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COMMITTEE: **JOINT HOUSING BOARD**

VENUE: **Council Chamber, Mid Suffolk District Council Offices, High Street, Needham Market**

DATE/TIME: **Monday, 20 March 2017 at 2.15 p.m.**
(refreshments available from 1.30pm)

Members

Babergh

Ms J Jenkins
Mr T Bavington
Ms J Osborne

Mid Suffolk

Mrs L M Mayes
Mr N Gowrley
Ms S Mansel

Tenants

Mr M Berry
Mr R Chapman
Ms M Hilton
Mr S Phillips
Mr J Taylor
Mr K Wykes

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AGENDA

PART 1

ITEM	BUSINESS	<u>Page(s)</u>
1	Apologies for absence	
2	To receive any declarations of pecuniary or non pecuniary interests	
3	To confirm the Minutes of the meeting held on 20 February 2017 (to follow)	
4	JHB/12/17 - Introduction of Rental Exchange Gavin Fisk – Corporate Manager (Income and Tenant Services)	1 - 4
5	JHB/13/17 - Home Ownership Review Gavin Fisk – Corporate Manager (Income and Tenant Services)	5 - 10

ITEM	BUSINESS	
6	JHB/14/17 - Report on the Local Lettings Policy revised as a result of the De-Sheltering Programme	11 - 26
	Sue Lister – Corporate Manager (Housing Options)	
7	JHB/15/17 - Joint Housing Board Forward Plan	27 - 28
	Victoria Freer - Improvement and Involvement Officer	
8	Any other business relating to Joint Housing Board	

Note – The next meeting is scheduled for Monday 24 April 2017 (at Hadleigh)

For further information on any of the Part 1 items listed above, please contact Committee Services on 01473 825815 / 01449 724673 or via e-mail at Committees@babberghmidsuffolk.gov.uk.

Agenda Item 4

BABERGH DISTRICT COUNCIL and MID SUFFOLK DISTRICT COUNCIL

From: Corporate Manager - Income	Report Number: JHB/12/17
To: Joint Housing Board	Date of meeting: 20 March 2017

INTRODUCTION OF RENTAL EXCHANGE

1. Purpose of Report

- 1.1 To explain to the Housing Board What is Rental Exchange; Why we intend to share our data with Experian (Credit Referencing Agency); The benefits to us and our tenants; The process involved and mitigations to prevent risk.

2. Recommendations

- 2.1 Participate in the Rental Exchange and issue a fair processing notice to tenants.
- 2.2 Set up a regular data feed to Experian.

3. Financial Implications

- 3.1 The only cost of implementing Rental Exchange is the cost of printing & postage as well as any officer time dealing with enquiries as a result.

4. Legal Implications

- 4.1 Our Information Officer has reviewed the project, including the elements of sharing data and is happy that all the necessary checks and balances are in place.

5. Risk Management

- 5.1 This report is most closely linked with the Council's Corporate / Significant Business Risk No. Key risks are set out below:

Risk Description	Likelihood	Impact	Mitigation Measures
Failure to develop our use of technology to enable us to be efficient and cost effective in everything we do	2	3	This project is a great example of combating the risk, with further benefits available to procure credit profiling data to enable the efficient collection of rent arrears
Failure to convert our data into accurate, up to date and easy to interrogate insights, evidence, intelligence that supports delivery of the strategic priorities and failure to adequately protect the data we hold	2	3	This project is a great example of combating the risk.

6. Consultations

- 6.1 An article on the Rental Exchange will be in the forthcoming edition of the tenants newsletter.
- 6.2 Consultation with all tenants will take place by the issuing of a 'Fair processing notice', this will give all tenants four weeks to opt out of the scheme.

7. Equality Analysis

- 7.1 This project will be non-discriminative to any of the protected characteristics.

8. Shared Service / Partnership Implications

- 8.1 None

9. Links to Joint Strategic Plan

- 9.1 The successful delivery of this project will meet several of the Councils strategic priorities:
 - a) Better Service delivery model
 - b) Better use of our Housing Assets
 - c) Manage our housing assets effectively
 - d) Financial stability
 - e) Digital by design

10. Key Information

Introduction

- 10.1 In 2010 Big Issue Invest introduced the concept of using rental payment information to help social housing tenants improve their credit profile and qualify for more affordable credit and other services.
- 10.2 Many organisations rely upon credit scoring to decide whether to give customers access to financial products such as a mobile phone contract, a bank account or a loan at an affordable interest rate.
- 10.3 Research indicates that many social housing tenants are excluded from affordable credit and services due to the lack of a credit history and this means they are more likely to be refused or pay more, putting extra pressure upon already challenging finances.
- 10.4 In the same way that mortgage information counts towards a credit profile, rental payment history can be used as proof of a tenant's financial standing and reliability. By sharing rental payment history it will help tenants to create an online proof of identity and a good credit history will make it easier for tenants to open a bank account, receive better gas and electricity rates, or obtain cheaper credit.

Proof of Concept Study

- 10.5 A sample (c 162,000) of the rent payment records already shared with the Rental Exchange, from social housing providers, have been added to a version of Experian's credit scoring tool in a simulated credit bureau environment in order to assess the impact the information would have on credit scores and digital authentication.

Digital Proof of Identity Analysis

- 10.6 To be eligible for mainstream credit the general authentication requirements is two online proofs of identity. Without the rent data only 39% of tenants hold two or more electronic proofs. Once Experian includes the rent data this increases to 84%. Improving electronic identification rates will give tenants easier access to full banking services as well as a range of non-financial public and private services.

Credit Score Analysis

- 10.7 Incorporating rental data into a typical generic credit score will increase the credit score for tenants that do not have significant rent arrears (defined as anything over 2 months' of non-payment) by around 45-55 points.
- 10.8 63% of tenants have no significant arrears on their rent and their credit scores would improve as a result of incorporating rental data. Around 2% of tenants have serious arrears on their rent so would have their credit score reduced by something in the order of 90-140 points. 35% of tenants are on Full Housing Benefit so would see no effect to their credit score.

Benefits to tenants

- 10.9 The majority of tenants pay their rent/service charge on time, so this information will enhance their credit score. The Rental Exchange also provides an opportunity for tenants to improve their credit rating without having to take on any further debt. The Rental Exchange also enables tenants to build an online proof of identity and this is important when applying for a utility supplier, a mobile phone provider or when accessing Government Services.
- 10.10 If a tenant is unable to pay their rent, it is unlikely they are suitable for a loan or other payment agreement, therefore the Rental Exchange supports responsible borrowing and lending and helps people avoid becoming over indebted.

Benefits to Registered Providers

- 10.11 We would be able to reward your tenants for paying rent on time and help tenants to access cheaper and more affordable credit and services. The scheme supports all the on-going work around financial & digital inclusion.

Data Protection Considerations

- 10.12 Big Issue Invest and Experian have worked very closely with the Information Commissioner's Office on this project. The ICO considers Rental Exchange as an example of best practice for the sharing of information and has been very supportive. It recognises that tackling social, financial and digital exclusion issues through enabling tenants to use their information in a way that helps them is not something that should be prevented by the Data Protection Act, subject to tenants being provided with a very clear explanation of how this will benefit them via a Fair Processing Notice.
- 10.13 Rental payment information will be kept secure and will not be shared with any third parties for marketing purposes and the data will be accessed when a tenant applies for goods or services where a credit or identity check is made through an organisation using Experian's database.

Rules of Reciprocity

- 10.14 We would implement the Rental Exchange primarily to benefit our tenants; however we do recognise that there could be an added benefit to Registered Providers as well. Because we would be sharing data with Experian, under the Rules of Reciprocity we would be entitled to access the credit data of our tenants and prospective tenants and this will give us a much better overview of a tenant's financial situation and payment behaviour, enabling us to take appropriate action and put in appropriate support. There are costs associated with accessing this data.

11. Appendices

Title	Location
None	None

12. Background Documents

None.

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Agenda Item 5

BABERGH DISTRICT COUNCIL and MID SUFFOLK DISTRICT COUNCIL

From: Gavin Fisk	Report Number: JHB/13/17
To: Joint Housing Board	Date of meeting: 20 March 2017

HOME OWNERSHIP REVIEW

1. Purpose of Report

- 1.1 In July 2015 the Housing Quality Network completed an independent review of the Home Ownership (Leaseholders and Right to Buy (RTB)) Service. The outcome was a report and action plan with recommended improvements to the Home Ownership service.
- 1.2 The recommendations focussed broadly on improving customer service, alignment of the two Councils' operating practices to deliver efficiencies, introduce performance measures, compliance with statute to maximise income from service charges, administration fees and major works.
- 1.3 Delivery of the action plan will meet 3 of the Councils' key joint strategic outcomes:

Housing Delivery	More of the right types of homes, of the right tenure in the right place.
Assets and Investments	Improved achievement of strategic priorities and greater income generation through use of new and existing assets
Enabled & Efficient Organisation	The right people, doing the right things, in the right way, at the right time, for the right reasons

- 1.4 An application to the Transformation Fund secured resources to create a project team to deliver the action plan over 12 months to ensure the Home Ownership service is efficient, maximises income and fit for the future.
- 1.5 The Project team is led by an external project manager working with staff from the Home Ownership team and supported by teams including Finance, Legal, Property & Building Services. The project team has adopted the Councils' project management methodology and progress is monitored fortnightly at a Project Board.
- 1.6 This report will update the Housing Board on the progress to date.

2. Recommendation

- 2.1 Joint Housing Board is asked to NOTE this report.

3. Financial Implications

- 3.1 The Project Budget is £40k and expenditure to date is £10k.
- 3.2 Committed expenditure at 28 February 2017 is £10k for consultancy and £2.2k for training.

4. Legal Implications

- 4.1 New policy and procedures ensure compliance with statute and regulations for the recovery of service charges. Achieving compliance will reduce demand upon the legal service as appeals and tribunals will be avoided.
- 4.2 The new legal shared Service have actively been involved in the RTB process and joint working has led to improved process and consequential efficiencies.

5. Risk Management

- 5.1 This report is most closely linked with the Council's Corporate / Significant Business Risk No. Key risks are set out below:

Risk Description	Likelihood	Impact	Mitigation Measures
Failure to manage our Housing Assets effectively	2	3	Review of service being undertaken (as per report)
Failure of the Councils to become financially sustainable in response to funding changes	2	4	Review of service being undertaken (as per report)

6. Consultations

- 6.1 No formal consultations have taken place with departments for this report. It should be noted Legal, Finance and Accountancy are actively involved and supporting delivery of the Home Ownership action plan.

7. Equality Analysis

- 7.1 New policies will have an equality impact assessment to ensure no discrimination in relation to any of the protected characteristics.

8. Shared Service / Partnership Implications

- 8.1 As per paragraph 4.2, Legal Services actively involved in the project.

9. Links to Joint Strategic Plan

9.1 The successful deliver of this project will meet several of the Council strategic priorities:

- a) Better service delivery model
- b) Better use of our existing Housing Assets
- c) Manage our housing assets effectively
- d) Financial stability
- e) More efficient public access arrangements
- f) Digital by design
- g) Strengthened and clear governance to enable delivery within statue law

10. Key Information

10.1 The project team commenced work in November 2016 and are 4 months into the project and are on target to achieve delivery by June 2017. Progress to date is summarised in the table below.

Council Objective	Progress	Impact
Enabled & Efficient Organisation	Liaison meetings with supporting Council teams: – Legal, Finance, Accountancy, Building & Property Services. Outcomes include defined roles & responsibilities, new process maps, clarification on process & procedure, increased knowledge, shared expertise, improved partnership and joint working.	Streamlined processes achieved efficiencies, improved customer service, removed single point of failures, business continuity assured.
	Developing detailed understanding for the cost of service and income opportunities for Administration Fees and Management Fee	Ensure leaseholders fairly contribute to the cost of providing services
	Policy, procedures in development to align the Councils' service offer	Consistent and efficient approach to Leaseholder service delivery and improved customer satisfaction
Housing Delivery	New website information for Right to Buy service. Dedicated page for Leaseholders in News & Views.	Detailed information for tenants' available 24/7 and increased engagement with leaseholders.

Council Objective	Progress	Impact
Housing Delivery	New key performance indicators and management information for Home Ownership	Visibility of performance and increased management monitoring to maximise income and improve customer service.
	Leasehold training for staff from various Council teams being delivered in May 2017. Training for staff on identification of fraudulent Identification Documents	Increased in house knowledge, expertise, confidence and ability to deliver improved customer service. Fraud prevention and ensure Council dwellings are not sold to an applicant who is not entitled to RTB.
	New RTB fraud and anti-money laundering checks from April 2017 utilising Audit Shared Service Partnership. (A similar action in a neighbouring Local Authority has seen 6 RTB applications stopped)	Stopping RTB fraud and money laundering. Prevention of RTB discounts up to £79k being given. Protecting public purse from fraud. Retention of properties for those in Housing need
Council Objective	Progress	Impact
Assets and Investments	Identified services provided to Leaseholders. 2017/18 Service Charge billing will maximise recovery for the cost of providing these services	Increased financial revenue from Leaseholders to meet the cost of providing the services.
	Compliance with law and regulations for the recovery of ground rent and service charges	Reduced risk of legal challenge and expense of investigating and defending a challenge. Improved customer service with clear and justified service charge demands.
	Block inspections commenced in December 2016 to check services being delivered at each estate.	Improved maintenance, reduced risk of complaints, improved customer service, identification of risks, ensure cost of providing services is recovered.

Council Objective	Progress	Impact
Assets and Investments	Grounds maintenance and understanding cost of service provision	Ensure leaseholders pay a fair proportion for maintenance of the estate they live.
	Identified potential new sinking funds for BDC leaseholders.	Help leaseholders fund major works to their property in an affordable way. Maximise income and reduce collection costs to BDC.

10.2 The next 2 months the project team will be focussing on embedding new policy and procedures and as we commence service charge billing for 2017/18 ensuring accurate service charge demands. The project is on track to achieve delivery within the 12 months allocated.

10.3 Additional reports will be discussed by committee/s within the next few months, these reports will focus on the introduction of a revised lease agreement and a revised set of management charges.

11. Appendices

Title	Location
None	None

12. Background Documents

12.1 I have deliberately not included the entire set of project documents associated with this project but I am more than happy to supply them upon request.

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Agenda Item 6

BABERGH DISTRICT COUNCIL and MID SUFFOLK DISTRICT COUNCIL

From: Corporate Manager – Housing Options and Senior Sheltered Housing Officer	Report Number: JHB/14/17
To: Joint Housing Board	Date of meeting: 20 March 2017

REPORT ON THE LOCAL LETTINGS POLICY REVISED AS A RESULT OF THE DE-SHELTERING PROGRAMME

1. Purpose of Report

- 1.1 To share with members of the committee the proposals for the introduction of a local lettings policy as a result of de-sheltering a range of sheltered schemes within the BDC/MSDC area from April 2017.
- 1.2 To explain how this will be applied

2. Recommendation

- 2.1 That members of the Board note the proposals.

3. Financial Implications

- 3.1 There are no financial implications to these changes.

4. Legal Implications

- 4.1 There are no legal implications to these changes.

5. Risk Management

- 5.1 The report is not closely linked to any specific strategic risk.

6. Consultations

- 6.1 Consultations / identification of the need for these changes arose as a result of the consultation work undertaken during the review of the sheltered housing schemes.
- 6.2 Over 50% of the residents of sheltered schemes attended or fed back their views as part of the consultation process.

7. Equality Analysis

- 7.1 An Equality Impact Assessment has been completed.

8. Shared Service / Partnership Implications

- 8.1 Babergh and Mid Suffolk share the same Allocations Policy and this local lettings policy will apply to both Councils.

9 Links to Joint Strategic Plan

9.1 There are no specific links to the Joint Strategic Plan.

10 Key Information

10.1 Following a review of sheltered housing in Babergh and Mid Suffolk a decision has been made to “de-shelter” a number of properties from April 2017. Existing tenants in those schemes who wish to move to a property which will continue as sheltered housing are prioritised for vacancies. However a number of tenants do not wish to move and have chosen to stay in their current property without the support provided in sheltered housing.

10.2 The aims of the policy are to:-

- Ensure that the environment remains suitable for the residents who have chosen to stay
- Ensure that vacancies can be allocated in a timely manner

10.3 The local lettings policy will apply to vacancies which occur in any of the 186 properties which from April 2017 will no longer be sheltered.

10.4 This local lettings policy amends and adds to criteria for letting bungalows in the Gateway to Homechoice allocations policy and will also apply to flats which were formerly sheltered. Applicants for vacancies in former sheltered schemes will need to meet the following requirements:-

- Over 60 years of age or
- Over 40 with a medically assessed need for a bungalow or
- Over 40 and releasing a property in need and
- A quiet and settled lifestyle and
- No history of anti-social behaviour from themselves or close family members
- No history of drugs / alcohol issues
- Have no relevant offending history, which would deem them unsuitable to live in the scheme

10.5 Applicants who satisfy the above criteria and who have children can be considered for two bedroom vacancies (subject to section 6.5 of the Gateway to Homechoice allocations policy “Parents with staying access to dependent children or shared residency orders”).

10.6 The need for a continuation of the policy will be reviewed on an annual basis and will take account of any issues relating to new tenancies, the number of allocations made and the percentage of remaining residents who were initially sheltered tenants.

11 Appendices

Title	Location
Local Lettings Policy	Attached
Equality Impact Assessment	Attached

12 Background Documents

12.1 There are no background documents.

Authorship:

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Local lettings policy for properties which have been “de-sheltered”

Context

Following a review of sheltered housing in Babergh and Mid Suffolk a decision has been made to “de-shelter” a number of properties from April 2017. Existing tenants in those schemes who wish to move to a property which will continue as sheltered housing are prioritised for vacancies. However a number of tenants do not wish to move and have chosen to stay in their current property without the support provided in sheltered housing.

Aims of the policy

The aims of the policy are to:-

- Ensure that the environment remains suitable for the residents who have chosen to stay
- Ensure that vacancies can be allocated in a timely manner

Schemes to which the policy will apply

This local lettings policy will apply to vacancies which occur in any of the 186 properties which from April 2017 will no longer be sheltered.

Babergh Schemes

- Angel Street, Hadleigh*
 - Ash Street, Boxford
 - Bradfield Avenue, Hadleigh*
 - First Avenue, Sudbury
 - Grimwood Corner, Sudbury
 - Hill House, Bildeston
 - Inkerman Terrace, Hadleigh*
 - Spring Street / Lane, Lavenham
 - Tayler Close, Hadleigh
- * schemes which have been de-sheltered as vacancies occur since 2005

Mid Suffolk Schemes

- Albert Close, Rickinghall
- Millars Close, Walsham le Willows
- Richer Close, Badwell Ash
- School Close, Norton
- St Georges Road, Stowlangtoft
- St Nicholas Close, Rattlesden
- Tacon Close, Eye
- The Orchard, Felsham
- Victoria Gardens, Wattisfield
- Woodlands Close, Thurston
- Bungalows previously attached to sheltered schemes at
Hartismere House, Laxfield,
Jubilee Court, Stowupland,
Hurstlea Court, Needham Market
Elizabeth Court in Eye

Gateway to Homechoice Allocations Policy

Babergh and Mid Suffolk are part of a choice based letting scheme called Gateway to Homechoice. The allocations policy sets out the categories of applicant who is entitled to most bungalows:-

- Applicants who are over 60
- Applicants of any age who have a medically assessed need for a bungalow
- Applicants who are over 40 and who will release a property in need (for example those who are under-occupying a social tenancy)

Section 167 (2E) of the 1996 Housing Act enables housing authorities to allocate accommodation to people of a particular description, whether or not they fall within the reasonable preference categories.

Owner –occupiers are eligible to join the housing register but are placed below other applicants in the lowest priority band (Band E). They are not usually offered a tenancy except low demand sheltered accommodation.

Criteria for allocation of de-sheltered properties

This local lettings policy amends and adds to criteria for letting bungalows in the Gateway to Homechoice allocations policy and will also apply to flats which were formerly sheltered. Applicants for vacancies in former sheltered schemes will need to meet the following requirements:-

- Over 60 years of age or
- Over 40 with a medically assessed need for a bungalow or
- Over 40 and releasing a property in need and
- A quiet and settled lifestyle and
- No history of anti-social behaviour from themselves or close family members
- No history of drugs / alcohol issues
- Have no relevant offending history, which would deem them unsuitable to live in the scheme

Applicants who satisfy the above criteria and who have children can be considered for two bedroom vacancies (subject to section 6.5 of the Gateway to Homechoice allocations policy “Parents with staying access to dependent children or shared residency orders”).

Owner occupiers can be considered for de-sheltered properties only if the property has been advertised twice and no suitable tenant has been identified.

Review

The need for a continuation of the policy will be reviewed on an annual basis and will take account of any issues relating to new tenancies, the number of allocations made and the percentage of remaining residents who were initially sheltered tenants.



The characteristics protected by the Equality Act 2010 are:

Disability	Age	Sex (gender)
Gender reassignment	Marriage/civil partnership	Pregnancy/maternity
Race	Sexual orientation	Religion/belief

By law we must have due regard to the need to:

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act*
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it*
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.*

In effect, this means that we need to ensure that our policies and services are fair, equitable and proportionate and where possible mitigate against any adverse impacts on people from the different protected characteristics.

In addition to the above protected characteristics you should consider the impact of living in a **rural area** as part of this assessment. Where people live is not a characteristic protected by law, but for an organisation such as Babergh and Mid Suffolk District Councils it is good practice to consider carefully how location may affect people’s experience of a policy or service.

The Rural-Urban definition, defines the rurality of very small census based geographies. Census Output Areas forming settlements with populations of over 10,000 (which are urban), while the remainder are defined as one of three rural types: *town and fringe, village or hamlet and dispersed.*

Details	
Service or policy title	Proposals for Local Lettings Policy for properties which have been “de-sheltered”
Lead officer <i>(responsible for the policy or service/function)</i>	Sue Lister – CM Supported Housing
Officers carrying out the EQIA <i>(at least one must have done EQIA training and it is recommended that an officer responsible for the policy or service/function is involved in completion)</i>	Sue Lister and David Cleary
Is this new or a revision? <i>(If revision state when previous EQIA undertaken)</i>	New
Is this the first time this policy or function has been assessed?	Yes
Date of completing this EQIA	2 February 2017



Description
<p>What exactly is proposed? <i>(Describe the service/policy and the changes that are being planned)</i></p> <p>A local lettings policy for properties which have been “de-sheltered”</p>
<p>Why? <i>(Give reasons why these changes are being introduced)</i></p> <p>This local lettings policy will apply to vacancies which, following the review of sheltered housing, occur in properties which from April 2017 will no longer be sheltered. Sheltered properties are restricted to people who are over 60 or over 55 and in receipt of Disability Living Allowance or a Personal Independence Payment.</p> <p>The aim of the policy is to ensure that the environment remains suitable for the residents who have chosen to stay in “de-sheltered” properties and to ensure that vacancies can be allocated in a timely manner</p>
<p>What will the effect of the changes be? <i>(Describe which people, communities, localities etc. will be affected by the changes)</i></p> <p>In order to maintain a suitable environment for the current residents some applicants will not be considered suitable for vacancies which occur in the relevant housing schemes – see below for list of criteria.</p>
<p>How will it be implemented? <i>(Describe the decision making process, timescales, process for implementation)</i></p> <p>Once approved, and post April 2017 when the agreed schemes will be “de-sheltered” it will be implemented when properties are advertised and allocated via Gateway to Homechoice.</p> <p>This policy amends the Gateway to Homechoice allocations policy which sets out which applicants are eligible for bungalows which are not sheltered in normal circumstances i.e.</p> <ul style="list-style-type: none"> • Applicants who are over 60 • Applicants of any age who have a medically assessed need for a bungalow • Applicants who are over 40 and who will release a property in need (for example those who are under-occupying a social tenancy)
<p>When is it due to start? <i>(Planned start of new/revised policy/service)</i></p> <p>After 1 April 2017</p>
<p>Any other relevant details</p> <p>The policy proposes the following additions/adaptions to the existing allocations policy.</p> <p>Individuals wishing to move into recently “de-sheltered” properties will need to be:</p> <ul style="list-style-type: none"> • Over 60 years of age or • Over 40 with a medically assessed need for a bungalow or

- Over 40 and releasing a property in need and
- A quiet and settled lifestyle and
- No history of anti-social behaviour from themselves or close family members
- No history of drugs / alcohol issues
- Have no relevant offending history, which would deem them unsuitable to live in the scheme

Applicants who satisfy the above criteria and who have children can be considered for two bedroom vacancies (subject to section 6.5 of the Gateway to Homechoice allocations policy “Parents with staying access to dependent children or shared residency orders”).

Owner occupiers can be considered for de-sheltered properties only if the property has been advertised twice and no suitable tenant has been identified.

Data about the population

What is the demographic profile or make up of the community you are serving? (A brief overview of quantitative data used and qualitative research undertaken, including customer surveys and focus groups, plus links to reports, local or national data that you have used, suggested sources of information can be found at the end of this document)

- The policy has considered the needs of those individuals who wish to move into vacancies which occur in schemes which have been de-sheltered in the future to ensure that the environment remains suitable for them and current residents who have chosen to stay
- This policy has been drawn up as a result of the work of the Sheltered Housing review and the feedback/concerns raised or received from residents currently living in the schemes that are going to be de-sheltered about the need to maintain a calm/quiet environment
- The policy will not apply to all BMSDC properties but only to those schemes that have been “de-sheltered”

Babergh Schemes

- Angel Street, Hadleigh*
 - Ash Street, Boxford
 - Bradfield Avenue, Hadleigh*
 - First Avenue, Sudbury
 - Grimwood Corner, Sudbury
 - Hill House, Bildeston
 - Inkerman Terrace, Hadleigh*
 - Spring Street / Lane, Lavenham
 - Tayler Close, Hadleigh
- * schemes which have been de-sheltered as vacancies occur since 2005



<p>Mid Suffolk Schemes</p> <ul style="list-style-type: none"> • Albert Close, Rickinghall • Millars Close, Walsham le Willows • Richer Close, Badwell Ash • School Close, Norton • St Georges Road, Stowlangtoft • St Nicholas Close, Rattlesden • Tacon Close, Eye • The Orchard, Felsham • Victoria Gardens, Wattisfield • Woodlands Close, Thurston • Bungalows previously attached to sheltered schemes at:- Hartismere House, Laxfield, Jubilee Court, Stowupland, Hurstlea Court, Needham Market Elizabeth Court in Eye 	
Total number of properties	186

<p>What is the profile or make up of your service users by protected characteristics? <i>(Where this data is available. If it is not currently available state any plans to collect this in future)</i></p> <p>BMSDC Districts Population Data</p> <p>Age Babergh:</p> <ul style="list-style-type: none"> - 16 years or under: 18.14%; - 16 to 64 years: 60.48%; - 65 years and over: 21.38% <p>Mid Suffolk:</p> <ul style="list-style-type: none"> - 16 years or under: 18.43%; - 16 to 64 years: 61.44%; - 65 years and over: 20.13% <p>Disability</p> <p>Babergh</p> <ul style="list-style-type: none"> - 17.38% of the population are limited with day to day activities - 7.22% Limited a lot - 10.16 Limited a little <p>Mid Suffolk</p> <ul style="list-style-type: none"> - 16.55% of the population are limited with day to day activities - 6.67% Limited a lot - 9.88% Limited a little 	
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Implications for communities and workforce	
Disability	
<p>What is the impact on people with a disability (including children with additional needs) and what evidence do you</p>	<p>This policy fits in with the current Gateway to HomeChoice Allocations policy giving priority to:</p> <ul style="list-style-type: none"> • Applicants who have a medically assessed need

have? <i>(If you do not believe there is any impact describe why not)</i>	for a bungalow Section 167 (2E) of the 1996 Housing Act enables housing authorities to allocate accommodation to people of a particular description, whether or not they fall within the reasonable preference categories.
How does it have a positive or negative impact?	The current policy has a positive impact on this group which will not be altered by this additional Local Lettings Policy
Do you expect the extent of the impact to be low, medium or high?	Low The number of properties to which this policy applies is a small percentage of the social rented properties of this type. There are 881 bungalows in Babergh's housing stock and 1139 in Mid Suffolk's.
What could be done to mitigate any adverse impact or further promote positive impact?	N/A
Age	
What is the impact on people of different ages and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	This policy amends the current policy by restricting allocations of de-sheltered properties to those over 40 years of age Section 167 (2E) of the 1996 Housing Act enables housing authorities to allocate accommodation to people of a particular description, whether or not they fall within the reasonable preference categories.
How does it have a positive or negative impact?	The impact is positive as it increases the number of properties available to people who are between 40 and 60
Do you expect the extent of the impact to be low, medium or high?	Low Applicants who are between 40 and 60 are currently unable to apply for vacancies in these schemes as they are restricted to people over 60. The number properties to which this policy applies is a small percentage of the social rented properties of this type (see above). Those who are under 40 will continue to be able to apply for other vacancies which meet their needs.
What could be done to mitigate any adverse impact or further promote positive impact?	N/A
Sex (gender)	

What is the impact on people of different genders and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	There is no positive or negative impact from this policy on people of different genders
How does it have a positive or negative impact?	Neutral
Do you expect the extent of the impact to be low, medium or high?	low
What could be done to mitigate any adverse impact or further promote positive impact?	N/A
Gender reassignment	
What is the impact on people who have undergone gender reassignment (i.e. transgender people) and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	There is no positive or negative impact from this policy on people of different genders
How does it have a positive or negative impact?	Neutral
Do you expect the extent of the impact to be low, medium or high?	low
What could be done to mitigate any adverse impact or further promote positive impact?	N/A
Marriage/civil partnership	
What is the impact on people who are married or in a civil partnership and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	There is no positive or negative impact from this policy on people of different genders
How does it have a positive or negative impact?	Neutral
Do you expect the extent of the impact to be low, medium or high?	low
What could be done to mitigate any adverse impact or further promote positive impact?	N/A
Pregnancy/maternity	



What is the impact on people who are pregnant women or those with a young child and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	This policy amends the current policy by restricting allocations of de-sheltered properties to those over 40 years of age. Younger parents or pregnant women will not be eligible.
How does it have a positive or negative impact?	Neutral
Do you expect the extent of the impact to be low, medium or high?	Low Parents and pregnant women are currently unable to apply for vacancies in these schemes as they are restricted to people over 60. The number of two bedroom properties to which this policy applies is a small percentage of the social rented properties of this type. Parents under 40 will continue to be considered for other vacancies which meet their needs.
What could be done to mitigate any adverse impact or further promote positive impact?	N/A
Race	
What is the impact on people from different races or ethnic groups and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	There is no positive or negative impact from this policy on people of different genders
How does it have a positive or negative impact?	Neutral
Do you expect the extent of the impact to be low, medium or high?	low
What could be done to mitigate any adverse impact or further promote positive impact?	N/A
Sexual orientation	
What is the impact on people according to their sexual orientation and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	There is no positive or negative impact from this policy on people of different genders
How does it have a positive or negative impact?	Neutral

Do you expect the extent of the impact to be low, medium or high?	low
What could be done to mitigate any adverse impact or further promote positive impact?	N/A
Religion/belief	
What is the impact on people according to their religion or belief and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	There is no positive or negative impact from this policy on people of different genders
How does it have a positive or negative impact?	Neutral
Do you expect the extent of the impact to be low, medium or high?	low
What could be done to mitigate any adverse impact or further promote positive impact?	N/A

Rurality	
Where people live is not a characteristic protected by law: but for Babergh and Mid Suffolk District Councils it is good practice to consider carefully how location may affect people's experience of a policy or service.	
What is the impact on people according to whether they live in an urban or rural environment and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	The aim of the policy is to ensure that the environment remains suitable for the residents who have chosen to stay in "de-sheltered" properties and to ensure that properties are allocated in a timely manner. The policy was drafted as a result of the work undertaken in consultation with sheltered housing tenants as part of the review, when over 50 % of tenants feedback via F2F or written comment
How does it have a positive or negative impact?	neutral
Do you expect the extent of the impact to be low, medium or high?	low
What could be done to mitigate any adverse impact or further promote positive impact?	N/A

Making Decisions



Having completed this equality impact assessment indicate which decision is recommended to be taken.	
Should the policy or service be implemented as the correct course of action?	Yes
Should the policy or service be amended as suggested by the report so that mitigating actions are taken to address an adverse or negative impact on any characteristic?	No
Should the policy or service be reviewed and revised more significantly to take into account its impact on different groups?	The policy should be reviewed annually to consider whether it needs to be continued and if amendments need to be made
Should the policy or service not be actioned as there are too many negative impacts?	It should be actioned

Monitoring Impact	
Assessing the impact on equality is an ongoing process that does not end once a policy or service had been agreed or implemented.	
How frequently will the policy or service be reviewed?	Ongoing
Who will be involved?	Allocations Team Community Housing Officers Corporate Manager – Housing Options Corporate Manager – Supported Living
Will there need to be an action plan completed for any amendments?	No
What further evidence or consultation will be needed to check that the policy or service is working well?	The success of allocations made to de-sheltered properties including:- <ul style="list-style-type: none"> • Information from Tenancy Service Officers • Any complaints received from new or existing tenants • The number of allocations made and the percentage of remaining residents who were initially sheltered tenants.

Completion	
Authors signature	
Date of completion	

Additional sources of data can be found on the following links:

<http://www.suffolkobservatory.info/Default.aspx>

<http://www.nomisweb.co.uk/>

<https://www.ons.gov.uk/>

<http://suffolkcf.org.uk/publications/hidden-needs-2016/>

<https://www.nao.org.uk/>

Agenda Item 7

BABERGH DISTRICT COUNCIL and MID SUFFOLK DISTRICT COUNCIL

From: Improvement and Involvement Officer – Housing	Report Number: JHB/15/17
To: Joint Housing Board	Date of Meeting: 20 March 2017

JOINT HOUSING BOARD FORWARD PLAN – 2017/18

Date of the Board Meeting – 24 April 2017

Deadline for reports: 11 April 2017

Report Title	Lead Officer
Quarterly report on Council House Build programme	Corporate Manager – Development (Regeneration)
Anti-social behaviour policy	Corporate Manager – Income and Tenant Services
Customer profiling / tenant & landlord relationship	Corporate Manager – Income and Tenant Services
VOIDs Tenant Scrutiny Report – update on action plan	Improvement and Involvement Officer
HRA Asset Utilisation Strategy	Corporate Manager – Housing Options
Very Sheltered Housing management arrangements	Corporate Manager – Supported Living
Performance Indicators for Supported Living	Improvement and Involvement Officer
Garage Site Review	Corporate Manager - Development (Housing & Regeneration)

**Date of the Board Meeting – 22 May 2017
Deadline for reports: 11 May 2017**

Report Title	Lead Officer
Support and sustainment policy	Corporate Manager - Income and Tenant Services
Capital Programmes	Corporate Manager – Property Services
Restructuring of Tenant Services Team	Corporate Manager – Income and Tenant Services

Items to be tabled:

Report Title	Lead Officer
Vision for Supported Housing	Corporate Manager – Supported Housing
Locations of future Housing Board meetings including 2018 dates	Improvement and Involvement Officer
Business Plans – regular updates/reviews	Assistant Director – Supported Living
Babergh and Mid Suffolk Housing Strategy	Assistant Director – Supported Living
English Landscape and future of gardening service (after November 2017)	Corporate Manager - Income and Tenant Services

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