the Local Allocations Policy a different shortlisting process will apply (see Sections 9 and 10).

Housing with Care / Extra Care Schemes

Properties on Housing with Care / Extra Care schemes are only suitable for applicants aged 55 or over who have a current personal care need or are expected to have a need for personal care in the future. In exceptional cases, applicants under the age of 54 who have a personal care need may be considered for Housing with Care properties subject to this not breaching any planning or legal restriction on the property.

9. Transfer Quota

Up to 20% of all existing affordable homes and new affordable homes will be prioritised for applicants who are Great Yarmouth Borough Council tenants or a tenant of a Registered Provider who lives in the borough of Great Yarmouth.

When shortlisting for a transfer quota property only tenants of affordable homes in the borough will be eligible, and the property will be prioritised for tenants in the following order:

- Tenants who have an urgent need for a Management Move
- Tenants who require a permanent Decant
- Tenants who need to be moved to a more suitable property (where there has been a discretionary offer of sole tenancy after the ending of a joint tenancy, other change in the tenancy or where a Fixed Term tenancy is due to end)
- Tenants who are under occupying their current home.
- Any other tenant on the Housing Register.

In shortlisting in accordance with these criteria, applicants will be considered in Band and Relevant Date order. If there are no tenants who meet the above criteria, the property will be shortlisted as set out at Section 8 in Band and Relevant Date order.

10. Local Letting Schemes and Local Allocations Policy

The Council will use specific Local Lettings Schemes when required to address a specific issue in an area. Such schemes will be published separately on the Council's website setting out how the properties will be prioritised. Local Lettings Schemes may be used to provide additional priority to applicants who have local connections to an area (see below) or to promote the sustainability of a local area or new housing scheme.

Some affordable housing schemes are provided to meet housing need in a particular area or parish or group of areas or parishes on land which would not otherwise be permitted to be built on. These schemes are called Exception Housing Schemes. In other cases, Community Led Housing Organisations have been set up to build or acquire homes which will only be available to applicants who have a connection to the area in which they operate. Where the Council is able to nominate to properties on such schemes, a specific Local Allocations Policy will apply which will prioritise applicants in the following order:

- Local Connection
- Band
- Relevant Date.

The Local Allocations Policy is shown at Appendix 3.

11. Offer Process

The Council will shortlist all properties as set out in Section 8. A nomination for each available property will be provided to the Registered Provider and the Council's Tenancy Team. If a nominated applicant does not meet the requirements of the Registered Provider's own Allocation Policy or Scheme, the applicant will be rejected with a reason for the rejection provided to the Council. Any applicant who is rejected on this basis can appeal the decision directly with the Registered Provider. Where an initial nomination is rejected by the Registered Provider or refused by the nominated applicant, the Council will provide further nominations until the property is let.

An applicant may be required by a Registered Provider to complete a pre-tenancy qualification questionnaire or affordability/eligibility assessment prior to a decision being made on whether they are eligible for and able to afford the property.

Applicants whose nomination is accepted by the landlord will be invited to view the property. In addition, other applicants who are shortlisted immediately behind the nominated applicant may be invited to view the property. Where there are multiple applicants attending a viewing the

applicants will be advised if they are the nominated applicant or the second or third applicant on the shortlist.

Applicants will only be nominated for one property at a time and will only be considered for that property until they refuse it, or the landlord decides they are not eligible or suitable.

Once an offer of a property has been made, unless the property will need to be adapted to meet the needs of the applicant or there is some other special requirement for rehousing, the applicant will be expected to make a decision within 24 hours as to whether they will accept the property. Where an applicant requires that a property is adapted to meet their needs or has some other specific requirement for rehousing, the applicant shall have a reasonable timescale for making a decision as to whether they will accept the property. The amount of time which is reasonable to make a decision in such cases will reflect whether there is a need for a support worker, Occupational Therapist or other professional to visit the property to inform the decision as to whether the property is suitable. In these cases, once the relevant professional has confirmed that the property is suitable for the applicant, the applicant will be expected to make a decision within 24 hours as to whether they accept the property.

A Housing Options Advisor/Property Officer shall decide whether an applicant has a specific requirement for rehousing and should then be given more time for deciding whether to accept the offer of a property.

Where private rented properties are let through this scheme any applicant for whom it is deemed that the rent would be unaffordable taking into account their income and level of likely assistance with the rent which will be available will not be nominated for a property.

For all affordable homes to buy (for example shared ownership or shared equity) any applicant for whom it is deemed that they would be unable to afford to purchase the share or value of the property being sold will be disregarded. Affordable homes to buy which are subject to Section 106 Agreements will be shortlisted in accordance with any specific requirements in terms of income and local connection set out in the Section 106 Agreement.

12. Direct Lets and other lets outside of the scheme

In some limited cases, properties will not shortlisted as set out at Section 8 and instead will be let directly to an applicant. Such lets are called Direct Lets and must be agreed by the Housing Options Team Manager, see Appendix 2 for further information. Where a Direct Let is made, the applicant will be contacted directly to be made an offer of the property and maybe required to confirm eligibility or qualification prior to a formal tenancy offer being made.

In the following circumstances the letting of an affordable home will not be subject to this Housing Allocations Scheme but will instead be subject to the landlord's Allocations Scheme or Policy or Tenancy Policy as applicable:

- The succession to a tenancy following the death of the tenant in accordance with the right of succession
- Assignments of the tenancy by way of mutual exchange
- Transfer of a tenancy by court order
- Acceptance of a surrender of tenancy by a joint tenant and issue of tenancy in sole name of the other joint tenant
- Assignment of tenancy to a person who is qualified to succeed on the event of the tenant's death
- Issuing of a Fixed Term Tenancy, Secure Tenancy or Assured Tenancy following the ending of a Starter or Introductory Tenancy
- Issuing of a new Fixed Term Tenancy on expiry of initial Fixed Term Tenancy where a review identifies a further Fixed Term Tenancy of the same property should be issued
- Conversion of an Assured Shorthold Tenancy or licence granted as the tenancy is short term temporary accommodation provided under part VI of the Housing Act 1996 into a Starter Tenancy, Introductory Tenancy, Fixed Term Tenancy, Assured Tenancy or Secure Tenancy
- Temporary decant of a Great Yarmouth Borough Council tenant or tenant of a Registered Provider who resides in the borough.

13. Policy on Choice

As part of the application process, applicants will be required to identify the areas in which they want to be rehoused. Applicant's preferences for area(s) will be taken into account.

Any applicant to whom the Council owes the full homeless duty in accordance with the Housing Act 1996 or a relief duty in accordance with the Homelessness Reduction Act 2017 will have full choice on which areas they want to be rehoused in for three months. After three months, the Council will consider the applicants for any suitable property located across the borough.

In some cases, where the Council deems there is a risk to the safety of the applicant or where applicable a member of their family or there is a risk to the safety of other people, the Council will restrict the ability of the applicant to choose which areas they want to be rehoused in to those areas where there will be no risk or the risk can be appropriately mitigated.

14. Property Eligibility

Applicants will be advised of the size and types of property which they will be considered for. The Council will publish a summary of the types and sizes of property each household is eligible for on the Council's website. This property eligibility information will be updated as and when required.

In assessing the size of property that an applicant requires the following will be taken into account:

- Whether there is a need for an additional bedroom for welfare or medical reasons including the need for a bedroom for an overnight carer.
- Whether the bedroom eligibility should be increased to reflect access to children in which cases the frequency of overnight access and ages and sexes of the children will be taken into account.
- Whether the bedroom eligibility should be increased to include foster children and any other relevant circumstances.

In the above cases, the decision to increase the number of bedrooms an applicant is eligible for is subject to satisfactory information being provided on the need for additional bedroom(s) and remains at the Council's discretion on a case by case basis.

Applicants may choose to be considered for properties which are smaller than their assessed need in these circumstances, the landlord may reject a nomination where offering a tenancy would result in the applicant and their household being overcrowded.

Affordable homes to buy may have different property eligibility which allow under-occupation.

Single people will be considered for self-contained properties and also a room in a shared property.

15. Right to Information

All applicants have a right to information on the decisions made in relation to their application to join the Housing Register. All applicants will be notified in writing if they are not eligible for or do not qualify to join the Housing Register. Applicants have the right to request information on any decision which has been made or is likely to be made when considering whether an offer of accommodation can be made.

Applicants also have the right to request general information to allow them to assess how their application for housing is likely to be considered and whether an offer of accommodation is likely to be made and if so, how long it is likely to be before an offer of accommodation becomes available. In accordance with this right, the Council will publish on its website a copy of the Housing Allocations Scheme and details of the availability of affordable housing by property size and type and location.

All applicants can request a copy of their housing application form and other information held by the Council as part of their housing application.

16. Right to a Review

Applicants have the right to a review of decisions as to whether they are eligible for or qualify for the Housing Register and any other decision made or likely to be made in considering whether an offer of accommodation can be made.

All requests for review must be made in writing (including email) to the Housing Options Team Manager within 21 days of being notified of the decision which is being appealed. In exceptional cases, the Housing Options Team Manager can extend the timescale for requesting a review. The request can be made by the applicant's representative where the applicant has explicitly confirmed in writing that they authorise the representative to act on their behalf. At the discretion of the Housing Options Team Manager information in support of the review can be made as verbal representations either recorded by the applicant or at an agreed meeting where the Council will take notes to capture the applicant's representations. Unless it is agreed that verbal representations can be provided, the request for review should include:

- Details of what decision is being appealed
- An explanation of why the Council's decision is wrong
- Details of any changes in their circumstances which are material to the original decision
- Additional information which was not originally provided in the housing application which is relevant; and
- Any letters of support (if applicable).

The review will be carried out by a Housing Options Team Manager for all cases where they had not been involved in the original decision, in all other cases the review will be carried out by another senior officer with relevant knowledge as long as they have had no prior involvement in the original decision.

As part of the review, the reviewing officer shall consider the information in the applicant's original application, the information provided in the review request, the Council's Housing Allocations Scheme and any relevant legislation or legal requirements. The reviewing officer may seek additional information or clarification of a particular point from the applicant to inform their review, such requests will be made in writing (including email). The review will be completed within eight weeks, unless the applicant has previously been advised in writing that an extension is required and the reasons for such an extension.

The applicant will be notified in writing of the outcome of the review and the reasons for the decision being made. If the applicant is not satisfied with the outcome of the review, they may make a complaint through the Council's Complaints Policy or where appropriate seek a Judicial Review of the decision.

17. Exceptional Cases

The Council may take into account any exceptional circumstances when considering qualification, disqualification, banding, decisions to provide additional or reduced preference (including demotion) and in relation to the restricted choice arrangements and accordingly may make decisions which falls outside the criteria permitted within this Housing Allocations Scheme.

In these circumstances a note of the decision and the reason will be recorded on the housing application. Such decisions will be made by the Housing Options Team Manager.

When considering an application which affects a child the Council will have due regard to the need to safeguard and promote the welfare of children under section 11 of the Children Act 2004.

When considering whether there are exceptional circumstances in relation to a decision which affects a person with a protected characteristic, the Council will have due regard to the public sector equality duty under the Equality Act 2010. Protected characteristics include age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

If the reason for disqualification, priority or eligibility relates to a disability or other protected characteristic, the Council will consider whether it is proportionate and justified to make such a decision.

18. Procedural Matters

Up to date contact details

It is the responsibility of the applicant to ensure that up to date and correct contact information is provided to the Council including a phone number and where possible an email address. Failure to keep contact information up to date will result in that applicant missing out on a potential offer of a property if the Council or Registered Provider is unable to contact them within a reasonable timescale to make arrangements to confirm qualification or discuss the possible offer of a property.

Applicant reviews

It is important that applicants notify the Council of any changes in their circumstances which may affect their qualification for the Housing Register or the priority they receive. This should include details of any changes in the household, income, health or address. If an applicant is at the top of a shortlist for a property and it is identified that the applicant's circumstances have changed, their application will be suspended until a review has been completed. To prevent a change of circumstances meaning an offer of accommodation is withheld, all changes should be reported as soon as possible and where necessary a new application completed.

To ensure that accurate information is held on the housing need of applicants, all applicants will be required to complete an application review. For applicants awarded the Priority Band, Band A or Band a review will be undertaken every six months, for applicants awarded a Band C or Band D a review will be completed every year.

Checking eligibility and qualification

No applicant will be able to join the Housing Register if they are not eligible. For applicants who meet the criteria for the Priority Band, Band A or Band B proof of qualification will be required to be provided prior their application being awarded this priority and they will be placed in Band C until this information is provided. Such applicant's may also be required to reconfirm qualification prior to an offer of a property being made. Applicants awarded Band C or Band D will be required to provide proof of qualification prior to the offer of a property being made.

Application Process

The Council will advise all applicants of the outcome of their application to join the Housing Register within 10 working days of the receipt of the application and all relevant information requested from the applicant requested to confirm qualification or which band they should be awarded. All applicants will receive a written response advising whether they are eligible and whether or not they meet the qualification and disqualification criteria of the Housing Register. All applicants who are eligible and meet the qualification criteria of the Housing Register will be advised which band they have been awarded and whether additional or reduced preference applies to their application.

In accordance with Section 171 of the Housing Act 1996, it is an offence for an applicant to provide false information or fail to mention information which is relevant to their housing application which will impact on a decision as to whether they are eligible and/or qualify to join the Housing Register and the level of priority they will be entitled to. Provision of false information or a failure to provide all relevant information can occur when a housing application is made and at any time when further information or clarification is sought from the applicant or when there is a review of the housing application.

Applicants who are related to a Council officer or member or are currently employed by the Council

As part of the application process, applicants will be required to state whether they are related to a Council officer or member or are currently employed by the Council. No officer who is related to an applicant directly or through their relationship with another person or who has a business or financial relationship with an applicant will be able to make any decision in relation to the applicant's housing application and will not view or update the housing application.

Support for applicants

The Council recognises that some applicants need additional support to apply or engage with the application process. Whilst all applicants will be expected to apply online to join the Housing Register, for applicants for which there is a special need for support the Council may assist the applicant to apply and provide information in different formats.

Confidentiality

All applications to the Housing Register will be treated as confidential. Unless the applicant provides specific consent through their housing application or in writing, the Council will not discuss the application with a third party who states they are acting on behalf of the applicant or as their representative.

Information held on each applicant will not be shared or disclosed to a third party, except in accordance with the requirements of data protection legislation including the General Data Protection Regulation. As part of the application process to join the Housing Register, all applicants are required to provide their consent for information to be shared with Registered Providers and other statutory agencies where that information is necessary to assess the application and for an allocation of housing to be made. A full list of those third parties who may be contacted in order to process an application will be listed on the application form.

Equality and Diversity

The Council is committed to equality and the promotion of diversity and seeks to ensure that all applicants are not directly or indirectly discriminated against on the basis of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex (gender) and sexual orientation. An Equality Impact Assessment of the Housing Allocations Scheme has been undertaken and ongoing monitoring of the impact of the scheme will be undertaken.

Monitoring and Review

The operation of the scheme will be monitored to ensure that it ensures that it ensures that applicants who are entitled to a reasonable preference receive such preference and homes are allocated in an effective, timely and fair way ensuring the best use of the affordable housing stock whilst meeting statutory requirements. The Council reserves the right to make operational changes which ensure the Housing Allocations Scheme operates effectively and efficiently, such changes, where they affect applicants will be notified to applicants by updating information on the Council's website or directly by phone, letter or email as applicable.

The Housing Allocations Scheme will be reviewed when necessary to reflect changes in legislation, statutory guidance, case law and to ensure the effective operation of the scheme reflecting pressures on affordable housing supply and the need for such housing. Such reviews will be

carried out in accordance with the requirements of legislation and guidance, ensuring Registered Providers and where appropriate relevant stakeholders are informed of/consulted on changes as required and all applicants are notified of the changes made to the scheme in advance of an amended/replacement Housing Allocations Scheme going live.

Transitional arrangements

Prior to this Housing Allocations Scheme going live all current applicants within the Allocation Pool or awaiting to be assessed will be required to re-apply in order to allow a review of eligibility and qualification. For all applicants who reapply who meet the eligibility and qualification criteria of this Housing Allocations Scheme the following arrangements will apply:

- Any applicant who completes the required re-registration process within one calendar month of being asked to update their application will have their original date of their housing application as their Relevant Date. Where on review it is determined that the applicant is now entitled to a different level of priority to that currently awarded their date of re-application will be used as the Relevant Date unless this Housing Allocation Scheme shows another Relevant Date would apply.
- Any applicant who completes the required re-registration process following the expiry of one calendar month will not have their original housing application date honoured as it will be treated as a new application. In these cases, the date of submission of the required information shall be their Relevant Date.

If there is an exceptional reason why the applicant cannot reapply within one calendar month, on a case by case basis, the Housing Options Team Manager or an officer they have delegated these decisions to will have discretion to honour the original housing application date.

Appendix 1: Registered Providers with homes in the Great Yarmouth Borough Council area.

The following Registered Providers are part of the Great Yarmouth Partnership Scheme and allocate all their affordable homes in the borough through this Housing Allocations Scheme:

- Broadland Housing Association
- Clarion Housing Group (formerly known as Circle Housing and Wherry Housing Association)
- Cotman Housing Association (including Places for People homes)
- Flagship Housing Group
- Orbit East
- Orwell Housing Association
- Saffron Housing Trust
- Victory Housing Trust

The following Registered Providers also have affordable homes in the borough:

Hanover Housing Association

Housing 21

Sage Housing

Appendix 2: Process for awarding of Priority Band and agreement for a Direct Let.

Only the Housing Options Team Manager can place an applicant in the Priority Band and agree to extend the period for which a Priority Band is available. In addition, the Housing Options Team Manager must agree all requests for a Direct Let.

How are decisions made?

The Housing Options Team Manager will make a decision to place an applicant in the Priority Band or approve a Direct Let based purely on the facts of the case as identified from the information in applicant's application for housing and the supporting information. Supporting evidence of this need is to be provided by suitable qualified medical and other professionals. All information will need to explain why the need for a move is immediate, an emergency or critical. In such circumstances there should be a current risk to the applicant or ongoing impact if the applicant is not rehoused as soon as possible.

Criteria for awarding a Priority Band

An applicant must meet the qualification criteria for the Housing Register and have an immediate, emergency or critical housing need which means that they must be rehoused within eight weeks.

The following examples represent some of the circumstances where a Priority Band is likely to be awarded:

- The applicant is unable to return home from hospital as the property is not suitable for their occupation and could not be adapted to meet their medical and other needs.
- The applicant currently lives in accommodation which is not suitable for their needs so that they have limited or no safe access to some or all required facilities, the current property cannot be adapted to meet their needs and for which there is a lack of available suitable properties which can meet their needs.
- The applicant is the subject of severe harassment (including domestic abuse) and there is an immediate and clear risk of harm for which no appropriate enforcement action can be/is appropriate to be taken.
- The applicant is part of the National Witness Mobility Scheme.
- The applicant is a tenant of a Registered Provider or Great Yarmouth Borough Council and there is a specified and urgent need for a management move to protect the tenant or a member of their household.

Criteria for agreeing a Direct Let

An applicant must meet be in the Priority Band, Band A or Band B. A Direct Let will only be used where there is a proven need to house an applicant quickly and they have a particular requirement for a property which is in limited supply in the affordable housing stock. A Direct Let

can include multiple properties and prospective tenants where any existing tenant(s) is required to move to release a property which meets the particular needs of an applicant.

The following examples represent some of the circumstances where a Direct Let is likely to be awarded:

- Where a vacancy suitable for an applicant in the Priority B, Band A or Band B is created by moving an existing Registered Provider or Great Yarmouth Borough Council tenant to a property which meets their needs.
- Where a Registered Provider or Great Yarmouth Borough Council tenant residing in the borough needs to move to allow urgent works repair works to be carried out to their home and it is not appropriate for them to return as the current home is not suitable or where the current home is programmed to be demolished or redeveloped within three months.
- Where a Registered Provider or Great Yarmouth Borough Council needs to rehouse a tenant to meet operational requirements and there is a proven urgency for the move or specific requirement for accommodation which is rarely available and limited in supply.

Direct Let requests which solely relate to a Registered Provider or Great Yarmouth Borough Council tenant will be counted as part of the Transfer Quota.

The examples provided above for a Priority Band and Direct Let are examples only and not a list of all circumstances when a Priority Band or Direct Let will be agreed and exceptional circumstances will be taken into account in the decision making of the Housing Options Team Manager.

Appendix 3: Local Allocations Policy

The Local Allocations Policy will be used to allocate all properties on Exception Housing Schemes and homes provided by Community Led Housing Organisations for which the Council has nomination rights or the landlord seeks a nomination.

The Local Allocations Policy includes 7 criteria which provide a basis for determining priority between applicants for affordable housing including affordable home ownership properties based on their local connection to the parish (or ward in the urban areas of the borough) in which a property is located and the adjoining parishes (urban wards). Priority is provided through local connections of residence, employment and family residence. In the event that there are no applicants with these connections, the property can be allocated to an applicant who has a wish to live in a particular area but who does not have a connection to it. This is to ensure that a property can be rented or sold to ensure that any financial loss to the landlord is minimised and to ensure that properties are not left empty for longer than necessary.

The Local Allocations Policy gives preference to applicants with strong local connections to the parish (urban ward) in which the property being allocated is located and the adjoining parishes (urban wards) equally. This is because it is essential that applicants with strong local connections to a local area are not disadvantaged because the only scheme to which this policy applies is in an adjacent area not their local area.

Shortlisting will be undertaken based on the strength of local connection, with applicants with the strongest connections shortlisted above those applicants with lower connections. Where there is more than one applicant with the same type of local connection, shortlists will also be sorted in priority order by band and then Relevant Date.

The policy refers to parish which is applicable to both parishes and urban wards in the borough, although where a town is an adjacent parish to a parish with a vacant property the urban ward in that town is not treated as an adjoining parish. Applicants who only have a local connection to an urban ward in Great Yarmouth and Gorleston will therefore not have a connection to the adjacent parish.

The criteria form a cascade with the strongest local connection being an A connection and a G connection representing someone with no connection to the parish or adjoining parish as shown below:

- A - An applicant meeting this criterion will have lived in the parish or adjoining parishes for at least 3 consecutive years at the point of allocation AND meet at least one of the following criteria:

- Lived for at least 5 years at any time in the parish or adjoining parishes OR

- Are employed in the parish or adjoining parish (permanent employment of at 3 months and 16 hours per week) OR
 - Have a family member who has lived for at least 5 consecutive years in the parish or adjoining parish at the point of allocation
- B - An applicant meeting this criterion will have lived in the parish or adjoining parishes for at least 3 consecutive years at the point of allocation.
- C - An applicant meeting this criterion will meet at least one of the following criteria:
- Lived for at least 5 years at any time in the last 10 years in the parish or adjoining parishes OR
 - Are employed in the parish or adjoining parish (permanent employment of at least 12 months and 16 hours per week) OR
 - Have a family member who has lived for at least 5 consecutive years in the parish or adjoining parish at the point of allocation
- D - An applicant meeting this criterion will meet at least one of the following criteria:
- Lived for at least 3 years at any time in last 10 years in the parish or adjoining parishes OR
 - Are employed in the parish or adjoining parish (permanent employment of less than 12 months and 16 hours per week) OR
 - Have a family member who has lived for at least 3 consecutive years in the parish or adjoining parish at the point of allocation
- E - An applicant meeting this criterion will meet at least one of the following criteria:
- Lived for at least 12 months at any time in the last 15 years in the parish or the adjoining parishes OR
 - Are employed in the parish or adjoining parish (temporary employment or permanent employment of less than 16 hours per week) OR
 - Have a family member who has lived for at least 12 consecutive months in the parish or adjoining parish at the point of allocation
- F- An applicant meeting this criterion wants to live in the parish and has lived for at least 6 months at any time in the parish or adjoining parish.

G- An applicant meeting this criterion wants to live in the parish.

The criteria above reflect the need to give priority by current residence, former residence, employment and family connections. Family connections relate to a family member who is the parent, adult child or adult sibling only of the applicant or joint applicant. In other cases, the Housing Options Team Manager shall have discretion to provide for local connection to another family member where there is evidence of a significant connection to that family member to include cases where the applicant lived with the family member for a significant period or where there is a need to provide support to or from that family member.

The Council in some exceptional cases will consider whether the strength of an applicant's local connection to a parish or urban ward should be increased, such cases will be considered on their merits at the discretion of the Housing Options Team Manager.

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Subject: Voluntary, Community and Social Enterprise Grant Process 2020/21

Report to: Housing & Neighbourhoods Committee – 12th December 2019

Report by: Holly Notcutt, Community Development Manager

RECOMMENDATIONS

- 1. That members consider and discuss the two options and associated implications, and agree a preferred course of action for delivering community and voluntary sector grants in 2020/21.**
- 2. That the Committee nominate four members to participate in the grant panel.**

1. INTRODUCTION

In 2019/20 the council provided annual funding of £99,500 for Voluntary, Community and Social Enterprise grants. In 2019/20 the council awarded a one-year grant beginning in April 2019, running up to the end of March 2020. £54,000 of this fund is allocated through the GYBC General Fund, with the remaining £45,500 allocated from the Housing Revenue Account. The council now needs to agree the process for commissioning the grants from April 2020.

2. BACKGROUND

2.1. On 25 October 2018 the Housing & Neighbourhoods Committee agreed the establishment of a Grant Panel to make recommendations for the 2019/20 grant allocation. The Committee also agreed a new set of commissioning criteria for the grants: Housing, budgeting, debt, benefits and crisis advice; Economic growth, skills, training and employability; and Environment, improving the borough's open and green spaces. These themes were in line with The Plan, the council's corporate plan.

2.2. In 2019/20 grants were awarded, commencing in April 2019, to:

- First Move Furnishaid £19,000
- GYROS £17,000
- Citizens Advice Bureau £19,750
- DIAL £19,750
- Homestart £19,000
- Foodbank Plus £5,000

3. CURRENT SUMMARY OF DELIVERY

3.1. The funds, awarded for a 12-month period from April 2019, were allocated to a variety of activities/support services, including: contributions to supporting residents with money, debt and budgeting advice; support with skills development and employability; family intervention support; and developmental crisis support. The table, below, summarises the use of the funding for the 2019-20 period.

Organisation	Amount	Summary	Target no. residents to support
First Move Furnishaid	£19,000	Provision of support to people to attend ICT support sessions to complete a basic level 1 course and access pre-employment support. Support targeted at individuals who are long term unemployed or trying to re-enter the workplace and need a basic level of ICT knowledge and/or help such as CV writing.	105
DIAL Great Yarmouth	£19,750	Provision of a part time money and debt advisor to support people who have financial issues by providing budgeting support, setting up manageable repayment plans, and liaising with creditors.	230 (60% GYBC housing tenants)
Citizens Advice	£19,750	To deliver free, generalist advice and information primarily covering welfare benefits, debt, finance, housing, energy, employment, immigration, consumer and family matters via the Great Yarmouth office and outreach service.	1000 (125 GYBC housing tenants)
Food Bank Plus	£5,000	Provision of mentoring support for people regularly visiting the foodbank. Focus on people who are unemployed and experiencing crisis to gain confidence, professional skills, and team-working experience, plus access an addiction recovery course.	40
Homestart	£19,000	Provision of home-based support through intensive weekly or fortnightly support visits to around families with young children. This includes getting children school ready, to enable families with young children to improve their health, improve their household and financial management, reduce inequality and improve children's life chances.	23 families
GYROS	£17,000	Operation of a Job Club and embedding ESOL training within key employment related training i.e. food hygiene and health and safety courses. Support CV writing, applying for jobs and English language support for residents. 2-hour session each week.	120
TOTAL	£99,500		

- 3.2. Following 6 months of delivery, the original appraisal panel was reconvened in October 2019, to undertake a mid-term appraisal of work to date. Each of the 6 organisations presented on their agreed delivery, providing an update on progress and outcomes achieved to date. A further monitoring update will be required from all the grant recipients upon completion of their delivery. This will be in written format, and organisations will be required to provide quantitative and qualitative detail to demonstrate the impact and outcomes of their project delivery, as per previous years. Notification for this will be actioned in early 2020.

4. 2020/21 APPRAISAL OF OPTIONS FOR NEXT STEPS

- 4.1. Due to the current time frame available, it is proposed that the committee consider two options for the forthcoming financial year.

Option one

- 4.2 The committee consider extending the grants to the current grant recipients for one further year, subject to satisfactory monitoring at the end of the 19/20 funded period. This option will allow for relative stability for residents in receipt of the associated grant funded support and provide a level of continuity of service provision.
- 4.3. During this extension, the committee will be able to allocate appropriate time to review, re-design and implement a refreshed commissioning process. During this exercise, the grants panel will take in to account the work of the Norfolk County Council VCSE manager's assessment of work in the sector, plus also review the council's own work with VCSE organisations. This will also address the short time frame available for the commissioning process (if it were to commence from 1 April 2020), which may disadvantage some organisations' ability to prepare and submit an application.
- 4.4 The existing grants panel would be retained to monitor the grants during 2020/21, allowing for continuity or appraisal.

Option two

- 4.4 The committee nominate a grants panel to oversee the grant allocation process for 2020/21. The panel will ensure that grant funded delivery is in line with delivering the council's strategic objectives outlined in the new Corporate Plan, particularly in consideration of the following 2020/21 themes:
- **Housing and strong communities** – supporting people through providing welfare themed advice and guidance, including debt, benefits, household budgeting, and supporting people in crisis situations to become more resilient.
 - **Strong and growing economy** – employability themed support to help people, including young people, to develop skills, access training, improve employment prospects, access paid sustainable jobs, and support to develop skills-based initiatives/enterprises in order to enable our town centres to diversify and thrive.
 - **Sustainable environment** – support to develop community-based sustainability, recycling and carbon reduction initiatives, and support to sustainably improve and maintain open/green community spaces across the borough.
- 4.5 The panel will review submitted applications, including interviewing shortlisted organisations, and agree the funding allocations to successful bidders. Grants will be made available from the existing budget, with a designated allocation from within this to be administered as 'Small grants', to accommodate and support the development of new and fledgling VCSE led activity which meets the identified priorities of the corporate plan. Recommendations will be brought to the housing and neighbourhoods committee for ratification. To enable a sufficient period of time for bids to be open this is likely to mean that most successful organisations may not

commence their services until approximately May or June 2020 (although funding would be available from April 2020).

5. THE COMMISSIONING PROCESS

5.1. If the committee wish to undertake a new grant allocation process for 2020/21, a grants panel delegated from the committee will be required to undertake the following functions:

- Monitoring existing grant funded delivery (2019/20)
- To oversee a grant allocation process for 2020/21
- To consider small and large grant applications against the commissioning criteria, including interviewing bidding organisations
- To make recommendations to the Housing & Neighbourhoods Committee for the allocation of grant funding

5.3. It is proposed that the Grant Panel is composed of four elected members and two officers. The Panel should be politically balanced. The elected members to be nominated from the Housing & Neighbourhoods Committee. The officers proposed shall be a Strategic Director and the Community Development Manager.

Steps in the process

5.4. The timeline for the process will be as follows:

- A call for Expressions of Interest will be launched in January 2019
- An Invitation to Tender, containing specifications for delivery, will be issued in January 2019
- A simple application process will follow, via the online procurement portal, allowing organisations to openly bid
- Scoring criteria will be made available within the ITT, allowing organisations to shape their applications accordingly
- Deadline for applications is early to mid March 2020
- The Grants Panel will appraise applications in March 2020
- Recommendations made to the Housing & Neighbourhoods Committee on 9th April 2020
- Notifications on awards will be made in April 2020, following committee approval
- Delivery commences from April 2020 for a one-year period, subject to monitoring.

5.5. A communications plan will be developed to advertise opportunities, providing detail of the opportunities to bid, the application and appraisal processes, and to communicate outcomes. Support will be available for potential bidders for the application process, especially smaller organisations, through Neighbourhoods that Work funded Community Development support, via Voluntary Norfolk.

6. RISK

In consideration of the current timeframe available (for option 2), a commissioning process commenced in January 2020 would impact on potential continuity of staff and delivery

currently funded via these grants, risk disrupting service delivery, and risk undermining the continuity of support available to residents for some organisations.

7. FINANCE

The budget for community/voluntary sector grants in 2019/20 is £99,500. As in previous years, members will determine the size of funding available for the 2020/21 grant process through the council's medium-term budget process.

8. LEGAL

There are no legal implications.

9. RECOMMENDATIONS

- 9.1. That members consider and discuss the two options and associated implications, and agree a preferred course of action for delivering community and voluntary sector grants in 2020/21.**
- 9.2. That the Committee nominate four members to participate in the grant panel.**

Area for consideration	Comment
Monitoring Officer Consultation:	Yes
Section 151 Officer Consultation:	Yes
Existing Council Policies:	No
Financial Implications:	Yes
Legal Implications (including human rights):	No
Risk Implications:	No
Equality Issues/EQIA assessment:	No
Crime & Disorder:	No
Every Child Matters:	No

Subject: HOUSING & NEIGHBOURHOODS PERFORMANCE REPORT
Quarter 2 2019/20

Report to: Housing & Neighbourhoods Committee 16 December 2019

Report by: Trevor Chaplin, Housing Transformation Manager

SUBJECT MATTER/RECOMMENDATIONS

**This report provides performance data from the Housing Department for
Quarter 2 of 2019 – 20**

Housing & Neighbourhoods Committee are requested to note this report

1. INTRODUCTION/BACKGROUND

- 1.1 A report on key performance indicators (KPI's) will be provided to the Housing & Neighbourhoods Committee each quarter.

2.0 PERFORMANCE INDICATORS

- 2.1 The indicators reported to committee are those where targets are set and performance can be measured against.

3.0 INDICATORS TO NOTE

3.1 HN01: Rent Collection

Performance in rent collection is measured on an annual basis. The outturn for Q2 shows an reduction in rent arrears and we remain confident that this will continue to improve in line with target over the year. The reduction in arrears is £47k compared to Quarter 1 2019/20 and £30k lower than the same period last year.

3.2 HN08 Disabled Facilities Grants

Although the direction of travel is positive, and it is particularly pleasing to see the performance for this quarter 2 has further reduced to 190 days there is however a health warning. Future performance is likely dip in the coming quarters as the service continues to experience delays with Occupational Therapist assessments and the availability of Technical Officers. In addition, the scale and type of work completed in any given quarter will impact on end to end times. More straight-

forward adaptations can be completed quickly leading to a positive impact while larger works invariably take more time both in preparation and delivery.

3.3 HN09 : Neighbourhoods That Work programme

The main cause behind the quarter figures for measures a) & b) being below target is due to delivery of key community focused summer engagement activities, additionally some staff capacity has been redirected into other key projects to ensure their success. We are confident that the required delivery level will be achieved before the end of the Neighbours That Work reporting period which runs October 2019 to September 2020.

4.0 FINANCIAL IMPLICATIONS

None

5.0 RISK IMPLICATIONS

None

6.0 CONCLUSIONS

None

7.0 RECOMMENDATIONS

That the Housing & Neighbourhoods Committee note this report.

8.0 BACKGROUND PAPERS

Performance data attached.

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	N/A
Section 151 Officer Consultation:	N/A
Existing Council Policies:	N/A
Financial Implications:	N/A

Legal Implications (including human rights):	N/A
Risk Implications:	N/A
Equality Issues/EQIA assessment:	N/A
Crime & Disorder:	N/A
Every Child Matters:	N/A

PERFORMANCE INDICATORS – SUMMARY REPORT QUARTER 2 (Jul – Sept) 2019/20




HOUSING AND NEIGHBOURHOODS COMMITTEE



Indicators	This Quarter	Target	Previous Quarter	Qtr 2 2018/19	18/19 Outturn	19/20 Annual Target	Status	Trend	
								Last Period	Last Year
HN01: Great Yarmouth Community Housing rent: GYCH rent collection rate									
a) % of rent & arrears collected	99.15%	98%	93.47%	98.08%	99.34%	99%	G	↑	↑
b) Arrears as a % of rent debit	1.45%	1.5%	1.65%	1.56%	1.22%	1.4%	G	↑	↑
c) Total rent arrears (Quarterly Cumulative)	£330,709	£360,000	£377,732	£361,688	£271,606	£300,000	G	↑	↑
Performance in rent collection is measured on an annual basis. The outturn for Q2 shows an reduction in rent arrears and we remain confident that this will continue to improve in line with target over the year. The reduction in arrears is £47k compared to Quarter 1 2019/20 and £30k lower than the same period last year.									
HN02: Number of									
a) Social housing applicants in allocation pool	690	N/A Demand Lead	451	369	440	N/A Demand Lead	N/A	↑	↑
b) Social housing new applicants awaiting assessment (Snapshot at last day of quarter)	242	350	324	350	420	350	G	↑	↑
HN03: Average Time to Re-let Local Authority Housing (Quarterly Cumulative)	22 days	25 days	19 days	23 days	20 days	25 days	G	↓	↑
HN04: Average cost of a Void repair (Quarterly Cumulative)	£2,582.09	£2,745	£3,320.14	£2,745	£3,163.13	£2,745	G	↑	↑
HN05: Percentage of residents very or fairly satisfied with the repairs service they received (Quarterly Cumulative)	93.85%	95%	98.44%	98%	97.73%	95%	A	↓	↓
HN06: Costs – Total Void Works (service provision) as % of Total Repairs Costs (Quarterly Cumulative)	7.86%	8.1%	5.54%	New Measure	New Measure	8.1%	G	↓	N/A

Indicators	This Quarter	Target	Previous Quarter	Qtr 2 2018/19	18/19 Outturn	19/20 Annual Target	Status	Trend	
								Last Period	Last Year
HN07: Costs – total responsive repairs as a percentage of total repairs costs	20.50%	22.1%	14.69%	New Measure	New Measure	22.1%	G	↓	N/A
HN08: Number of Disabled Facilities Grant (DFGs) Numbers of calendar days from initial request to works complete Numbers of calendar days from initial request to works complete (Quarterly Cumulative)	190 days	240 days	239 days	309 days	249 days	240 days	G	↑	↑
<p>Although the direction of travel is positive, and it is particularly pleasing to see the performance for this quarter 2 has further reduced to 190 days there is however a health warning. Future performance is likely dip in the coming quarters as the service continues to experience delays with Occupational Therapist assessments and the availability of Technical Officers. In addition the scale and type of work completed in any given quarter will impact on end to end times. More straight-forward adaptations can be completed quickly leading to a positive impact while larger works invariably take more time both in preparation and delivery.</p> <p>Housing & Neighbourhoods Committee did ask for some additional information re Disabled Facilities Grants and arrears – this information will be provided from quarter 3 onwards for both areas – so we can report on a full quarter.</p>									
HN09: Neighbourhoods That Work programme									
a) Number of self-help resident led community groups supported to develop. (Quarterly Cumulative)	7	12	3	9	36	24	R	N/A	↓
b) Number of residents who have overcome issues preventing them from getting and holding down a job, resulting in them sustaining employment.(Quarterly Cumulative)	7	14	5	17	36	28	R	N/A	↓
c) Number of residents with complex needs supported to overcome at least one personal challenge. (Quarterly Cumulative)	39	40	21	20	76	80	A	N/A	↑
<p>The main cause behind the quarter figures for measures a) & b) being below target is due to delivery of key community focused summer engagement activities, additionally some staff capacity has been redirected into other key projects to ensure their success.</p> <p>We are confident that the required delivery level will be achieved before the end of the Neighbours That Work reporting period which runs October 2019 to September 2020.</p>									

Key

Status

	Current performance has met or exceeded target/ has met or exceeded trend
	Current performance is below target but within tolerance/ is below trend but within tolerance
	Current performance is below target and tolerance/ is below trend and tolerance

	Performance for quarter is improving (up) or deteriorating (down) compared to previous quarter.
	Performance for period (quarter) is improving (up) or deteriorating (down) compared to same quarter last year.