Dear Sir/Madam,

A meeting of the **HOUSING, HEALTH AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL** will be held in Committee Room ‘A’, Town Hall, Nuneaton on Thursday, 16th July, 2015 at **5.00 p.m.**

Public Consultation will commence at 5.00 p.m.

Please note that meetings may be recorded for future broadcast.

Yours faithfully,

ALAN FRANKS

Managing Director

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To: All Members of the Housing, Health and Communities Overview and Scrutiny Panel

(Councillors A.A. Lloyd (Chair), K.D. Wilson (Vice-Chair), R.G. Copland, P.M. Elliott, D. Fowler, K.A. Kondakor, B.J. Longden, J.A. Tandy, R.A. Taylor and C.M. Watkins, Mrs. L. Price and Ms I. Klabisz)
AGENDA

PART 1 – PUBLIC BUSINESS

1. EVACUATION PROCEDURE

A fire drill is not expected, so if the alarm sounds please evacuate the building quickly and calmly. Please use the stairs and do not use the lifts. Once out of the building, please gather outside the Yorkshire Bank on the opposite side of the road.

Exit by the door by which you entered the room or by the fire exits which are clearly indicated by the standard green fire exit signs.

If you need any assistance in evacuating the building, please make yourself known to a member of staff.

Please also make sure all your mobile phones are turned off or set to silent.

Chair to advise the meeting if all or part of the meeting will be recorded for future broadcast.

2. APOLOGIES - To receive apologies for absence from the meeting.

3. MINUTES - To confirm the minutes of the meeting of the Housing, Health and Communities Overview and Scrutiny Panel held on 11th June, 2015. (Page 5).

4. DECLARATIONS OF INTEREST/PARTY WHIP - To receive declarations of Disclosable Pecuniary and Other interests in accordance with the Members’ Code of Conduct and of the Party Whip in accordance with the Overview and Scrutiny Procedure Rules 4E, Paragraph 16(b).

Note (1): Following the adoption of the new Code of Conduct, members are reminded that they should declare the existence and nature of their personal interests at the commencement of the relevant item (or as soon as the interest becomes apparent). If that interest is a Disclosable Pecuniary or a Deemed Disclosable Pecuniary Interest, the Member must withdraw from the room.

Where a Member has a Disclosable Pecuniary Interest but has received a dispensation from Standards Committee, that Member may vote and/or speak on the matter (as the case may be) and must disclose the existence of the dispensation and any restrictions placed on it at the time the interest is declared.

Where a Member has a Deemed Disclosable Interest as defined in the Code of Conduct, the Member may address the meeting as a member of the public as set out in the Code.

N.B. Council Procedure Rules require Members with Disclosable Pecuniary Interests to withdraw from the meeting unless a dispensation allows them to remain to vote and/or speak on the business giving rise to the interest.
Where a Member has a Deemed Disclosable Interest, the Council’s Code of Conduct permits public speaking on the item, after which the Member is required by Council Procedure Rules to withdraw from the meeting.

Note (2): Overview and Scrutiny Procedure Rules 4E, Paragraph 16(b) states "when considering any matter in respect of which a Member must declare the existence of the whip, and the nature of it before the commencement of the OSP’s deliberations on the matter".

5. PUBLIC CONSULTATION Members of the public will be given the opportunity to speak on specific agenda items if notice has been received.

6. CHOICE BASED LETTINGS POLICY AND PROCEDURE – report of the Director – Housing and Communities attached. (Page 7) (Scrutiny)

7. LOCAL LETTING PLAN – NEW BUILD COUNCIL HOMES (GROVE FARM, NUNEATON) – report of the Director – Housing and Communities attached (Page 47) (Overview)

8. INTEGRATED PERFORMANCE REPORT- FIRST QUARTER 2015-2016 – report of the report of the Audit and Governance Manager and Governance and Performance Officer attached (Page 51) (Scrutiny)

9. FEEDBACK FROM ADULT SOCIAL CARE AND HEALTH OVERVIEW AND SCRUTINY

10. RESPONSE FROM CABINET - None

11. WORK PROGRAMME 2015/16 – presented by Principal Democratic Services Officer (Committees) (Page 86)

12. ANY OTHER ITEMS which in the opinion of the Chair of the meeting should be considered as a matter of urgency because of special circumstances (which must be specified).

N.B Agenda Item Descriptors

Scrutiny = Members to consider the evidence presented in detail (e.g. service delivery, value for money, performance, customer satisfaction, social outcomes) and make recommendations for any necessary changes/improvements to service provision or resources and/or request further information.

Overview = Members to consider the information presented and make observations, comments and/or recommend further considerations to be taken into account and any additions or amendments required.
CORPORATE PLAN AIMS AND PRIORITIES

**Aim 1**
- To improve the quality of life and social justice for residents so it is much closer to that enjoyed by the rest of Warwickshire.

**Priority 1**
- To provide a choice of housing to meet the needs of the residents of the Borough.

**Priority 2**
- To create a healthy, diverse and robust economy which provides employment opportunities for local people.

**Priority 3**
- To work in partnership to improve health and reduce health inequalities for residents in the Borough.

**Priority 4**
- To develop a confident, cohesive and diverse community.

**Aim 2**
- To work in partnership to reduce the level of crime and disorder so that the community is and feels safer.

**Priority 1**
- Dealing with anti-social behaviour by working in partnership and provide diversionary activities to engage with youngsters.

**Priority 2**
- Environmental improvements and support for selective CCTV to reduce fear of crime.

**Priority 3**
- Use of the Council's enforcement powers to support community safety initiatives.

**Aim 3**
- To provide a pleasant environment for those living, working and visiting the Borough.

**Priority 1**
- To create a greener and cleaner environment.

**Priority 2**
- To lead in environmental issues addressing climate change and protection of the environment.

**Aim 4**
- To provide quality services which represent value for money.

**Priority 1**
- To continue to improve the performance and quality of key services.

**Priority 2**
- To improve access arrangements for all Council services and the way that those who use them are treated.

**Priority 3**
- To use value for money procedures to test the way all services are delivered.
NUNEATON AND BEDWORTH BOROUGH COUNCIL

HOUSING, HEALTH AND COMMUNITIES 11th June, 2015
OVERVIEW AND SCRUTINY PANEL

A meeting of the Housing, Health and Communities Overview and Scrutiny Panel was held at the Town Hall, Nuneaton on Thursday 11th June, 2015.

Present

Councillor A.A. Lloyd – Chair


Apologies for absence were received from Councillors B.J. Longden, J.A. Tandy, R.A. Taylor and K.D. Wilson.

HHC1 Minutes

RESOLVED that the minutes of the meeting held on 26th March, 2015 be confirmed.

HHC2 Declarations of Interest

Councillor C.M. Watkins declared an Other Interest in any relevant item by reason of him being a Community Safety Ambassador.

HHC3 Community Safety Partnership Performance for 2014/15

The Director – Housing and Communities submitted a report on the Nuneaton and Bedworth Safer Communities Partnership (NABSCOP) performance relating to community safety for the end of the 2014/15 financial year.

RESOLVED that the performance report be noted and this Panel acknowledge the remedial actions which continue to be implemented.

HHC4 Civic Hall Business Improvement Plan 2012 – 2014

The report of the Director – Assets and Street Services gave an update on progress made against the actions contained within the Civic Hall Business Improvement Plan 2012-14 and also provided an update on the Audience Development Plan 2013-16.

RESOLVED that progress on both the Civic Hall Business Improvement Plan 2012-14 and the update on the Audience Development Plan 2013-16 be noted.
HHC5 **STAR Tenants Satisfaction Survey 2014/15**

The report of the Director – Housing and Communities updated the Panel on the outcomes of the STAR (Survey of Tenants and Residents) Survey for 2014/15 and on the Action Plan linked to the STAR Survey 2014/15.

**RESOLVED** that the report be noted.

HHC6 **Home Energy Conservation Act and Related Projects**

The Director – Housing and Communities submitted a report on the 2015 Nuneaton and Bedworth Borough Council submission to the Department of Energy and Climate Change (DECC) which was required every two years from 1st April 2013.

**RESOLVED** that the report, together with the on-going progress with the Green Deal Communities project and Central Heating Fund consortium bid, be noted.

HHC7 **Housing Related Support Service – Consultation Update**

The Director – Housing and Communities gave a verbal update on the consultation exercise in respect of the Housing Related Support Service.

**RESOLVED** that the verbal update be noted.

HHC8 **Integrated Performance Report – End of Year 2014-15**

The report of the Audit and Governance Manager and Governance and Performance Manager was considered. This report provided appropriate performance measures, financial budget information and risk data for service areas within the scope of this Panel.

**RESOLVED** that the report be noted.

HHC9 **Work Programme 2015/16**

The Work Programme for 2015/16 was presented to the Panel.

**RESOLVED** that the Work Programme for 2015/16 be approved.

________________________________
Chair
OBJECTIVES OF SCRUTINY

1. To scrutinise the proposed amendments to the Choice Based Lettings Policy and Procedure attached at Appendix A.

WHAT IS THE PANEL BEING ASKED TO CONSIDER?

The Members of the Panel will bear in mind the context of the corporate priorities and come to a view on the following:

a) The necessity for a Choice Based Lettings Policy and Procedure in order to appropriately allocate social housing within the Borough fairly and objectively to those in greatest housing need.

WHO CAN THE PANEL INFLUENCE?

The outcomes of the Panel’s debate will be provided to Councillor J A Jackson at the forthcoming Individual Cabinet Member Decision for approval of the proposed Choice Based Lettings Policy and Procedure.

The Panel may wish to publicise its findings so that they are accessible to the public, other stakeholder and outside bodies. The Overview & Scrutiny Support Officer and Communications Team will support the Chair of the Panel to do this as required.
WHAT INFORMATION WILL BE PRESENTED?

The Panel is asked to consider the attached report, appendicies and background papers

The Housing Options Manager- Sharon Clinton will attend the Panel to assist with any technical and operational queries relating to the report.

The Overview & Scrutiny Support Officer will provide any additional information as appropriate or as requested by the Panel Members.
1. **Background**

   3.1 The existing Lettings Policy was amended in 2013 to reflect legislative requirements and to ensure the policy was fair, objective and encouraged a balanced and sustainable community.

   3.2 Further legislative changes and the need to ensure that we make the best use of our stock, has initiated the proposed further amendments contained in this report. Adopting these will ensure that the Authority is less open to challenge and will deliver a more transparent and robust allocation process for our customer.

2. **Lettings Policy amendments**

   2.1 **Supported Housing (Sheltered)** – supported stock is presently allocated to customers aged 60 and above or age 50 to 60 with a medical priority. The imminent Right to Buy legislation means that all tenants aged 50 to 60 with or without a disability will now be eligible to purchase through right to buy (Disability has not been defined.)

   It is proposed therefore to allocate supported stock to customers aged 60+ to protect as much supported accommodation as possible.

   2.2 **Supported Housing Stock** – is currently not offered to those in work because any worker moving into a complex could jeopardise the TV licence concession for the total complex.

   Our customers are now working longer into their older age and so now the proposal is to include workers within the allocation of supported stock. This should assist in letting historically difficult to let unit in supported housing schemes.

   TV licencing have confirmed that due to our proposed change they will honour the concession to all existing tenants and that only new tenants or tenants transferring will need to pay for their TV licence. At the age of 70 the licence is waivered.
2.3 **16-17 year old allocation of property** – the policy details more clearly the eligibility for 16-17 years olds. This is not a policy change but a clearer description to reduce current confusion.

2.4 **Suspended Application** – currently the policy permits applications to be suspended whilst still gaining band effective time or excluded with no band effective time. The criteria for both are similar so difficult to define and challengeable.

The proposal is to remove the suspended criteria to ensure a fair and transparent policy.

2.5 **Rent Arrears** – Presently any customer with social housing/private tenancy rent arrears would have their application suspended/excluded. Until their arrears are below £200 with a minimal amount that has been paid back over a 13 week period.

The amended policy removes this and full details Housing Related debt, as below:

*Applicants and members of the applications household who owe a housing related debt to a Council, Registered Landlord or Private Landlord will not be eligible. Registered applicants will be asked to confirm on the allocation of a property that they do not owe a debt. If a debt is owed their application will be deemed not eligible, at this stage, offers to clear the debt to gain the offer of accommodation will not be considered.*

*This could include current or former rent arrears, current or former court costs, temporary accommodation or other debts such as clearance, damage or repayment of rent deposit where the Council is not satisfied about the reasons why the arrears have occurred.*

*Applicants who consider the debt to be through no fault of their own will need to provide information about the reasons for the debt and the action taken by them to resolve the issue. The Council will consider the facts, including documentary information before determining these applicants eligibility. The onus will be on the applicant who wish to join the register to provide details and for those registered to inform the Council of any change of circumstances.*

2.6 **Additional Preference** – Right to Move legislation encourages local authorities to include within their reasonable preference criteria customers who need to move to the local authority’s district to avoid hardship and the need to move because the customer works or has been offered work in the district. Local Connection criterion should not exclude this additional preference legislation change.
The policy already includes workers and has now been adapted to include the hardship criteria. Adopting this legislation will mitigate against challenges to the authority.

2.7 **Eligibility Regulation** – the policy incorporates all new and forthcoming eligibility regulations in relation to persons subject to immigration control who are being treated as persons from abroad.

A brief explanation of the criteria is given within the policy but due to the complex amount of regulation changes the policy advises customers to contact a member of the team who will be able to advise on eligibility.

It is strongly recommended by the Department of Communities and Local Government to adopt these regulations within the policy.

2.8 **Armed Forces** – local authorities are guided to include Armed Forces personnel within their Additional Preference criteria. The policy has been amended to follow this guidance.

2.9 **Children in Upstairs flats** – families with children age 8 or above are currently ineligible to apply for accommodation above ground level. It is proposed that this age is lowered to 5. This will give customers more choice of accommodation to apply for and assist with the current difficult to let upper floor dwellings.

3 **Conclusion**

3.1 Appendix A to this report details the amended Lettings Policy proposed for the allocation of social housing.

3.2 The approval of this recommendation will facilitate the allocation of social housing fairly and transparently to those in housing need, having regard to legislative requirements and Code of Guidance issued by both the Communities and Local Government department and the regulator for social housing providers.

Dawn Dawson
Director - Housing and Communities
DRAFT
Choice Based Lettings Policy and Procedure

for

Nuneaton and Bedworth Borough Council

July 2015
If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.
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Section One
The Choice Based Lettings Policy

Key Aims and Objectives

The overall aim of the Nuneaton and Bedworth Borough Council (hereafter referred to as NBBC) Lettings Policy is to ensure that all social housing within the Borough is allocated fairly and objectively to those in greatest housing need, having regard to any legislative requirements and Codes of Guidance issued by both the Communities and Local Government department and the regulator for social housing providers.

This policy has been developed with a view to meeting the following principles and key objectives:

- To operate a Choice Based Lettings Scheme that offers realistic, informed choice for all.
- To improve and encourage a balanced and sustainable community.
- To ensure that every application is dealt with fairly and consistently irrespective of race, disability, gender, age, sexual orientation, gender reassignment, religion and/or belief, pregnancy/maternity or marriage status.
- To operate a Choice Based Lettings Scheme that is simple, easy to understand, transparent, open and fair.
- To give appropriate priority to applicants who fall within the ‘Reasonable Preference’ and ‘Additional’ categories as set out in Part 6 of the Housing Act 1996.
- To empower applicants by giving them more opportunity to express choice and preferences about where they want to live, whilst taking into consideration both the availability of housing resources and the high demand for housing.
- To assist those applicants who are vulnerable in accessing the lettings scheme.

Service Standards

As part of our commitment to our customers, NBBC will:

- Treat applicants with courtesy and respect
- Listen
- Be helpful and polite
- Try to deal with applicants at first point of contact
- Make things as easy as possible
- Deal with any complaint in line with our complaints procedure

Equality

NBBC will ensure its policies and practices are non-discriminatory and will promote equality by preventing and eliminating discrimination on the grounds of race, disability, gender, age, sexual orientation, gender reassignment, religion and/or belief, pregnancy/maternity or marriage status. The scheme will be accessible, responsive and sensitive to the diverse needs of individuals. NBBC’s
The aim is to create an environment where equality is at the heart of everything we do.

The impact of this lettings policy will be monitored, to ensure that it promotes equality to everyone. In order to achieve this, all applicants will be asked to provide details of their circumstances and any personal information when they apply to join the register.

NBBC will ensure all potential applicants have equality of information about the service and equal opportunity to apply, express an interest in and receive offers of accommodation. To ensure that vulnerable groups are not disadvantaged by the Choice Based Lettings Scheme NBBC will:

- provide practical assistance to those who may have difficulty in understanding the requirements of the system
- provide practical assistance in the applicants preferred way, where the applicant may have difficulty completing an application
- provide tailored assistance to those who may have difficulty expressing an interest in properties, including expressing an interest on their behalf, if that is necessary
- monitor the profile of those who are applying and expressing an interest in properties, to ensure that minority and hard to reach groups are actively engaged in the service

Application from Elected Members and Employees

Applications to the Choice Based Lettings Scheme Housing Register can be accepted from employees, elected members, board members and their close relatives, provided they are eligible to apply and subject to the rules in Schedule 1 of Housing Act 1996. Applicants must disclose any such relationship at the time of registration.

Deliberately withholding information or providing false information

Fraudulent behaviour is not acceptable to the Council and appropriate action will be taken. It is a criminal offence (punishable by a fine of up to £5,000) if an applicant gives false information or withholds information related to their housing application.

If a tenancy was obtained by giving false information possession proceedings can be instigated.
Section Two
Eligibility and Qualification

Introduction

The Housing Register is a single list of all the people (hereafter referred to as applicants) who have applied to register or been accepted onto the Choice Based Lettings scheme. It includes both new applicants and existing social housing tenants wishing to transfer.

Housing Authorities are given the power to determine who is, or is not, eligible to apply to their Housing Register and Social Housing may only be allocated to ‘qualifying persons’.

Joining the register

Who can register

To be eligible to join the Housing Register, applicants must be aged 16 or over; and meet the qualifying criteria.

Joint applications will be accepted, provided both applicants are eligible and intend to occupy the property together as their only or main home.

Eligibility

When assessing applications to join the register we will ascertain whether an applicant is eligible to register and if he or she qualifies for an allocation of accommodation.

The assessment will be in accordance with the regulations whether an applicant is eligible to join the register or, may not be allocated accommodation under the Housing Act 1996, Part 6 S.160ZA because he or she is a person from abroad who is ineligible for an allocation.

This includes such people as those who are:

- subject to immigration control – such a person is not eligible for an allocation of accommodation unless he or she comes within a class prescribed in regulations made by the Secretary of State
- from abroad, other than a person subject to immigration control – regulations may provide for other descriptions of persons from abroad who, although not subject to immigration control, are to be treated as ineligible for an allocation of accommodation.

The regulations that set out classes of persons from abroad who are eligible or ineligible for an allocation are detailed in the Allocation of Housing and Homelessness (Eligibility) (England) Regulations 2006 (SI 2006 NO.1294) (‘the Eligibility Regulations’).

If this section applies to you and you require further assistance please contact a member of the Housing Options Team who will be able to advise you.
Qualification Criteria

The qualifying criteria for applicants who can join the housing register are those who:

- are age 16 or over
- have a local connection Nuneaton and/ or Bedworth
- have no current housing related debt, or previous housing related debt, owed to a social or private landlord
- have not caused unacceptable or anti social behaviour

See below for the details

Age 16 or over

Applicants aged 16 and 17 years can request but will not be offered a property until they are 18 or over, unless they have been accepted as statutorily homeless or are subject of a Special Agency Referral.

Partner Registered Providers have different policies in dealing with persons under the age of 18. Registered Providers will not normally allow an allocation of accommodation to anyone under the age of 18 years, however there may be an exceptional circumstance where a tenancy can be held in trust by a guarantor

Local Connection

In order to qualify to join the housing register, applicants must meet at least one or more of the following criteria. Applicants must:

- have lived within the borough for at least 6 out of the last 12 months, or 3 out of the last 5 years.
- have immediate family in the Borough with the family members concerned currently living in the Borough, and have done for at least 5 years or more. This would normally be parents, adult children, brothers or sisters provided there are sufficiently close links in the form of frequent contact, commitment or dependence. Other family associations such as grandparents and adoptive parents would also be considered if sufficiently close links are evidenced.
- work permanently in the Borough of Nuneaton and Bedworth
- give to, or receive support from, a close family member who is resident in the Borough. Applicants will need to supply supporting evidence from a medical professional or social worker together with full details of the support that is being given/received

Exclusion Due to Unacceptable Behaviour

When deciding whether or not an applicant is eligible for housing, NBBC will consider the behaviour of not only the applicant but also that of the other members of their household. NBBC may decide that an applicant should be treated as ineligible for housing and exclude them from the Housing Register on grounds of their behaviour. This applies to existing tenants applying to transfer and to new applicants joining the register this will also apply to those registered with a change of circumstance.
Behaviour that may be regarded by NBBC as unacceptable includes:

- Physical assaults (such as domestic and racial violence).
- Owing a housing related debt to a Council, Registered Landlord or Private Landlord.
- Perpetrators of domestic violence causing damage or threats to kill.
- Noise nuisance continuing for long periods of time.
- Current or former tenants who are, or have been, in serious breach of their tenancy conditions due to anti-social behaviour or are subject to a court order.
- Anyone with a history of serious anti-social behaviour and/or criminal behaviour such as; intimidation, drug dealing, discrimination/harassment (due to any of the protected characteristics in the equality section). Where an applicant (or a member of the household) has a history of anti-social behaviour or has breached their tenancy conditions or has a housing related debt, all relevant facts will be considered before a decision is made.
- Anyone who has caused damage to a council/registered provider’s or private rented property. This includes the tenant, a member of tenant’s household or visitors to the property.
- Anyone who has been violent to or threatened staff of NBBC.
- Applicants who deliberately worsen their housing circumstances in order to improve their housing priority. For example, if a household in privately rented accommodation, with no overcrowding issues were to give up that tenancy to move in with relatives where they are overcrowded, this action would be seen as intentionally making their circumstances worse.
- Their behaviour will be such that it either reflects the applicant's unsuitability to become a tenant or that a current tenancy is not being conducted in a satisfactory manner. The behaviour may include a breach of tenancy obligations.

Actions which are considered to make an applicant unsuitable to be a tenant will lead to the applicant being excluded from the housing register for a 12 month period. This is deemed as sufficient time for the applicant to provide evidence that their behaviour has shown consistent improvement. Applicant will be required to re-apply after 12 months following exclusion.

Housing Related debt

Applicants and members of the applications household who owe a housing related debt to a Council, Registered Landlord or Private Landlord will not be eligible. Registered applicants will be asked to confirm on the allocation of a property that they do not owe a debt. If a debt is owed their application will be deemed not eligible, at this stage, offers to clear the debt to gain the offer of accommodation will not be considered.

This could include current or former rent arrears, current or former court costs, temporary accommodation or other debts such as clearance, damage or repayment of rent deposit where the Council is not satisfied about the reasons why the arrears have occurred.
Applicants who consider the debt to be through no fault of their own will need to provide information about the reasons for the debt and the action taken by them to resolve the issue. The Council will consider the facts, including documentary information before determining these applicants eligibility. The onus will be on the applicant who wish to join the register to provide details and for those registered to inform the Council of any change of circumstances.

**No Housing Need**

Households who are assessed as being in ‘no identified housing need’ will be unable to join the NBBC Housing Register. These applicants will be given further information and assistance and will be advised to approach NBBC’s Housing Options Team.

All applicants who have been identified as having no housing need will receive an email notification of the decision. If the applicant disagrees with the decision the NBBC website will advise them how to request a review of that decision.

**Transferring Tenants**

Existing social housing tenants can apply to move and will have their priority assessed in the same way as other housing register applicants.

Any Tenant whose property has not been kept to a standard deemed acceptable by NBBC, for example poor decorative standard and internal damage to fixtures and fittings that are not classed as normal wear and tear, will not be offered accommodation. These applications will be unable to apply until the required work has been completed and passed by their Housing Officer.

Exceptional circumstances will be investigated by the Housing Management Team. Where emergency re-housing is necessary, these requirements may on occasion be waived.

Some transfer moves are exempt from the requirements of Part 6 of the Housing Act 1996 and will be dealt with separately. This includes assignment or succession by a relative on death of a tenant.

If you are interested in mutual exchanges, please contact a member of the Choice Based Lettings team for further information.

In certain circumstances NBBC may approach their Tenant to initiate a move to a different property. This could be to meet an urgent housing need or to make better use of their housing stock. In these cases the property concerned will be allocated outside of the lettings scheme.

Where NBBC or a Registered Provider uses introductory tenancies, a transfer to another property will not be allowed during the introductory tenancy period until the tenancy becomes secure.
Management Moves

In certain exceptional circumstances NBBC may need to move an existing Tenant to a different property. The Council will authorise the need to move and the type/area of accommodation required.

To meet this urgent housing need, the property concerned will be allocated outside of the lettings policy. (See Management Move Policy)

Decanting Moves

In certain circumstances NBBC may need to move an existing Tenant to a different property so urgent work can be carried out within or on their property. This move can either be temporary or permanent.

In these circumstances to meet this urgent housing need, the property concerned will be allocated outside of the Lettings Policy. (See Decant Policy)

Refusals

If an applicant refuses three offers of accommodation within a period of six months, unless there has been a considerable change of circumstances, their application will be suspended for a six month period of time. During this time the applicant will not be able to express their interest on any properties that become available.

Section Three
How to Apply

Choice Based Lettings enables customers to express an interest in advertised properties. NBBC’s Choice Based Lettings System

To apply for housing, all applicants must join the Housing Register by completing an on-line housing application form via the website. For those applicants who are unable to do this they may call NBBC on 02476 376406 for assistance.

All applicants will need an email address to apply. If an applicant does not have an email address, the system will direct them to an alternative website to obtain an email address. Alternatively applicants can contact NBBC for assistance.

The purpose of the application form is to correctly identify the housing need for each applicant. The registration of an application may be delayed or cancelled unless all of the information required is provided.

Once an application has been registered, the applicant will receive an email advising whether they have been accepted onto the housing register or not. If their application has been successful, their email will direct the applicant to the website, where they will be notified of the:-

- date of registration (date the application was received)
- priority banding awarded
• application reference (for expressing an interest in properties)
• right to appeal against the decision on their priority banding

NBBC will require confirmation of an applicant’s current or previous housing history at the point of application and an update, should there have been any changes before they are offered a property. Failure to provide these details could result in their application being cancelled.

NBBC will provide written confirmation of any further information that is required, and the timescales for providing these details. The timescale to provide documents will usually be within a 7 day period from the date on the letter. If the applicant is unable to provide the information that has been requested they should contact NBBC. Failure to do so may result in their application being cancelled.

If an applicant has been nominated to a Registered Social Landlord (RSL) they will be notified via email or telephone and advised that they will be contacted in due course by the RSL directly. This will be treated as an offer of accommodation any further expressions of interests made for properties will be disregarded.

NBBC will work to assist and support all applicants through the process of applying for, and expressing an interest on properties:

**Banding**

All applicants will have their housing needs assessed and be placed in a suitable housing needs band according to their circumstances. In order to ascertain each individual applicant’s requirements, the application form asks a series of questions relating to housing need. These questions are designed to ensure that those in greatest housing need are given preference when accommodation is allocated. It is essential that all of these questions are answered to ensure that they determine and award the correct priority band. (See Page)

Banding queries and appeals are discussed at a weekly Panel Meeting with the Choice Based Lettings team and Housing Options Manager, this is to ensure consistency and transparency.

**Advertising Properties**

NBBC will advertise all vacancies through the system. However, there may be occasions, such as a property being used for a management move, when this is not possible.

All adverts will be clearly labelled to show the property features, local neighbourhood information and the types of household that can register an interest in the property. There will sometimes be other restrictions in the advert eg: No Pets. Expressions of interest from applicants will only count if they can match all of the requirements in the advert.
Expression of Interest

Applicants will be able to search and view properties advertised without logging in. However, to express an interest in a property the applicant will be required to log in.

Each time an applicant expresses an interest in a property they will be reminded of the property’s individual eligibility criteria. Expressions of interest from applicants will only count if they can match all of the requirements in the advert. When expressing an interest in a property the applicant will be asked to confirm their contact details to ensure they are up to date.

Properties will be advertised from midnight on Tuesday. The Expression of Interest cycle will close the following Tuesday at 11.59pm. If an applicant's expression of interest for a property is successful they will be contacted within three working days, initially by telephone. It is important therefore that your contact details are kept up to date on the HomeHunt register in order that officers can contact you by telephone.

Pre-Live Status

If an applicant’s housing need falls under certain categories, their application will become 'pre-live'. This allows the Choice Based Letting team to further investigate their application before making a final banding decision. Applicants who may experience this include:

- Members of the Armed Forces (additional preference).
- Those who require adapted accommodation
- Those who have indicated rent arrears or previous unacceptable behaviour.
- Those applicants needing to move urgently on hardship grounds. Priority at this level will only be awarded if the current situation is so significant that it will cause considerable hardship to the applicant or to others.
- Those deemed as being severely, statutorily overcrowded. NBBC will determine over-crowding after considering best use of the rooms available to the household and whether the applicant has deliberately worsened their own circumstances.
- Applicants who are in short-term supported housing and are required to move on to alternative accommodation urgently. Confirmation of these circumstances will be required from the organisation providing the supported accommodation.
- Families forced to live apart (where they have previously lived together) except where it could reasonably be expected for both parents to live in either of the homes that they occupy.

Accessible Properties for Customers with Disabilities

Accessible properties are homes which have been designed for, or significantly adapted to meet the needs of, customers with physical or sensory disabilities. Applicants with an assessed need for accessible accommodation will be given priority over other applicants who are in the same band rating who do not have need for accessible accommodation. The property advert will make this priority clear. The advert will also describe the accessible features, together with local neighbourhood
information, to help customers choose whether to express an interest in that property or not.

In selecting an applicant for an accessible property from the short-list of qualifying applicants, the full circumstances of each case will be considered before deciding who will be offered the property. In some circumstances priority may be given outside of date order if the vacancy is particularly suitable for the needs of an applicant.

On occasions the Authority may seek the assistance of an occupational therapist for guidance of property suitability. Applicants will be advised if this is a requirement and the reasons why by the Choice Based Lettings team. Where required the occupational therapist / housing assessment officer will either be requested to accompany the applicant to view a property to ensure that the property is suitable for the applicants needs or be asked for professional advice to support the Authority with the allocation process.

Applicants with an existing Occupational Therapist will need to liaise with the Choice Based Lettings team to organise an accompanied viewing or to seek advice. An allocation will not routinely be awarded unless the property is deemed suitable for the applicants needs with minor adjustments. Allocations requiring major adaptations will be assessed on an individual basis and the availability of adaptable homes.

Applicants in this category can also express an interest in properties which do not have accessible features. However, if they are short-listed during the selection stage, NBBC will assess whether it is reasonable and practicable for the property to be adapted. These applicants will be considered for the property on the same basis as the other applicants who have submitted an expression of interest.

**Home Visits**

Home visits may be carried out to assess some applications where appropriate. A home visit can enable a landlord to better understand an applicants individual circumstances, ensure the correct category has been given to their application and give advice about how their housing needs can be met. If a home visit is deemed necessary, NBBC or the Registered Provider, will inform the applicant directly.

**Change of Circumstances**

Applicants who move to a new address or whose circumstances change after they have been accepted onto the Housing Register (e.g. someone joining or leaving their household) should immediately update their application. This can be done via the website. Failure to do so could result in their application being rejected.

If the change of circumstances affects the applicant’s banding priority, the outcome of the applicant’s reassessment will be sent to them via email.

**Housing Register Review**

A review of all applications on the Housing register will be administered every 6 months. This review will identify inactive accounts over that 6 month period (Accounts that have not been used)
Any application which is flagged up as being inactive for 6 months will trigger an email. The applicant will be asked to confirm whether they still wish to remain on the Housing Register or not. The email will ask the applicant to login within 14 days, if they do not log in, a second email will be sent as a reminder which will give another 14 days for the applicant to do this. If, after this period of time, the applicant has failed to log in as requested, their application will be deleted and the applicant’s status with NBBC will be set to “cancelled” and removed from the Housing Register.

If applicants have any difficulties with the system, they are advised to contact NBBC for assistance. **Cancelling Applications**

Applications will only be cancelled (and removed from the Housing Register) in the following circumstances:

- A request has been received from the applicant (or via their advocate) in writing.
- The applicant has been re-housed.
- Notification has been received from an executor or personal representative that the applicant is deceased and s/he was the sole applicant.
- It is discovered that the applicant has given false or misleading information in their application.
- Evidence is obtained that the applicant is no longer eligible.
- If information requested remains outstanding after 14 days from the date of the second request letter being sent to the applicant.

Applicants will be notified by email of the reason(s) why their application has been cancelled and informed of their right to request a review of the decision.

Should an applicant whose application has been cancelled wish to re-join the register they will receive a new effective date.

**Section Four**

**Reasonable and additional preference**

NBBC will give ‘reasonable preference’ and ‘additional preference’ to certain applicants as outlined in the Housing Act 1996

**Housing Need (Reasonable Preference)**

The reasonable preference categories as set out in s167 (2) of the Housing Act 1996 and the Homelessness Act 2002 are detailed below. The NBBC letting scheme places applicants who meet this criteria into Band 1 or 2

- Applicants who are homeless within the meaning of Part 7 of the 1996 Act (including those who are intentionally homeless and those not in priority need)
- Applicants who are owed a duty by any housing authority under sections of the Act who are occupying accommodation secured by any housing authority because they are homeless, under section 192(3)
- Applicants 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 a disability
- Applicant who need to move to a particular locality in the district of the housing authority, where failure to meet that need would cause hardship (to themselves or others)

Exceptional Housing Need (Additional Preference)

The Housing Act 1996 allows those applicant that have high needs to be awarded additional preference. Applicants must meet a reasonable preference category to be considered for ‘additional preference’. The additional preference categories are:-

- Those who need to move urgently because of a life threatening illness or sudden disability.
- Families in severe overcrowding which poses a serious health hazard.
- Those who are homeless and require urgent re-housing as a result of violence or threats of violence, including intimidated witnesses, and those escaping serious anti-social behaviour or domestic violence.
- Those who have been accepted as homeless who occupy temporary accommodation either within the authority stock, refuge, bed and breakfast or hotel.
- Member of the Armed and Reserve Forces
  - Former member of the Armed Forces
  - Serving member of the Armed Forces who need to move because of a serious injury, medical condition or disability sustained as a result of their service
  - Bereaved spouses and civil partners of members of the Armed Forces leaving Service Family Accommodation following the death of their spouse or partner
  - Serving or former members of the Reserve Forces who need to move because of serious injury, medical condition or disability sustained as a result of their service.

Section Five
Bands

There are 4 priority bands that an applicant can be placed into. Each question on the application will be weighted so the system is able to determine housing need.

The four bands are:

- Band 1+ - Highest need with additional preference for re-housing
- Band 1 - Urgent need for re-housing
- Band 2 - Priority need for re-housing with no statutory duty
- Band 3 - Low need for re-housing with no statutory duty

The bands described above also refer to different levels of High, Medium and Low, Medical/Welfare and Hardship. In each case evidence will be required to support each applicant’s case.
Medical - The information received will need to indicate that a move will benefit the health of the applicant or their household for medical priority to be awarded. When determining the level of medical need, an applicant will be assessed to consider whether the provision of adaptations in their existing accommodation as an alternative will assist with improving their housing circumstances.

Welfare - Applicants with care or support needs, or other social needs, may need to move to alternative accommodation on welfare grounds. For priority to be awarded on welfare grounds evidence will be required to support the case; this could be from the Police or professional agencies involved with the applicant.

Hardship – Applicants need to move to a specific locality in order to give or receive care, be able to access specialised medical treatment or take up particular education, employment or training opportunity in a particular Local Authority district and/or applicants who have specific financial hardship related to their housing.

The Bands in More Detail

**Band 1+**

This is the highest priority band. Applicants in the following circumstances will be placed in this band:

<table>
<thead>
<tr>
<th>Statutorily Homeless</th>
<th>Applicants assessed as statutorily homeless who are owed a full housing duty and who have been placed in temporary accommodation by NBBC.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Letting Plan (Welfare Reform)</td>
<td>Transfers under the local lettings plan- Welfare Reform (See Appendix Two)</td>
</tr>
<tr>
<td>Additional Preference</td>
<td>Applicants assessed as having a priority and an additional preference (See page 16)</td>
</tr>
</tbody>
</table>

**Band 1**

This banding is for applicants who are deemed to have an urgent need for re-housing. Applicants in the following circumstances are deemed to have an urgent need:

<table>
<thead>
<tr>
<th>Homeless</th>
<th>Applicants assessed as statutorily homeless who are owed a full housing duty but are not in temporary accommodation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>Applicants who are required to leave their homes as a result of an emergency Prohibition Order served in relation to the premises under the Housing Act 2004. This will also apply to applicants affected by any regeneration schemes</td>
</tr>
<tr>
<td>Overcrowded</td>
<td>Applicants who are overcrowded because their present home is short of at least 3 bedrooms.</td>
</tr>
<tr>
<td><strong>Harassment or Violence</strong></td>
<td>In circumstances of serious harassment or violence, evidence will be required to support the case. (See Page )</td>
</tr>
<tr>
<td>---------------------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Housing Conditions</strong></td>
<td>Applicants living in unsafe or unsanitary housing conditions (as defined by the Housing Health and Safety Rating System (HHSRS)) where there is a high risk of harm.</td>
</tr>
</tbody>
</table>
| **High Hardship Need**    | **Where an applicant needs to move as their current situation is causing significant hardship to the applicant or to others of which could relate to:-**  
Giving or receiving care, being able to access specialised medical treatment.  
Specific financial hardship related to their housing need will be required to provide evidence to support their case. |
| **High Welfare Need**     | **Where an applicant needs to move as their current situation is causing a significant impact of the well being of the applicants**  
Where there is a life threatening situation developing if the applicant is not re-housed from their existing neighbourhood.  
There is evidence of a dangerous and unsafe physical environment.  
There is clear evidence that there would be significant health improvement if re-housed  
An applicant with a high degree of vulnerability and their housing situation is having an effect on their quality of life. |
| **High Medical Need**     | **Where applicants are unable to continue to occupy their current accommodation due to a significant high need or disability.**  
Where the illness is likely to seriously deteriorate, become life threatening or it is no longer reasonable for the applicant or household member to stay in the present accommodation.  
Where the accommodation is causing an increasingly detrimental affect on their mental illness. As a result there is in an inability to cope.  
When there is a high risk of or actual breakdown.  
When moving is essential to avoid loss of life. |

**Band 2**
<table>
<thead>
<tr>
<th>Applicants in the following circumstances are deemed to have a priority need for re-housing with no statutory duty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homeless</td>
</tr>
<tr>
<td>Overcrowded</td>
</tr>
<tr>
<td>Sharing facilities</td>
</tr>
<tr>
<td>Living Apart</td>
</tr>
<tr>
<td>Medium Hardship Need</td>
</tr>
<tr>
<td>Medium Medical Need</td>
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<tr>
<td></td>
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<tr>
<td></td>
</tr>
<tr>
<td>Medium Welfare Need</td>
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<td></td>
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<tr>
<td></td>
</tr>
</tbody>
</table>

**Band 3**

- 19 -
Applicants in the following circumstances are deemed low priority with no statutory duty:

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overcrowded</td>
<td>Applicants who are overcrowded because their present home is short of 1 bedroom.</td>
</tr>
<tr>
<td>Upper floor accommodation</td>
<td>Children under the age of 5 living in upstairs accommodation</td>
</tr>
<tr>
<td>Single applicants low housing need</td>
<td>Single applicants who have always resided at their parental home and have low housing need</td>
</tr>
<tr>
<td>Low Hardship Need</td>
<td>Applicant who needs to move to a particular area due to a low need of supporting a vulnerable relative.</td>
</tr>
<tr>
<td>Low Medical Need</td>
<td>Where there is some concern about physical safety, and re-housing may improve health, and a change in property would moderately improve the health of the applicant or household member. Where there is some concern that the type of property and surroundings may affect illness and the applicant may need assistance from other agencies. A change of property would moderately improve this.</td>
</tr>
<tr>
<td>Low Welfare Need</td>
<td>Where there is some concern that the current accommodation contributes to social isolation, restricts independence and re-housing may be required to prevent deterioration in health</td>
</tr>
</tbody>
</table>

Further Information about Certain Categories

Homeless Applicants

All Local Authorities have a legal duty under Part VII of the Housing Act 1996 (as amended by the Homelessness Act 2002) to ensure that homeless applicants owed a full housing duty under s.193 (2) are provided with suitable accommodation. Applicants meeting this criteria will be placed into band 1.

Band 1 is effectively the urgent priority band for most applicants and all those within it are considered to be in high levels of need. It is not considered possible or necessary, to award any further priority to homeless applicants. Such applicants are, under the s193 (2) duty, to be provided with accommodation suitable to their needs. However, applicants assessed as statutorily homeless who are owed are full housing duty and have exceptional circumstances may be placed in band 1+ (exceptional includes being placed into emergency temporary hostel, refuge or hotel).

The Choice Based Letting’s team will express an interest on the behalf of homeless applicants on all ‘suitable’ properties that become available. Only one offer of suitable accommodation will be allocated per homeless applicant.

When acknowledged as being homeless, the applicant’s acceptance letter will provide any exemptions to this eg: to be housed in Nuneaton only, Bedworth only or not to be
housed in a specific area for a reason that is supported and evidenced by the Housing Options Officer before determining the homeless case.

Applicants who are assessed as homeless, or threatened with homelessness in 28 days in accordance with the Housing Act 1996 (as amended by the Homelessness Act 2002), where there is no statutory duty to obtain housing, will be placed in Band 2.

NBBC will work with all applicants who are homeless or threatened with homelessness to provide them with assistance and options appropriate to their individual situation.

**Serious Harassment or Violence**

In circumstances of serious harassment or violence, evidence will be required to support the case. An investigation will be carried out in conjunction with other agencies as appropriate. Examples of serious harassment or violence include, but are not limited to:

- An applicant suffering domestic abuse from a partner, former partner or relative with whom they currently reside and for whom the use of an injunction or other form of legal action may not be appropriate.

- An applicant suffering serious harassment and legal remedies are not working or are inappropriate. Harassment implies a degree of deliberate intent with some underlying motive and can be distinguished from neighbour disputes or nuisance.

**No Priority**

No award will be given if the:

- stress/illness will not be improved by re-housing
- interruption is of a temporary nature
- existing property is adapted to meet the needs of the applicant/family members or further adaptations are required and are practical
- the applicant is adequately housed

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**Section Six**

**Allocation of Properties**

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Housing, Health and Communities Overview and Scrutiny Panel - 16th July, 2015
Once the deadline of the advertising cycle has been reached, and before the properties are allocated, a short list of applicants is created for each property.

**Applicant Shortlist**

Expressions of interest in a property are shortlisted in a number of ways:

- **Banding** - Expressions of interest on a property are sorted by order of priority, with Band 1+ coming top of the list as this banding represents those applicants in highest housing need, followed by band 1, band 2 and finally applicants in band 3.

- **Application Date** - If two or more applicants within the same band have expressed an interest in the same property for which they qualify, their application date, or the date they entered their current band, will be used to determine the higher priority. In the rare instance that the band date is the same, whichever applicant expressed an interest in the property first will be successful.

- **Assessed Housing Need** - Where properties are targeted at specific people, they will be advertised as such and those applicants with assessed need for that type of accommodation e.g. accessible accommodation for people with disabilities or new build properties where certain eligibility rules apply under special Planning requirements (Section 106 Agreements) will be given priority over those applicants without an assessed need.

- **Local Connection Criteria** - Local Connection Criteria, as outlined in section two will also be taken into consideration when prioritising applicants.

If an applicant is positioned first for more than one property, and provided the eligibility criteria are met, they will be contacted to make a decision about which property they wish to accept.

**Best Use of Stock**

Accommodation will normally be offered according to an applicant's needs. All properties will be clearly labelled in a way that provides as much information as possible to show who is allowed to apply for the property concerned – for example by indicating family size or age of applicant. Properties will be allocated in a way that makes the best use of the housing stock.

Best use of housing stock criteria:

- One bedroom for each adult or couple, who live together as a 'household' or family unit. Two adults in the same property who are not a couple will be allowed a bedroom each.

- A child under the age of 16 will be expected to share with another child of same sex, while children under the age of 10 will be expected to share with other children regardless of sex.

- A bedroom will be allowed for a non-resident carer where it is proven that they provide overnight care to a person with a disability.

- Elderly and supported accommodation will be allocated to people aged 60 or over.
• Bedsits will be allocated to single people only.
• Ground floor accommodation will be allocated in the first instance to applicants with a medical priority.
• Families with children under the age of 5 will not be allocated accommodation above ground floor level.
• An expected child is included from 6 months prior to the expected date of birth.

Where an applicant does not meet the criteria outlined, they will not be considered for the property. In certain circumstances NBBC reserves the right to modify the following criteria at their discretion particularly where enforcing the criteria would result in unfairness to the particular applicant or other applicants generally. For example, the size of the bedrooms in a property and the relationship between those sharing a bedroom may be taken into account as well as the sex of the children when carrying out an overcrowding/bedroom shortage assessment.

**Succession and Left In Occupation**

For new tenancies that began after the 1st April 2012, the succession rights have changed for tenants. Under the new regulations only a spouse or partner can succeed to a tenancy after the death of a tenant. For all other tenancies which started before 1st April 2012 succession rights remain the same.

When a tenant has succeeded to a tenancy, but the property is more extensive than they need, the tenant may be asked to move to more suitable accommodation. These transfer applicants will be placed in priority Band 2 because they are under occupying their current accommodation.

In these circumstances, two reasonable alternative housing offers may be made. If neither offer is accepted, possession of the property may be sought through the County Court.

When an applicant does not have a right to succeed to a tenancy but is left in occupation on the death of the tenant, NBBC may consider whether the applicant:

- Has been living with the tenant for a year before the tenants’ death as his or her main and only accommodation **OR**
- Has accepted responsibility for the tenants’ dependants and therefore requires occupation of this property in order to comply with their legal guardianship of the deceased’s dependants

Depending on the applicant’s circumstances, NBBC may consider granting a tenancy to the remaining person or persons. This could be either in the same home or in suitable alternative accommodation. The Housing Management Team will always take into consideration best use of stock as outlined in section six.

If the applicant is to be allocated another property, one reasonable offer only may be made. If that offer is refused, possession of their current residence may be sought through the County Court.

**Access to Children**
For those applicants who require an additional bedroom for access purposes, appropriate information to verify these circumstances will be required. Examples of suitable documentation include (but are not limited to) a copy of the Court Order if one is in place or a Residency Order and proof of Child Benefit. Each case will be assessed on an individual basis.

If an applicant has less than 50% access to children, no additional bedroom requirement will be given and there will be no increase in banding. These applicants will be able to express an interest in properties that are advertised but preference will be given to applicants with children who are permanently at home or at home over 50% of the time.

**Local Lettings Policies**

From time to time NBBC may agree a Local Lettings Policy for specific areas or developments in order to reflect local circumstances. Any such policy will have regard to considerations such as the social mix, density, age and community stability of the area. Any such policy will be time limited, but during that time properties may be let to applicants outside the normal rules for priority and banding included in this policy.

NBBC have Local Lettings Policy's as follows:
Appendix One) is specifically in relation to the Welfare reform changes and addresses under-occupation.
Appendix two This relates to the allocation of our own NBBC supported Housing (sheltered) stock, and
We also have a Local Letting Policy for the allocation of Extra Care units in the Borough (Appendix Three)

**KeyRing Living Support Network**

KeyRing gives support in the community for people who may be described as having learning disabilities and wish to live independently. Keyring provide a support and advice service to assist each individual in managing a tenancy of their own.

NBBC assist by providing suitable vacant properties, usually in the same locality, to enable the scheme to run successfully in the community. These properties will be advertised and labelled as being for KeyRing applicants.

**Affordable Housing Developments**

Affordable housing will also be advertised through HomeHunt. When new housing developments are built within certain areas, planning restrictions may state that those applicants wishing to apply must have a direct local connection to that specific area (local lettings policies). When advertising these properties they will be clearly labelled with their specific eligibility criteria.

**Support for Vulnerable Applicants**

NBBC will ensure that vulnerable applicants are able to access the HomeHunt scheme. When a vulnerable applicant is identified, every effort will be made to assist
and support them through the application process. Some applicants will require or request support and assistance with accessing information about available properties, expressing an interest or making a decision about an offered property. In all cases the level and type of support required will be decided on an individual basis. In some cases however, NBBC may have to use specialist staff to express an interest on their behalf.

A number of measures will be put in place to ensure that vulnerable applicants are not disadvantaged for example through:

- Providing appropriate advice and assistance
- Providing information in other formats
- Partnership working with support agencies
- Translating key documents
- Ensuring appropriate support is available for applicants using the system

NBBC would like applicants, whatever their background or presumed ability, to become active participants in the choice based lettings process. However, NBBC recognises that in limited circumstances it may be necessary to place certain vulnerable applicants outside of this process, and to allocate properties to them.

**Viewing Properties and Receiving Offers**

When an applicant is offered a property, NBBC will contact the applicant to request any outstanding documentary evidence required for an offer. Applicants will be contacted by the telephone number and email address provided on their application. If the Choice based lettings team are unable to make contact within a three working day period the potential offer will be withdrawn. It is the applicant’s responsibility to be available for any potential offers and advise the Choice Based Lettings team of any unavailability.

Once the applicant has been formally offered a property, they will have the opportunity to view the accommodation with a Housing Officer before signing for the tenancy. For Supported Housing accommodation the Scheme Manager will show the applicant around the property.

The Housing Officer will make contact by the telephone number and email address provided on their application to view the property before signing for the tenancy. If the Housing Officer is unable to make contact within a three working day period the offer will be withdrawn. It is the applicant’s responsibility to be available for any viewings/offers and advise the Choice Based Lettings team of any unavailability.

**Reviews**

Applicants have the right to request a review against decisions made in the allocation process.

The applicant’s request for a review of the decision must be made within 21 days of the date on their decision letter. The applicant should provide supporting evidence if necessary, and explain why they require a review of the original decision.
An independent Senior Officer will investigate the review (this officer will not have been involved in the original decision making process). The officer will consider the evidence provided and decide whether to overturn or support the original decision. The applicant will be informed within 8 weeks of the day the review request was received. The reply will contain the decision made, the reasons for the decision and the facts taken into account when making the decision.

There is no further right of appeal if the applicant is not satisfied with the decision on review. Any further challenge would have to be through the Courts by way of Judicial Review or by taking their case to the Local Government Ombudsman.

**Making a Complaint**

If an applicant is dissatisfied with any aspect of the way in which their application for housing is dealt with they should contact NBBC. All applicants who make a complaint will be treated fairly, objectively and in line with NBBC’s Complaints Policy. A reply to the complaint should be received within 10 working days.

If the applicant has gone through the complaints procedure and remains dissatisfied, they can write to the Housing Ombudsman (Registered Social Landlord tenants, the Local Government Ombudsman or apply for a judicial review (social housing tenants and other applicants).

**Appendix One**

**Local Letting Plan Welfare Reform**

This plan has been drawn up by Nuneaton and Bedworth Borough Council (NBBC) to assist existing tenants with the impact of the Welfare Reform.
Principles of the Lettings Plan

The aim of this Lettings Plan is to establish additional assistance to tenants who may need to downsize to more suitably sized accommodation due to housing benefit income loss.

Background

In April 2013 the Welfare Reform Act introduced new social housing room size criteria, which is the under-occupation subsidy or ‘spare room subsidy’ (bedroom tax) for social housing tenants claiming housing benefit. Also introduced is a cap on the total amount of benefit a household can receive.

This criteria means that any working age household deemed to be under-occupying their home, as defined by the criteria below, will lose part of their housing benefit.

In addition to the ‘spare room subsidy’, the benefit cap applies to people aged 16 to 64.

Benefit will be capped to the income level of the average working family after tax which is expected to be £500 a week for families and £350 a week for single people. The cap means that households where no one is in work will not get more in benefits than the average wage paid to people in work. This is after tax and National Insurance has been taken off.

From April 2013 tenants have been affected by the changes to Council Tax Benefit. As the Council Tax benefit ceased tenants have to pay 20% of their annual Council tax bill. NBBC recognises the importance of helping social tenants who under occupy their accommodation and aim to award appropriate priority for a transfer to prepare for the financial difficulties ahead whilst making best use of stock.

Housing Benefit changes from April 2013

There are restrictions on the size of property Housing Benefit will pay for based on the number of occupants living in the property. If someone is assessed as having more bedrooms in their accommodation than is necessary according to the new rules, they will be considered to be under-occupying that property and a percentage reduction will be applied to their eligible rent and service charges.

The rules allow one bedroom for:

- every adult couple (married or unmarried)
- any other adult aged 16 or over
- any two children of the same sex age under 16
- any two children aged under 10
- any other child (other than a foster child or child whose main home is elsewhere)
- a carer (or team of carers) who do not live with the claimant but provide them or their partner with overnight care
where there is shared custody of a child, where the child lives will be based on whoever receives the child benefit

The percentage of the housing benefit eligible rent is set at 14% reduction for one extra bedroom and a 25% reduction for two or more extra bedrooms.

The table below shows how tenants may be affected by under occupancy.

<table>
<thead>
<tr>
<th>Eligible Rent</th>
<th>Under Occupancy of 1 Bedroom (Tenants may have to pay an extra)</th>
<th>Under Occupancy of 2 Bedrooms (Tenants may have to pay an extra)</th>
</tr>
</thead>
<tbody>
<tr>
<td>£55</td>
<td>£7.70</td>
<td>£13.75</td>
</tr>
<tr>
<td>£60</td>
<td>£8.40</td>
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<td>£65</td>
<td>£9.10</td>
<td>£16.25</td>
</tr>
<tr>
<td>£70</td>
<td>£9.80</td>
<td>£17.50</td>
</tr>
<tr>
<td>£75</td>
<td>£10.50</td>
<td>£18.75</td>
</tr>
<tr>
<td>£80</td>
<td>£11.20</td>
<td>£20.00</td>
</tr>
<tr>
<td>£85</td>
<td>£11.90</td>
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<tr>
<td>£90</td>
<td>£12.60</td>
<td>£22.50</td>
</tr>
<tr>
<td>£95</td>
<td>£13.30</td>
<td>£23.75</td>
</tr>
<tr>
<td>£100</td>
<td>£14.00</td>
<td>£25.00</td>
</tr>
</tbody>
</table>

In order to prevent future difficulty in paying rent and potentially Council Tax contributions, the room size criteria will be used to assess applicants’ bedroom need and entitlement. NBBC need to make it easier for existing tenants to move who are under occupying their social housing property. To downsize to more suitably sized accommodation thus freeing up accommodation for applicants who are overcrowded.

Available Financial Assistance to Tenants affected by the Under Occupancy Subsidy.

Where those tenants have been identified as under occupying their home as a result of the “spare room subsidy” financial assistance is available via Discretionary Housing Payments to help those downsize to more appropriate accommodation to meet their family needs.

Discretionary Housing Payments.

The purpose of the scheme is to provide additional funds to benefit tenants who are suffering financial hardship and are unable to meet their housing costs. Any tenant who is entitled to the minimum amount of Housing Benefit or Universal Credit and who has a shortfall is entitled to make a claim for financial help.

Housing costs are not defined in the regulations this allows NBBC a broad discretion to interpret the terms. In general, housing costs means rental liability, however housing costs can be interpreted more widely.

The criteria for NBBC tenants are as follows:-
- Lump sum costs associated with a housing need such as removal costs. Currently £300 per spare room
- Rent shortfalls to prevent a household accruing housing debt
- Assistance in securing alternative more appropriate accommodation

For more information see NBBC website for Discretionary Housing Payment Policy

**Transfer Process**

In order to meet the needs of tenants the Housing Options Team working alongside the Housing Benefit Team and Housing Management Team will identify those tenants who, through no fault of their own, will be affected by the under occupancy shortfall and priority will be awarded.

If investigations conclude that a tenant has deliberately worsened their own circumstances then their application will be suspended. This is where priority is reduced because an applicant, for example, has past evidence of unacceptable behaviour, has financial resources available to meet their own housing need, rent arrears over £200 that are not being reduced on a regular basis or their current property is not to a decorative standard.

**Band Process**

Once a priority need is identified, applicants will be awarded Band 1+. Choice Based Letting Officers will administer the process, award banding and maintain appropriate records. Tenants will also be advised by the Housing Options Team of alternative housing options that may be available and may wish to register for possible mutual exchanges.

Expressions of interests for properties are the tenant’s responsibility - unless vulnerability is identified. This retains tenant’s ability to choose where they would like to live.

Adverts for properties will clearly identify priority to those affected by the Welfare Reform without restricting all customers from expressing interested for successful allocation to avoid extended void periods.

The advert label will state: *Priority will be given to those affected by Welfare Reform benefit changes who have been awarded priority banding for this by the Council. All other expressions of interest are also accepted for this property*. NBBC will assign 25% of Local Authority stock to assist tenants to move. This will not apply to Housing Association stock.

**Equality and Fairness**

The proposal in this plan has no adverse implications for the Council’s Policy on Equality and Diversity.
The plans purpose is to achieve a socially economically balanced and sustainable community giving tenant's choice with no age restrictions.

**Consultation**

Housing Director, Housing Portfolio Holder

**Measurement and Monitoring**

It is intended to review the impact of the plan on a monthly basis to identify how tenant transfers have enabled stock to be allocated to those in need of that property type. It is hoped that this will free up stock to create a quicker process for applicants who are threatened with homelessness. Choice Based Lettings Officers will be responsible for the collation of data required.

**Review**

It is intended to operate the Local Letting Plan for 1 year with a quarterly review of performance.

---

**Appendix Two**

Procedure for Supported Housing Schemes

**Introduction**
The purpose of this procedure is to clarify and confirm the criteria for applicants who wish to express an interest in supported housing.

Our procedure aims is to give our Supported Housing Residents, security of tenure, support to enable them to remain independent in their own home for as long as possible, time to listen to views, concerns and questions, dignity, respect and excellent customer care.

**Background**

This document provides guidance for the allocation of supported accommodation within Nuneaton and Bedworth Borough Council (NBBC) stock.

As a housing support provider we provide services to older people living in our sheltered and very sheltered housing schemes. Our residents can choose which services they require within their personal housing and support plan.

Many sheltered developments have Scheme Managers based on site or Mobile Wardens that are able to visit, supporting residents depending on the needs of the resident. The services provided will be agreed when moving into the scheme and reviewed during the tenancy.

Sheltered housing aims to give support and assistance whilst maintaining privacy, promoting independence and providing the support to take part in a range of social activities.

Scheme Managers do not provide personal care. If a resident needs personal care they will be referred to the appropriate agencies and we will support our resident to access this if required.

Schemes are kept safe and secure, the maintenance and management of homes will be taken care of by a dedicated repairs service.

**Eligibility**

Supported properties will be allocated in a way that makes best use of stock. Accommodation will be offered according to applicants needs. When advertising properties labels will be used so the adverts clearly show who will be eligible to apply for the property.

Supported housing has 33 schemes 8 of which are very sheltered schemes with a higher scheme manager presence and 25 sheltered schemes with a lower scheme manager presence.

Supported housing comprises of different category types known as category One, Two and Three. All properties are linked to the Councils control centre to provide 24 hours, 7 days a week, 365 days a year emergency cover.
Properties will be advertised by clearly labelling the category type showing which applicant’s would be eligibility to apply. Category types and an example of some labels that may be used are described below:

**Category 1** – No scheme manager but linked to Control Centre
**Category 2** – Scheme manager presence Monday to Friday
**Category 3** – Scheme manager presence 7 days per week
**Pets** – If the property if pet friendly
**Level Access** – If the property is level access all rooms on one level

This table provided is a guide which will be used in order to make the best use of the supported housing stock when allocating properties.

<table>
<thead>
<tr>
<th>ELIGIBLE HOUSEHOLDS</th>
<th>PROPERTY DESCRIPTION TYPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category 1 – Age 60 and over singles and couples. Residents who are considered to</td>
<td>Bungalows and ground floor flats</td>
</tr>
<tr>
<td>have a low welfare and low medical need with mobility issue.</td>
<td></td>
</tr>
<tr>
<td>Category 1 – Age 60 and over singles and couples. Residents who are considered to</td>
<td>First floor flats</td>
</tr>
<tr>
<td>have a low welfare and low medical need with no mobility issues.</td>
<td></td>
</tr>
<tr>
<td>Category 2 – Age 60 and over singles and couple. Residents who are considered to</td>
<td>Ground Flat lets, Flats and Bungalows.</td>
</tr>
<tr>
<td>require a medium welfare and or medium medical need with mobility issue.</td>
<td></td>
</tr>
<tr>
<td>Category 2 - Age 60 and over singles and couple. Residents who are considered to</td>
<td>First floor Flat lets, Flat</td>
</tr>
<tr>
<td>require a medium welfare and or medium medical need with no mobility issues.</td>
<td></td>
</tr>
<tr>
<td>Category 3 – Age 60 and over, single and couples. Residents who are considered to</td>
<td>Flats and Bungalows.</td>
</tr>
<tr>
<td>require a high welfare and or high medical need</td>
<td>All first floor flats are served by a passenger lift.</td>
</tr>
</tbody>
</table>

**Medical Grounds**

Evidence will need to be provided to understand how a move from the applicants’ current accommodation will assist with their housing need. Priority may be awarded as
High, Medium or Low the evidence received should advise how the move will directly benefit the health of the customer or their household. (See page 16)

**Welfare Grounds**

Evidence will need to be provided to understand how a move from the applicants’ current accommodation will assist with care or support needs. Priority may be awarded as High, Medium or Low depending on if the evidence received will assist with care or the support needs of the customer or their household. (See page 17)

**Hardship Grounds**

Evidence will need to be provided to understand how a move from that applicants’ specific locality in order to give or receive care or take up particular education, employment or training in a particular Local Authority district. (See page 17)

**Applying for properties**

Once your need level has been established you will be awarded a band on the system which will enable you to express an interest for properties. (Please see page 17) If you need any further assistance on how to express an interest please contact a member of the Choice Based Lettings Team by calling

**Pets**

All residents must request permission before bringing a pet into their home. This generally relates to cats and dogs as they have the potential to have an impact on the complex. Generally sheltered accommodation can not cater for pets such as cats and dogs.

The only exception to this is where a resident has an ‘assistance’ dog, or where a bungalow has a completely enclosed rear garden.

Under no circumstances will permission be granted where the pet poses a potential risk or threat to other residents, staff or visitors to the complex. Permission will always be refused for animals that are restricted by law, for example under the Dangerous Dogs Act and the Protected Species Acts.

**Exclusion due to unacceptable behaviour**

When deciding whether or not an applicant is eligible for housing, NBBC will consider the behaviour of not only the applicant but also that of the other members of their household. NBBC may decide that an applicant should be treated as ineligible for housing and exclude them from the Housing Register on grounds of their behaviour. (See page 8)
Introduction
This Plan has been put together by Nuneaton and Bedworth Borough Council, in consultation with Warwickshire County Council and Housing 21 to confirm the qualification criteria, and process for the Allocation of Extra Care Housing units in the Borough

Principles of the Local Lettings Plan
The purpose of this plan is to confirm the process for the allocation of a unique type of housing facility: Extra Care Housing, which requires a different set of criteria to that included in the Council’s Allocation Policy 2013. Applicants will not be able to use the Council’s Choice Based Lettings System to secure this specialised accommodation, and instead will follow a different process as detailed below to express their interest in ‘Extra Care’ units.

Background
Warwickshire County Council’s (WCC) vision for Extra Care Housing (ECH) is to provide safe, secure, well designed and attractive self-contained accommodation for older people aged 55+ who require varying levels of care and support designed to enable them to live independently in a home environment.

The overall objective in developing ECH in Warwickshire is to modernise housing with care and support services by offering people a very real alternative to traditional residential care homes as well as responding to demographic changes, like an ageing population and growing rise in dementia.

There are already ECH schemes in other districts and boroughs in the County and the first of its kind to be developed in Nuneaton and Bedworth has started on site in Bedworth.

Eligibility Criteria
A Local Letting Plan is required because ECH accommodation is dependant on an assessment by WCC’s Adult Social Care team, and also due to the fact that the units are all 2 bedroom, and our NBBC Allocation Policy would not permit singles or couples to express an interest on 2 beds. Clearly we need to enable single older people aged 55+ and couples aged 55+ to be able to access this unique housing facility.

Applicants for this facility will need to:
+ be aged 55 or over
+ have a housing-related support and/or social care need
+ have a local connection to Bedworth and Nuneaton area.

Individual Cabinet Member Decision - Housing and Communities - 30th September, 2014 7
The application process will involve the completion of a simple pro-forma, rather than the on-line HomeHunt application. This can be made available either via on-line, via e-mail or a paper copy can be posted out.

Once received, assessments will be made which will include WCC Social Care team to establish that a Care/Support need is required, and in addition confirmation of local connection to the Borough. Age and ‘housing need’ will be confirmed in conjunction with the NBBC Choice Based Lettings team and Housing 21. A panel including all three organisations will allocate units, based on ‘need’ and according to availability of units. Initially of course there will be 85 units to allocate and thereafter, as and when vacancies arise, this same process will continue.

**Equality and Fairness**
This Local Letting Plan has no adverse implications for the Council’s Policy on Equality and Diversity.

**Monitoring**
It is intended that NBBC- Housing Options Manager will be part of the allocation panel that will administer and monitor the appropriate allocation of Extra Care Housing accommodation in the Borough. This will ensure close scrutiny of the initial and on-going allocation of Extra Care Housing units in accordance with the Council’s nomination agreement through the Planning Permission and S.106 requirements for the development of schemes.
AGENDA ITEM NO. 7

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Housing, Health and Communities Overview & Scrutiny Panel

Date: 16th July 2015

From: Dawn Dawson- Director Housing & Communities

Subject: Local Letting Plan- New Build Council Homes( Grove Farm Nuneaton)

Portfolio: Housing ( Cllr. J A Jackson)

Corporate Aim: Aim 1 Priority 1

OBJECTIVES OF SCRUTINY

1. To scrutinise the proposed allocation mechanism for the allocation of the new build Housing Revenue Account properties at Grove Farm Nuneaton.

WHAT IS THE PANEL BEING ASKED TO CONSIDER?

The Members of the Panel will bear in mind the context of the corporate priorities and come to a view on the following:-

a) The necessity for a Local letting Plan in order to appropriately allocate the new build housing units

WHO CAN THE PANEL INFLUENCE?

The outcomes of the Panel’s debate will be provided to Councillor J A Jackson at the forthcoming Individual Cabinet Member Decision for approval of the proposed Local Letting Plan.
The Panel may wish to publicise its findings so that they are accessible to the public, other stakeholder and outside bodies. The Overview & Scrutiny Support Officer and Communications Team will support the Chair of the Panel to do this as required.

**WHAT INFORMATION WILL BE PRESENTED?**

The Panel is asked to consider the attached report, appendices and background papers.

The Housing Options Manager- Sharon Clinton will attend the Panel to assist with any technical and operational queries relating to the report.

The Overview & Scrutiny Support Officer will provide any additional information as appropriate or as requested by the Panel Members.
Appendix A
Local Letting Plan- New Build Council Homes( Grove Farm Nuneaton)

Introduction

Principles of the Local Lettings Plan

The purpose of this plan is to confirm the process by which the Council’s new build properties, off Park Lane, Grove Farm, Nuneaton will be allocated. Applicants will be able to use the Council’s Choice Based Lettings system to register as normal and become LIVE applicants, banded according to their housing need in line with the current Allocations Policy.

At the point of advert, however reference to this Local Letting Plan will come into play and a percentage of the properties advertised as follows:

1) 25% of the total £6 units will be advertised for those applicants that are currently council tenants needing to downsize due to the Welfare Reform changes and therefore registered in Band 1+

2) The four ground floor flats will be advertised to applicants aged 40+

3) The two Bungalows will be advertised for applicants aged 60+

4) The four first floor flats will be advertised for applicants with no dependant children aged 5 or under

5) Of the 75% of properties advertised without reference to welfare reform downsizing tenants 25% will prioritise existing council tenants over applicants (new tenants)

This will result in 16 of the 36 new build homes being tenanted by existing council tenants. The remaining 20 tenants will be new tenants.

Background

The Council has commenced building again for the first time in almost 30 years.

This development at Grove Farm is the largest of the 3 schemes and the earlier 2 have consisted of a site with 3 and a site with 8 units a good distance from each other.

Given that there are to be 36 new homes and therefore 36 households all moving in to this location within possible days and weeks of each other it was considered appropriate to use a Local letting Plan to allocate the units in a manner that will
support the development of a sustainable mini-community, which is situated on the edge of a wider mixed-tenure estate.

**Equality and Diversity**

This Local Letting Plan has no adverse implications for the Council’s Policy on Equality and Diversity, indeed it seeks to support it in terms of the manner in which the properties are to be allocated fairly.

**Consultation**

Director- Housing & Communities
Residents Executive Committee (REC)
Housing Health & Communities Overview and Scrutiny Panel
1. **Purpose of Report**

1.1 This integrated report seeks to provide appropriate performance measures, budget information and risk data for service areas within the scope of this Panel.

1.2 The report is designed to provide the Panel with sufficient information to monitor results in order to address issues arising.

2. **Format of Report**

The report consists of three parts:

2.1 Appendix A shows the latest results available at the end of the first quarter. This means that, due to meeting Committee report deadlines, there is a combination of first quarter 2015/16, end of May 2015 and end of year 2014/15 data provided on this occasion.

The new format of reporting agreed by all three scrutiny panels in March 2015 shows the following key changes:

- The first page provides a summary of financial, performance and risk register data;
- The second page gives a breakdown of the budget into service areas and the key ones are highlighted in bold text;
- Page three onwards provides more detailed information in relation to performance for the key areas. Charts have been introduced for each indicator and smiley faces for trend direction rather than arrows;
- The last page provides an overall conclusion for the key areas and, when necessary, performance information for other non-key areas if it is felt that members need to be made aware of a particular issue or problem.

2.2 The Strategic Risk Register then follows and has been downsized to only include a description of the risk, the mitigating controls in place and the net risk status; Only risks relevant to this Panel will be provided for the first three quarters of the year –with the full register being provided at the end of the fourth quarter to each Panel to raise awareness of the key risks facing the Council as a whole (as was the case with the last integrated performance report to this panel).

2.3 Finally, the latest Strategic Performance report is provided. The Strategic Performance has been developed to provide an overview of the council’s position under a number of key categories and consists of:
• Finance and Resources
• People and Service Delivery
• Processes
• Prospects for Improvement

The report uses a “trend system” comparing results over the latest three periods (month or quarter) and is supplemented by additional comments, where appropriate. Exception reporting of under-performing areas on the summary sheet is the methodology applied.

The report is reviewed monthly by Management Team and quarterly by Cabinet.

3. Recommendation

The OSP is asked to scrutinise the performance information contained in this report and make any recommendations to the relevant Cabinet portfolio holder.

LINDA DOWNES
STEVE GORE
First Quarter 2015/16 – Summary

**Housing Health & Communities OSP Financial Summary**

<table>
<thead>
<tr>
<th>Financial Years</th>
<th>Outturn 2014/15</th>
<th>Current Budget 2015/16</th>
<th>Forecast Outturn 2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Expenditure £'000's</td>
<td>3,000</td>
<td>3,500</td>
<td>4,000</td>
</tr>
<tr>
<td></td>
<td>4,500</td>
<td>5,000</td>
<td></td>
</tr>
</tbody>
</table>

**2015/16 Quarterly Forecast Outturn Tracker**

- Quarter 1: Forecast Outturn £4,238, Current Budget £4,245
- Quarter 2: Forecast Outturn £4,238, Current Budget £4,245
- Quarter 3: Forecast Outturn £4,238, Current Budget £4,245
- Final Outturn: £4,238 (constant)

**Performance Indicators / Measures Summary**

- Declined: 1
- Same: 1
- Improved: 6

**Strategic Risk Register Summary for this OSP**

- Red: 3
- Amber: 1
- Green: 4
## Housing, Health and Communities O.S.P. FINANCIAL SUMMARY

<table>
<thead>
<tr>
<th>Service</th>
<th>Outturn 2014/15</th>
<th>Current Budget 2015/16</th>
<th>Forecast Outturn 2015/16</th>
<th>Variance 2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£,000</td>
<td>£,000</td>
<td>£,000</td>
<td>£,000</td>
</tr>
<tr>
<td>Allotments</td>
<td>(1)</td>
<td>11</td>
<td>11</td>
<td>0</td>
</tr>
<tr>
<td>Arts Development</td>
<td>14</td>
<td>12</td>
<td>12</td>
<td>0</td>
</tr>
<tr>
<td>Civic Hall</td>
<td>630</td>
<td>646</td>
<td>660</td>
<td>14</td>
</tr>
<tr>
<td>Communities for Health</td>
<td>67</td>
<td>71</td>
<td>71</td>
<td>0</td>
</tr>
<tr>
<td>Community Centres</td>
<td>260</td>
<td>248</td>
<td>248</td>
<td>0</td>
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<tr>
<td>Community Recreation</td>
<td>2,747</td>
<td>1,820</td>
<td>1,820</td>
<td>0</td>
</tr>
<tr>
<td>Community Safety</td>
<td>235</td>
<td>211</td>
<td>210</td>
<td>(1)</td>
</tr>
<tr>
<td>Housing Options Service</td>
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<td>454</td>
<td>0</td>
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<tr>
<td>Housing Strategy</td>
<td>68</td>
<td>79</td>
<td>79</td>
<td>0</td>
</tr>
<tr>
<td>Mobile Home Sites</td>
<td>(65)</td>
<td>(64)</td>
<td>(69)</td>
<td>(5)</td>
</tr>
<tr>
<td>Museum</td>
<td>403</td>
<td>414</td>
<td>399</td>
<td>(15)</td>
</tr>
<tr>
<td>Private Sector Grants</td>
<td>136</td>
<td>167</td>
<td>167</td>
<td>0</td>
</tr>
<tr>
<td>Private Sector Housing Standards</td>
<td>141</td>
<td>176</td>
<td>176</td>
<td>0</td>
</tr>
<tr>
<td>GF SERVICES TOTAL</td>
<td>5,092</td>
<td>4,245</td>
<td>4,238</td>
<td>(7)</td>
</tr>
<tr>
<td></td>
<td></td>
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<tr>
<td>HRA</td>
<td>1,566</td>
<td>(1,150)</td>
<td>(1,131)</td>
<td>19</td>
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<tr>
<td>HRA CAPITAL</td>
<td>10,846</td>
<td>14,375</td>
<td>14,375</td>
<td>0</td>
</tr>
</tbody>
</table>
Introduction:
The budgetary position and performance measures for key services are shown below. Data is also shown for comparison purposes to the previous quarter/year as appropriate. The key services represent the most significant budgets or are highlighted as exceptional items from a budget perspective. The dashboard shows that the forecast outturn for General Fund (GF) services falling within the responsibility of this OSP are £4,238k against a budget of £4,245k. This is a variance against the current budget of 7k. The HRA and capital budgets and forecast outturn are also shown for information. At this early stage of the year the HRA is showing a slightly decreased surplus. The main services and variances are shown below with appropriate performance.

Civic Hall

<table>
<thead>
<tr>
<th>Budget 2015/16 £'000</th>
<th>Qtr 1 forecast outturn £'000</th>
<th>End of Year outturn £'000</th>
<th>Comments</th>
<th>Trend indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>646</td>
<td>660</td>
<td>660</td>
<td>Increased catering and bar income, offset by reduced show income. However, it is very early in the financial year, and the level of ticket sales throughout the rest of the year, and the crucial Christmas period will determine a more accurate forecast outturn.</td>
<td>😞</td>
</tr>
</tbody>
</table>

Main measures of performance: Satisfaction with Council-Promoted Shows

![Satisfaction with Council-promoted Shows chart]

- 2014/15
- 2015/16
- Target 2015/16

April - May
Measure details | April - May | Comments | Trend indicator
--- | --- | --- | ---
2014/15 | 100% | | 😊
2015/16 | 100% | Total attendance April – May 2015 was 788. A revised process is being developed for 2015/16 involving e-mailing a sample of patrons on a monthly basis. | 😊
Target 2015/16 | 95% | | 

Community Centres

Budget 2015/16 | Qtr 1 forecast outturn | End of Year outturn | Comments | Trend indicator
--- | --- | --- | --- | ---
£’000 | £’000 | £’000 | | 
248 | 248 | 248 | No emerging issues at this stage | 😊

Main measures of performance: **Attendances**

| Location | First quarter 2014/15 | First quarter 2015/16 | Comments | Trend indicator
--- | --- | --- | --- | ---
Stockingford | 3,387 | 3,858 | The target for both centres for 2015/16 is 14,000 (3,500 per quarter). | 😞
Keresley | 3,893 | 3,762 | | 

Community Centre Attendances

| First Quarter 2014/15 | Stockingford | Keresley |
--- | --- | ---
3,387 | 3,858 | 3,893 |
3,500 | 3,762 | 3,500 |
3,700 | 3,600 | 3,500 |
# Community Recreation

<table>
<thead>
<tr>
<th>Budget 2015/16</th>
<th>Qtr 1 forecast outturn</th>
<th>End of Year outturn</th>
<th>Comments</th>
<th>Trend indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>£'000</td>
<td>£'000</td>
<td>£'000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1,820</td>
<td>1,820</td>
<td>1,820</td>
<td>No emerging issues at this age</td>
<td>☺</td>
</tr>
</tbody>
</table>

**Main measure of performance:** **Leisure Centres Attendances**

### Attendances First Quarter 2015/16

- **Pingles**: 151,237
- **Bedworth**: 96,408
- **Jubilee**: 37,561

### Leisure Centre Customer Satisfaction

- **Pingles**: 94.79%
- **Bedworth**: 98.54%
- **Jubilee**: 100.00%

#### October 2014 - March 2015

**Comments**

Please note that attendance information relates to the first quarter 2015 (no comparable data as the contract commenced in May 2014). Satisfaction statistics have now been provided for the half year September 2014 – March 2015. This is the overall satisfaction of those customers responding as good or above to the service provided in reception, changing areas etc. Please note that Pingles satisfaction data was not available in time for this report.

**Trend indicator**

Not applicable
## Museum

<table>
<thead>
<tr>
<th>Budget 2015/16 £'000</th>
<th>Qtr 1 forecast outturn £'000</th>
<th>End of Year outturn £'000</th>
<th>Comments</th>
<th>Trend indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>414</td>
<td>399</td>
<td>399</td>
<td>Salary savings due to vacancies at the museum</td>
<td>☺</td>
</tr>
</tbody>
</table>

### Main measures of performance: All Visits to the Museum

![Bar chart showing visits to the museum from April to May](chart.png)

**Measure details**

<table>
<thead>
<tr>
<th>Details</th>
<th>April - May</th>
<th>Comments</th>
<th>Trend indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014/15</td>
<td>17,408</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2015/16</td>
<td>17,833</td>
<td></td>
<td>☺</td>
</tr>
<tr>
<td>2015/16 Target</td>
<td>16,300</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Budget 2015/16 £'000</td>
<td>Qtr 1 forecast outturn £'000</td>
<td>End of Year outturn £'000</td>
<td>Comments</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------------------------------</td>
<td>--------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>167</td>
<td>167</td>
<td>167</td>
<td>No emerging issues at this stage</td>
</tr>
</tbody>
</table>

Main measures of performance: **Removal of Private Sector Property Hazards**

![Graph of Removal of Private Sector Property Hazards]

<table>
<thead>
<tr>
<th></th>
<th>2014/15</th>
<th>2015/16</th>
<th>Target 2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>9</td>
<td>10</td>
<td>25</td>
</tr>
<tr>
<td>May</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Housing, Health and Communities Overview and Scrutiny Panel - 16th July, 2015
<table>
<thead>
<tr>
<th>Measure details</th>
<th>April - May</th>
<th>Comments</th>
<th>Trend indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014/15</td>
<td>9</td>
<td>The profiled target for the end of May 2015 was 25 – the target for the full year 2015/16 is 150. Trend indicator compares to previous year.</td>
<td></td>
</tr>
<tr>
<td>2015/16</td>
<td>10</td>
<td>The removal of private sector hazards, classified as most serious (category 1) under the Housing Health &amp; Safety Rating System, is comprised of two elements – reactive (enforcement) and proactive (assistance, usually financial). Reactive figures have been lower than previously as we can only intervene when tenants make complaints and when we find those types of hazard on inspection. We have investigated every allegation and recorded every hazard that has been discovered. To increase this performance, we promote our services to tenants through all available channels, but we also promote better standards among rented accommodation through the landlords. Tenants may also be more aware about accepting hazards before moving into a property or getting landlords to resolve them without Council intervention. Letting and Management agents have also recently had to comply with stricter legislation which is driving up standards and driving out bad landlords and poor properties. We also aim to spot more hazards from other types of visit and intervention, such as the Housing Assessment Team (HAT) visits for disabled adaptations.</td>
<td>☺</td>
</tr>
</tbody>
</table>
Private Sector Housing Standards

<table>
<thead>
<tr>
<th>Measure details</th>
<th>April - May</th>
<th>Comments</th>
<th>Trend indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014/15</td>
<td>0</td>
<td>The profiled target at the end of May 2015 was 3. The target for the full year 2015/16 is 18. Trend indicator compares to previous year.</td>
<td>☺</td>
</tr>
<tr>
<td>2015/16</td>
<td>2</td>
<td></td>
<td>☻</td>
</tr>
</tbody>
</table>
HRA Total

<table>
<thead>
<tr>
<th>Budget 2015/16 £'000</th>
<th>Qtr1 forecast outturn £'000</th>
<th>End of Year outturn £'000</th>
<th>Comments</th>
<th>Trend indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1,150)</td>
<td>(1,131)</td>
<td>(1,131)</td>
<td>The main variances within the HRA at this early stage of the year are largely due to increased council tax costs for void properties, due to the council tax exemption rules. However, this should diminish as properties become occupied and tenants become responsible for the council tax charge. The recovery of rent arrears has improved slightly so it is anticipated that there will be a reduced contribution to bad debt provision, however this will be closely monitored throughout the remainder of the year.</td>
<td>🙂</td>
</tr>
</tbody>
</table>

Main measures of performance: Rent Collection

<table>
<thead>
<tr>
<th>Measure details</th>
<th>April - May</th>
<th>Comments</th>
<th>Trend indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014/15</td>
<td>96.25%</td>
<td>Trend relates to comparison to the previous year.</td>
<td>😞</td>
</tr>
<tr>
<td>2015/16</td>
<td>96.57%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Target 2015/16</td>
<td>97%</td>
<td></td>
<td>😞</td>
</tr>
</tbody>
</table>
Relet of Property End to End Time

<table>
<thead>
<tr>
<th>Measure details</th>
<th>April - May</th>
<th>Comments</th>
<th>Trend indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014/15</td>
<td>61.38 days</td>
<td>The voids and repairs team are working collaboratively with other sections (Housing/Allocations) within the council to establish possible issues and problems which may be causing delays in the voids process. Trend relates to comparison to the previous year.</td>
<td>😊</td>
</tr>
<tr>
<td>2015/16</td>
<td>60.70 days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Main measure of performance: **Satisfaction with the Capital Work Programme**

<table>
<thead>
<tr>
<th>Service</th>
<th>2014/15</th>
<th>2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electrical Repairs</td>
<td>96.37%</td>
<td>100%</td>
</tr>
<tr>
<td>Kitchen &amp; Bathroom</td>
<td>100%</td>
<td>90%</td>
</tr>
<tr>
<td>Level Access Showers</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Gas Installation</td>
<td>90%</td>
<td>100%</td>
</tr>
<tr>
<td>Gas Servicing/Maintenance</td>
<td>100%</td>
<td>99.75%</td>
</tr>
</tbody>
</table>

---

**Comments**

Performance is based on those respondents rating the service as good or better for the periods April – May 2014/15 and 2015/16. The contract for the Level Access Shower Programme is now for 3 years and commenced on 1/4/15 (formerly renewed annually) – managers are investigating the feasibility of a revised process to improve feedback in this area for 2015/16. In relation to kitchen and bathroom work, the satisfaction level has been affected in April – May 2015/16 by some tenant dissatisfaction with the length of time taken to complete the work (generally as a result of other work being required – additional plastering for example). Trend indicator reflects comparison to 2014/15 results.
Conclusion / Exception Reporting:

The key GF services show that the outturn is £7k below the budget. It is very early in the financial year, and only a small number of issues are beginning to emerge at this stage, largely around vacancy savings. The performance data is positive - the trend shows six improved and one declined of the eight applicable indicators.

The HRA is showing a slightly decreased surplus compared to budget and is partly due to increased council tax costs. This will be closely monitored in the coming months and it is likely that this cost will decrease as the properties become occupied and tenants become responsible for the council tax. The increase in council tax costs is offset in part by an anticipated reduction in the contribution to bad debt provision due to some improvements in rent arrears recently. A more significant reduction in bad debt provision may be achieved if recovery rates continue to improve throughout the course of the year.

Exceptions: - All included within report.
NBBC Strategic Risk Register

This Version:

18th May 2015

Housing, Health & Communities
Overview & Scrutiny Panel
### Likelihood

6: **Very High** – occurrence is most likely or has already happened and will do so again if control measures are not introduced  
5: **High** – occurrence is anticipated within the next 12 months  
4: **Significant** – occurrence is probable in the next 3 years  
3: **Low** – limited likelihood of occurrence in the next 3 years  
2: **Very Low** – not likely to occur in the next 3 years  
1: **Almost Impossible** - only anticipated in the most exceptional circumstances
<table>
<thead>
<tr>
<th>Level of Impact</th>
<th>Service Delivery</th>
<th>Financial</th>
<th>Reputation</th>
</tr>
</thead>
</table>
| 4 Major         | • A service delivery failure causes significant hardship to vulnerable people (impact: over 7 days) or failure to meet a nationally-mandated deadline.  
• Loss of major stakeholder/partner.  
• Adverse outcome of a serious regulatory enquiry. | • Financial loss over £400,000.  
• Serious risk of legal challenge with substantial implications  
• Multiple loss of life | • Sustained adverse TV/radio coverage.  
• Borough wide loss of public confidence  
• Major damage to local environment. |
| 3 Serious       | • A service delivery failure causes significant hardship to vulnerable people (3-7 day impact).  
• Formal regulatory investigation.  
• Loss of a key partner or other partners. | • Financial loss between £200K and £400K.  
• High risk of successful legal challenge with serious implications  
• Extensive or multiple injuries &/or a fatality | • Significant adverse coverage in national press or equivalent low national TV coverage.  
• Serious damage to local environment. |
| 2 Moderate       | • A service delivery failure causes significant hardship to vulnerable people (1-2 day impact).  
• Loss of a significant non-key partner.  
• Legal concerns raised.  
• Suspension of employees has moderate effect on service provision. | • Financial loss between £50K and £200K  
• Informal regulatory enquiry  
• Moderate injuries to an individual | • Significant adverse coverage in local press or regional TV.  
• Large number of customer complaints.  
• Moderate damage to local environment. |
| 1 Low           | • Minor disruption to internal services only.  
• Minor legal implications.  
• Disciplinary action not significantly affecting service provision. | • Financial loss up to £50K  
• One or more minor injuries to an individual. | • Minor adverse media coverage.  
• Minor environmental damage.  
• Minor increase in number of customer complaints. |
### Risk Description

(Cause & Consequence)

Potential failure to provide adequate affordable housing to meet the needs of the borough with consequent impact on the lives of residents and increased demand on Council services following significant incremental reductions in the Social Housing Grant commencing 2009.

**Identifiable cost areas:**

No direct identifiable costs to NBBC, but householders may experience some detriment which is not wholly unsuitable housing.

### Mitigation Control

(Existing / On-going):

1. Housing Strategy.
2. NBBC Corporate Strategic Housing Group (comprising Housing, Legal, Planning & Finance officers).
3. Funding from Homes & Communities Agency (HCA) via Registered Providers.
4. District Housing Forum.
5. Private Sector Landlords Forum: (NBBC offer bonds & guarantees to support vulnerable tenants access private rented accommodation).
8. Empty Properties Officer (shared with North Warwickshire Borough Council).
9. Funding for new builds from our Housing Revenue Account (HRA) capital programme.
10. Regular contact with Housing Communities Agency (usually monthly).
11. Housing Register data available as needed (internal Home Hunt system).
12. Trading arm, Nuneaton and Bedworth Community Enterprises Limited (NABCEL) set up and now trading.
13. Developer liaison meetings (usually quarterly).

(Planned):

1. Review of Affordable Housing (AH) targets in Borough Plan.

### Net Risk / STATUS

<table>
<thead>
<tr>
<th>Net Risk / STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very High – Serious (RED)</td>
</tr>
<tr>
<td>Risk Description (Cause &amp; Consequence)</td>
</tr>
<tr>
<td>---------------------------------------</td>
</tr>
</tbody>
</table>
| Continued effects of austerity measures on the customer base and in turn the performance of the Council. Impacts include – increased hardship, demand for services, revenue fall / income reduction. | 1. Housing - increased support to fund vulnerable people, e.g. Additional Discretionary Housing Payment Grant from Department for Work & Pensions.  
2. Financial /budget planning.  
3. Housing – Increased resources for Tenancy Sustainment & Financial Inclusion.  
4. Housing – Additional preference for housing allocations for those affected by bedroom subsidy.  
5. Ad hoc additional funding received from Homelessness Directorate to assist people in maintaining ownership of homes and in sustaining tenancies.  
7. Shared services.  
8. Setting of risk-relevant priorities by Management Team.  
9. Adequate level of reserves held.  
10. Income Recovery Lean Review (between Housing & Revenues).  
11. Relatively low car parking charges.  
12. All our town centre car parks are accredited with the ‘Park Mark’ quality & safety standard.  
13. Civic Hall pricing strategy.  
14. Care in matching chosen shows @ Civic Hall to current & prospective customer base, also recognising where competition is limited.  
16. Business Rate Discounts / Exemptions available. | High –Moderate (AMBER) |
<table>
<thead>
<tr>
<th><strong>Risk Description</strong> (Cause &amp; Consequence)</th>
<th><strong>Mitigation Control</strong></th>
<th><strong>Net Risk / STATUS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(Planned):</td>
<td>Sig – Moderate (AMBER)</td>
</tr>
<tr>
<td></td>
<td>3. Seek opportunities for attracting art funding to the Civic Hall.</td>
<td></td>
</tr>
<tr>
<td>Potential failure to:</td>
<td>(Existing / On-going):</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. deliver continued improvements in community safety.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. reduce the fear of crime and the perception of anti-social behaviour.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. with impact on lives of residents and demand for public services.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Identifiable cost areas:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>As at 03/12/2014: None identified.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Risk Description (Cause &amp; Consequence)</td>
<td>Mitigation Control</td>
<td>Net Risk / STATUS</td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>-------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>Failure to effectively:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. manage operational risks,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. produce, test or update Business</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Continuity Plans, or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. prepare for acts of terrorism, flu</td>
<td></td>
<td></td>
</tr>
<tr>
<td>pandemic or other civil emergencies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resulting in:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Service disruption not avoided or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>minimised &amp;/or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Damage, injury, illness &amp;/or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>possible death.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Identifiable cost areas:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>As at 03/12/2014: Other than unavoidable natural happenings, none identified.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| (Existing / On-going):                |                   |                  |
| 1. Obligation to produce and manage Risk Register. Risk Registers are in place and updated periodically. |                   |                  |
| 2. Quarterly Service Unit reviews of Operation Risk Registers. |                   |                  |
| 3. NBBC Major Emergency Plan / annual training exercises. Including updating of senior managers following the exercises at quarterly Senior Manager training Days. |                   |                  |
| 4. Following major incidents within the borough, normal practice is to review how dealt with & how inter-agency liaison worked in practice. Reviews typically also address lessons to be learned. |                   |                  |
| 5. IT infrastructure designed to be resilient. |                   |                  |
| 6. Collaborative working with Local Resilience Forum (LRF) (quarterly @ strategic & operational levels, with joint training). |                   |                  |
| 7. Each Service Unit has an auditable BCP. |                   |                  |

<p>| (Planned):                           |                   |                  |
| 1. Each SU to develop supporting ‘how to’ BCP content for Communicns Mgr. |                   |                  |
| 2. Communicns Mgr to incorporate the ‘how to’ content into each SU’s BCP.  |                   |                  |
| 4. Two separate server rooms in different towns (connected by high-speed links). |                   |                  |
| 5. ORRs to be reviewed annually &amp; submitted to CGG. |                   |                  |</p>
<table>
<thead>
<tr>
<th>Risk Description (Cause &amp; Consequence)</th>
<th>Mitigation Control</th>
<th>Net Risk / STATUS</th>
</tr>
</thead>
</table>
| Lack of capacity & skills amongst Members & officers to:  
  1. Deliver the key elements of the Corporate Plan &/or  
  2. Achieve satisfactory levels of service. | (Existing / On-going):  
  1. Annual Member training and induction programme.  
  2. Constitution reviews.  
  3. Reports to Cabinet & Scrutiny Panels.  
  7. Management Development Programme.  
  8. Bi-annual Corp Governance training for Members & officers (alternate years).  
  10. Memberships of professional bodies.  
  14. Use of TEN system until end of Mar 2015. Holds historic data pending change to alt system.  
  15. Post-entry training scheme (specific to individual roles).  
  17. Continuing Professional Development (CPD) for Directors & officers.  
  19. On Course annual employee training programme. | Low / Serious (AMBER) |
<table>
<thead>
<tr>
<th>Risk Description (Cause &amp; Consequence)</th>
<th>Mitigation Control (In Place, Rolling Programme &amp; As Required):</th>
<th>Net Risk / STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failure to achieve public satisfaction with the borough as a place to live and work, due to poor management, development &amp;/or promotion of day-to-day Council services resulting in: 1. Local stagnation / decline; 2. Consequent loss of income; 3. Likely rise in crime &amp; anti-social behaviour; 4. Increased demand for council services.</td>
<td>1. Contract monitoring of performance by grounds maintenance contractor. 2. Enviro enforcement team. 3. Fly tipping enforcement. 4. Refuse &amp; bulky items collections. 5. Provision of sporting activities (SLM). 6. Provision of entertainment venue (Civic Hall). 7. Encouragement of independent organisers to hold events in the borough. 8. Nuneaton and Bedworth Safer Communities Partnership (NABSCOP) participation. 9. Involving tenants in designing housing services to improve satisfaction. 10. ‘Homing In’ magazine issued quarterly to all tenants and leaseholders, highlighting improvements and promoting involvement in service delivery. 11. Promotion &amp; publicity (council successes &amp; achievements) through residents’ magazines &amp; website. 12. ‘Park Mark’ accredited car parks. 13. Robust planning practices relating to new developments. 14. NBBC participation in County’s Crime &amp; disorder Working Panel. 15. Sports Development staff are now in-house.</td>
<td>Sig – Low (GREEN)</td>
</tr>
</tbody>
</table>

1: Borough Plan.
## Risk Description (Cause & Consequence)

Failure of major partnerships to effectively fulfil their stated purposes resulting in service failure for residents & businesses.

**Major partnerships are:**
- Warwickshire Safeguarding Children Board
- Nuneaton and Bedworth Safer Communities Partnership...
- Pride in Camp Hill.
- Home Improvement Agency.
- Local Strategic Partnership.
- Warwickshire Direct Partnership (previously known as Warwickshire On-line Partnership).
- Warwickshire Waste Partnership.
- Shadow Economic Partnership Board.
- Local Enterprise Partnership.
- Building Control Partnership.
- Cross Border Delivery Partnership with North Warwickshire Borough Council (NWBC) & NBBC (Note: This is a working arrangement rather than a formal partnership).

### Identifiable Cost Areas.

West Midlands Local Government Association wound up (now with councils): Payment for redundancies and pension contributions.

## Mitigation Control

**2: Lean Review of Parks complaints.**

### (Current / On-going):

1. Partnership agreements in place for majority of formal partnerships.
2. Partnership Framework adopted for all formal partnerships to work to.
3. Each partnership to produce its own risk assessment & Annual Reports, if applicable & performance management arrangements.
4. If applicable, formal partnerships are required to have business plans.
5. Corporate Governance training for partners (as required).
6. Contractors monitored by various mechanisms (when applicable).
7. Partnership Steering Groups.
9. Service Legal Agreement (SLAs) (major partnerships).
10. Individual contractor management arrangements by service area.

### (Planned):

1. Annual review of partnerships & their governance arrangements.
2. All major partnerships to be approved by Annual Council and retained on the list of Outside Bodies.

## Net Risk / STATUS

Low – Moderate (GREEN)
<table>
<thead>
<tr>
<th>Risk Description (Cause &amp; Consequence)</th>
<th>Mitigation Control</th>
<th>Net Risk / STATUS</th>
</tr>
</thead>
</table>
| Sluggish housing market impacting on developer’s confidence to bring forward the final phase of Camp Hill regeneration. | **(In Place & On-going):**  
1. Active management by Operational Board.  
2. PRINCE 2 active project management (includes Project Risk Register, reviewed & updated annually).  
3. Contracts with developer, transferring risk of investment loss to them.  
4. All necessary planning permissions in place & extendable.  
5. Avoided having a ‘market slowdown’ clause (mothballing option) in contract with builder. Instead, the build programme requires builder to complete by March 2028. | Low – Moderate (GREEN) |

**Planned):**  
1: Cabinet resolution to use Compulsory Purchase Order (CPO) powers for final CPO.

---

**Appendix 1: Risks Outside the Council’s Control Because of External Factors**

Currently: None.

"Potential failure to provide adequate affordable housing to meet the needs of the borough …” (R27):

Because of the following:

(a) Demand heavily outweighs housing resources and land supply;
(b) The current economic climate;
(c) Other areas in the region are more attractive to developers / builders.

Appendix 3: Deleted Risks.

R1 was “Failure to maintain/improve community cohesion

R2 was “Costs of new concessionary fares scheme exceeding budget (This became R26 and was subsequently deleted: see below).

R4 was “Potential failure to deliver continued improvements in Housing Services”.

R5 was “Potential failure to achieve the ‘Decent Homes’ standard for private sector housing” (This is now R28).

R10 was “failure to implement new legislation e.g. DDA, Civil Contingencies Act.

R16 was “Poor management resulting in failure to achieve satisfactory levels of service /deliver aims in Corporate Plan or Community Strategy” (Deleted June 2013 following consideration by Directors. Now combined with R19, with which it overlapped).

R18 was “Potential failure to achieve VFM savings from Cultural Services Improvement Plan”.

R20 was “Ineffective communication arrangements &/or failure to promote the borough”
R21 was “Potential failure to realistically prepare for major emergencies such as the impact of a possible flu pandemic with potential impact on ability to deliver services” (deleted Jan 2014 as instructed by Director – Gov & Rec and merged with R9). 

R24: was “Loss or corruption of personal data on service users preventing delivery of services and/or breach of data protection legislation with consequent loss of reputation and/or prosecution”. (Deleted June 2014 as instructed by CGG / Aud & Gov Manager. With R25, replaced by R39). 

R25 was “Loss of key data preventing accurate/any reporting of performance management”. (Deleted June 2014 as instructed by CGG / Aud & Gov Manager. With R24, replaced by R39). 

R.26 was “Potential financial impact of the fare appeals for the Concessionary Travel Scheme affecting ability to afford to deliver key priorities.” (Deleted June 2013 on advice of C Pugh (Treasury & Technical Manager) that “our issues have been resolved”). 

R.28 was Potential failure to remove Category 1 (Housing H&S Rating System) hazards from private sector housing with consequent impact on the lives of residents”. (Deleted June 2014 as instructed by Director (Housing & Communities). Is now considered an operational risk and is addressed by H&C’s ORR. 

R30 deleted as no longer relevant. 

R32 deleted as duplicated another risk in the register. 

R34 was “Planning appeal decisions going against the Council where refusal is deemed to have been unreasonable resulting in significant costs being awarded against the Council and damage to reputation”. Deleted 7/5/2015 as instructed by the Director (R&PP) as no longer considered a strategic risk. Now being monitored by R&PP’s Operational Risk Register. 

In 2006 there were also the following: 

“Failure to deliver improvements in the benefits service (then numbered as R2). 

“Ineffective implementation of the ‘E-Government’ agenda and benefits of Electronic Service Delivery (ESD) not achieved” (then numbered as R12).
Appendix 4: Abbreviations.

"AH- Affordable Housing
A&SS- Assets and Street Services (Directorate)"
"BPSG- Borough Plan Steering Group.
BCP- Business Continuity Plan
BFI- Benefits Fraud Inspectorate
BI- Business Improvement (Directorate)
BP- Borough Plan (or Business Plan)"
"CAMT- Corporate Asset Management Team
CGG- Corporate Governance Group
CIGG- Corporate Information Governance Group
CLG- Communities & Local Govt
CLIP- Corporate Library Information Point
CPO- Compulsory Purchase Order
CPR - Contract Procedure Rules
CSHG- Corporate Strategic Housing Group."
"DHF- District Housing Forum (to which Registered Providers are invited)
EPB - Economic Partnership Board
EST - Energy Saving Trust
F&P - Finance and Procurement (Directorate)
G&R - Governance and Recreation (Directorate)
GOWM - Government Officer for the West Midlands"
"H of PP & ED - Head of Planning Policy & Economic Development
H of HR - Head of Human Resources
H&C - Housing and Communities (Directorate)
HASCOG - Health & Safety Co-ordinators’ Group
H of DC - Head of Development Control
HB/CTB - Housing Benefits/ Council Tax Benefits
HCA - Homes & Communities Agency
HSE - Health & Safety Executive
HSM - Health & Safety Manager"
"IDeA - Improvement & Development Agency
IEG - Implementing Electronic Government
IIP - Investors in People
IMG - Information Management Group
JCoL-  Joint Committee of Leaders
LRF-  Local Resilience Forum (the primary liaison body linking Category 1 responders within the Warwickshire Police Boundary under the Civil Contingencies Act, 2004).
LSP-  Local Strategic Partnership
"MTFS-  Medium Term Financial Strategy.
MWP-  Member Working Party.
NABCEL-  Nuneaton & Bedworth Community Enterprises Ltd
NABSCOP-  Nuneaton & Bedworth Safer Communities Partnership
NNDR-  National Non-Domestic Rates
OD&LM-  Organisational Development & Learning Manager
ORR(s)-  Operational Risk Register(s)
OSP-  Overview & Scrutiny Panel"
"P&QM -  Performance & Quality Manager
PAS-  Planning Advisory Service
PDSO (O&S)- Principal Democratic Services Officer (Overview & Scrutiny)
PI -  Performance Indicator
PID-  Programme Initiation Document (IT)
PMF -  Performance Management Framework
PSLF - Private Sector Landlords Forum
PSN - Public Service Network
PVP - Potentially Violent Persons."
"RPLG - Registered Providers Liaison Group (private housing provision).
R&PP - Regeneration and Public Protection (Directorate)
RR - Risk Register
RSL - Registered Social Landlord(s)
SDP - Service Delivery Plan"
SPCM - Strategic Procurement and Creditors Manager
"WAN - Wide Area Network
WIP - Warwickshire Investment Partnership.
WRAP - Waste & Resources Action Programme
WWP - Warwickshire Waste Partnership"
<table>
<thead>
<tr>
<th>1. Finance and Resources</th>
<th>Good Performance</th>
<th>February</th>
<th>March</th>
<th>Current Month - April</th>
<th>Trend</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue Forecast Outturn (surplus)/deficit</td>
<td>£0 - (£150k)</td>
<td>(344)</td>
<td>(74)</td>
<td></td>
<td></td>
<td>Information is not yet available for April 2015.</td>
</tr>
<tr>
<td>HRA Revenue Outturn</td>
<td>£0 - (£250k)</td>
<td>125</td>
<td>(17)</td>
<td></td>
<td></td>
<td>Information is not yet available for April 2015.</td>
</tr>
<tr>
<td>GF Capital Programme Spend</td>
<td>0</td>
<td>0</td>
<td>(1.1m)</td>
<td>0</td>
<td></td>
<td>Under-spends: £132k Play Area expenditure has slipped into 2015/16 due to start on site dates, £373k Purchase of Properties to lease will be re-profiled into 2015/16, £120k Green Deal will be re-profiled into 2015/16, £475k Aids &amp; Adaptations expenditure may need re-profiling into 2015/16.</td>
</tr>
<tr>
<td>HRA Capital Programme Spend</td>
<td>0</td>
<td>0</td>
<td>100</td>
<td>0</td>
<td></td>
<td>Over-spend - £600k New Build – Park Lane was further advanced than the budget profile so the 2015/16 budget will be re-profiled. Under-spends: £220k Purchase of Properties – will be used in future years, 100k PIR Electrical works – will be re-profiled to 2015/16, £90k External Doors – will be re-profiled to 2015/16 due to staffing issues, £100k Kitchens &amp; Bathrooms – will be re-profiled to 2015/16 due to change in contractors Quantity Surveyor.</td>
</tr>
<tr>
<td>Sundry Debt Collection</td>
<td>Improvement</td>
<td>90.05% (93%)</td>
<td>90.05% (94.50%)</td>
<td></td>
<td></td>
<td>Profiled measure shown in brackets. April data not available in time for this report.</td>
</tr>
<tr>
<td>Council Tax Collection</td>
<td>97.07% - 100%</td>
<td>96.33% (96.45 - 99%)</td>
<td>97.23% (97.06 - 100%)</td>
<td>11.11% (11.00 - 12.00%)</td>
<td></td>
<td>Trend is the correlation to the profiled monthly measure compared to the previous month. Profiled measure shown in brackets.</td>
</tr>
<tr>
<td>Business Rates Collection</td>
<td>98.13% - 100%</td>
<td>95.67% (93.71 - 94.05%)</td>
<td>98.12% (98.12 - 100%)</td>
<td>12.98% (11.58 - 12.55%)</td>
<td></td>
<td>Trend is the correlation to the profiled monthly measure compared to the previous month. Profiled measure shown in brackets.</td>
</tr>
<tr>
<td>Rent collection*</td>
<td>97.00%</td>
<td>96.58%</td>
<td>96.54%</td>
<td>96.65%</td>
<td></td>
<td>Improvement compared to same period last year - currently reviewing working practices following transfer of FIT team from Housing to Revenues.</td>
</tr>
</tbody>
</table>
### 2. People and Service Delivery

<table>
<thead>
<tr>
<th>Customer feedback by channel (overall)</th>
<th>Good Performance</th>
<th>February</th>
<th>March</th>
<th>Current Month - April</th>
<th>Trend</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Top quartile above 56%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>&quot;Govmetric&quot; contract has now ceased. A new system will be developed in 2015-16.</td>
</tr>
</tbody>
</table>

| NI 192 – Percentage of total waste recycled and composted | 46.00% | 46.34% (51%) | 45.86% (52%) | | |

| CCTV – Number of incidents captured that lead to, or assist in, police arrests | Not applicable | 371 | | Information not available. |

| Housing Benefit processing of new claims (Lean measure)* | 20 days (LG Inform average) | 24.69 days | 24.57 days | 23.25 days | | |

| Housing Benefit Processing of changes of circumstances claims (Lean Measure)* | 11 days (DWP national average) | 18.62 days | 17.30 days | 11.98 days | | |

| Standard of Grounds Maintenance work (informal areas)* | 65 - 75% | 58% | 59% | 58% | | Main failing has been the lack of path edge spraying. |
### 3. Processes

<table>
<thead>
<tr>
<th>Good Performance</th>
<th>February</th>
<th>March</th>
<th>Current Month - April</th>
<th>Trend</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>CELPI 14 - Working days lost to sickness absence</td>
<td>8 days</td>
<td>8.32</td>
<td>8.94</td>
<td>0.76</td>
<td>The result for April 2015 is 0.76 days/FTE (0.82 days/FTE last month). The profiled target for April is 0.67 days/FTE. The target for 2015/16 is 8 days/FTE. By comparison, the April 2014 result was 0.67 days/FTE.</td>
</tr>
<tr>
<td>Personal Development Reviews (annual)</td>
<td>100%</td>
<td>88%</td>
<td></td>
<td></td>
<td>Update shown is at the end of March 2015. End of October 2014 was also 88%.</td>
</tr>
<tr>
<td>Monthly Health and Safety Assessment*</td>
<td>80%</td>
<td>72%</td>
<td>72%</td>
<td>72%</td>
<td>Legionella, Contractor Monitoring and Cleansing are all below target. Contractor Monitoring and Cleansing are below target due to resource issues within Assets &amp; Street Services (the Director is looking to resolve these at the earliest opportunity).</td>
</tr>
</tbody>
</table>

### 4. Prospects for Improvement

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarterly Corporate Plan Delivery Plan monitoring process</td>
<td>80%</td>
<td>81%</td>
<td>76%</td>
<td>63%</td>
<td>At the end of 2014/15 the overall result is 63% as 40 of 63 actions are “Green” (76% at the end of the last quarter). Of the 23 remaining actions; 14 were classed as “Red” and 9 “Amber” (compared to 9 “Red” and 6 “Amber” at the end of the last quarter).</td>
</tr>
</tbody>
</table>

* = Exception reporting. Exception reporting is deviation between actual occurrence and expectation which warrants management investigation.
<table>
<thead>
<tr>
<th>Topic</th>
<th>Type</th>
<th>Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sheltered Housing Report (Deferred to 2017)</td>
<td>Overview</td>
<td></td>
</tr>
<tr>
<td>George Eliot Hospital</td>
<td>Monitoring</td>
<td>Oct 2015, Jan 2016</td>
</tr>
<tr>
<td>Discharge Protocol</td>
<td>Overview</td>
<td>Oct 2015</td>
</tr>
<tr>
<td>Avenue House</td>
<td>Scrutiny</td>
<td>Oct 2015</td>
</tr>
<tr>
<td>Mental Health Services (CAMHS)</td>
<td>Scrutiny</td>
<td>Oct 2015</td>
</tr>
<tr>
<td>SLM Annual Report</td>
<td>Performance</td>
<td>Nov 2015</td>
</tr>
<tr>
<td>Pride in Camp Hill Annual Report</td>
<td>Performance</td>
<td>Sept 2015</td>
</tr>
<tr>
<td>NABSCOP Strategic Assessment 2015/16</td>
<td>Overview</td>
<td>Feb 2016</td>
</tr>
<tr>
<td>Community Safety Partnership Performance Report</td>
<td>Performance</td>
<td>2015/16 Quarterly</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sept/Nov/Feb</td>
</tr>
<tr>
<td>Integrated Performance Reports</td>
<td>Scrutiny</td>
<td>2015/16 Quarterly</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Nov/Feb</td>
</tr>
<tr>
<td>Health Inequalities Action Plan Update</td>
<td>Performance</td>
<td>Dec 2015</td>
</tr>
<tr>
<td>JSNA – Action Plan</td>
<td>Scrutiny</td>
<td>Dec 2015</td>
</tr>
<tr>
<td>End of Life Care Update</td>
<td>Overview</td>
<td>Dec 2015</td>
</tr>
<tr>
<td>Tenancy Agreement Review</td>
<td></td>
<td>2015</td>
</tr>
<tr>
<td>Impact of Welfare Reform on Housing</td>
<td>Scrutiny</td>
<td>2015</td>
</tr>
<tr>
<td>Housing – Rapid Response Pilot Scheme</td>
<td>Overview</td>
<td>Sept 2015</td>
</tr>
<tr>
<td>Housing Policy Review</td>
<td>Overview</td>
<td></td>
</tr>
<tr>
<td>Sports Development</td>
<td>Monitoring</td>
<td>Mar 2016</td>
</tr>
<tr>
<td>Homelessness – inc Temporary Accom</td>
<td>Scrutiny</td>
<td>2015/16</td>
</tr>
<tr>
<td>Void Turnaround</td>
<td>Scrutiny</td>
<td>Nov 2015</td>
</tr>
<tr>
<td>Emergency Services Information</td>
<td>Scrutiny</td>
<td>Nov 2015</td>
</tr>
</tbody>
</table>