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Our Ref

Your Ref

Date: 23 September 2020

Dear Councillor,

Housing and Community Services Committee

A Meeting of the **Housing and Community Services Committee** will be a **Virtual Committee**, held via Microsoft Teams on **Thursday, 01 October 2020 at 18:00**. You are requested to attend.

Yours faithfully,



Chief Executive

To:- **Conservative Group**

Councillor Pegg (Chairman), Councillor Corbin (Vice-Chairman) and Councillors Atkin, Churchill, Dawson, Mrs. Haines, Mrs. Patten, and Dr. Perry

Labour Group

Councillors Mrs. Heath, Mulgrew, Rhind, Richards and Shepherd

AGENDA

Open to Public and Press

- 1** Apologies and to note any Substitutes appointed for the Meeting.
- 2** To note any declarations of interest arising from any items on the Agenda
- 3** To receive any questions by members of the public pursuant to Council Procedure Rule No.10.
- 4** To receive any questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 5** CORPORATE PLAN 2020-24 PERFORMANCE REPORT (2020-2021 QUARTER 1 – 1 APRIL TO 30 JUNE **4 - 37**
- 6** HOMEFINDER, HOUSING ALLOCATIONS POLICY **38 - 71**
- 7** HOUSING CUSTOMER ENGAGEMENT STRATEGY **72 - 82**
- 8** ROUNDABOUT SPONSORSHIP **83 - 88**
- 9** COMMITTEE WORK PROGRAMME **89 - 93**

Exclusion of the Public and Press:

- 10** The Chairman may therefore move:-
That in accordance with Section 100 (A)(4) of the Local Government Act 1972 (as amended) the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraph of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.
- 11** To receive any Exempt questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 12** REVIEW OF HOUSING SERVICE

REPORT TO:	HOUSING AND COMMUNITY SERVICES	AGENDA ITEM: 5
DATE OF MEETING:	1st OCTOBER 2020	CATEGORY: DELEGATED
REPORT FROM:	LEADERSHIP TEAM	OPEN DOC:
MEMBERS' CONTACT POINT:	FRANK MCARDLE (EXT. 5700) ALLISON THOMAS (EXT. 5775)	
SUBJECT:	CORPORATE PLAN 2020-24: PERFORMANCE REPORT (2020-2021 QUARTER 1 – 1 APRIL TO 30 JUNE)	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

- 1.1 That the Committee considers progress against performance targets set out in the Corporate Plan 2020 - 2024.
- 1.2 That the Risk Register for the Committee's services are reviewed.

2.0 Purpose of the Report

- 2.1 To report progress against the Corporate Plan under the priorities of Our Environment, Our People and Our Future.

3.0 Executive summary

- 3.1 The Corporate Plan 2020 – 2024 was approved following extensive consultation into South Derbyshire's needs, categorising them under three key priorities: Our Environment, Our People and Our Future. The Corporate Plan is central to the Council's work – it sets out its values and vision for South Derbyshire and defines its priorities for delivering high-quality services.
- 3.2 This Committee is responsible for overseeing the delivery of the key priorities and the following key aims

Our Environment

- *Enhance the attractiveness of South Derbyshire*

Our People

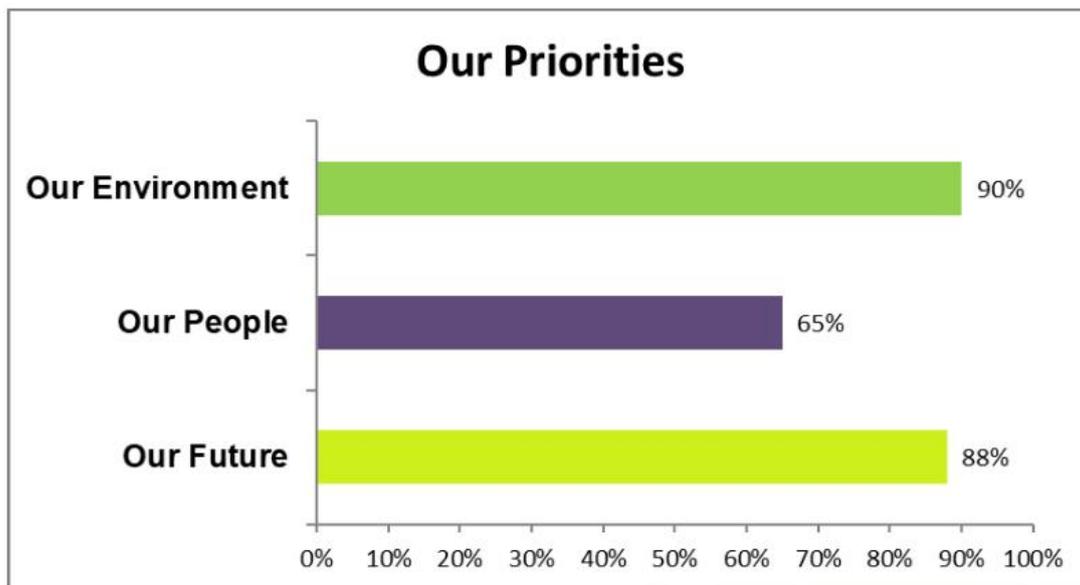
- *Engage with our communities*
- *Supporting and safeguarding the most vulnerable*



4.0 Detail

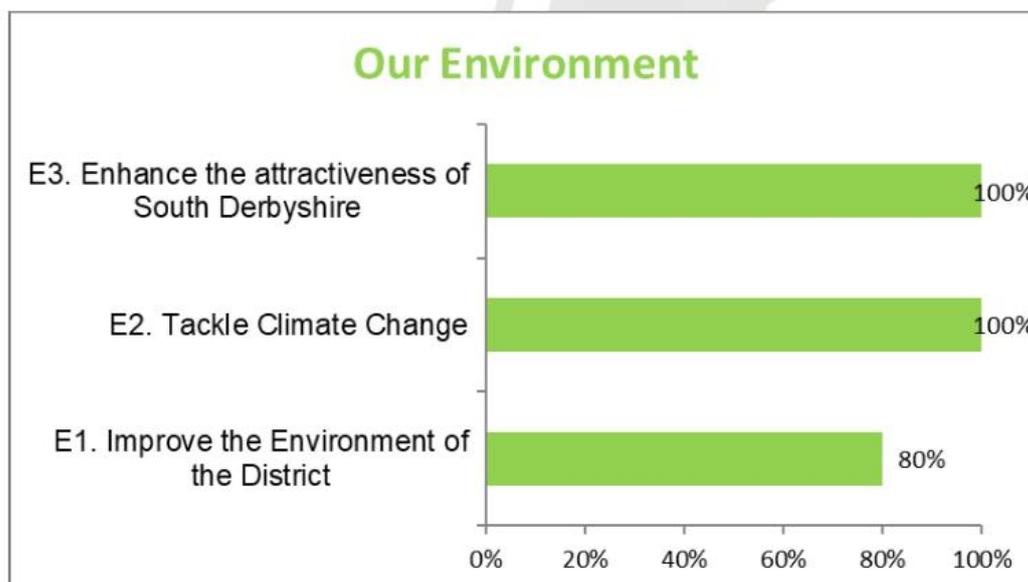
4.1 Overall Council performance against the priorities– Quarter 1 2020-2021.

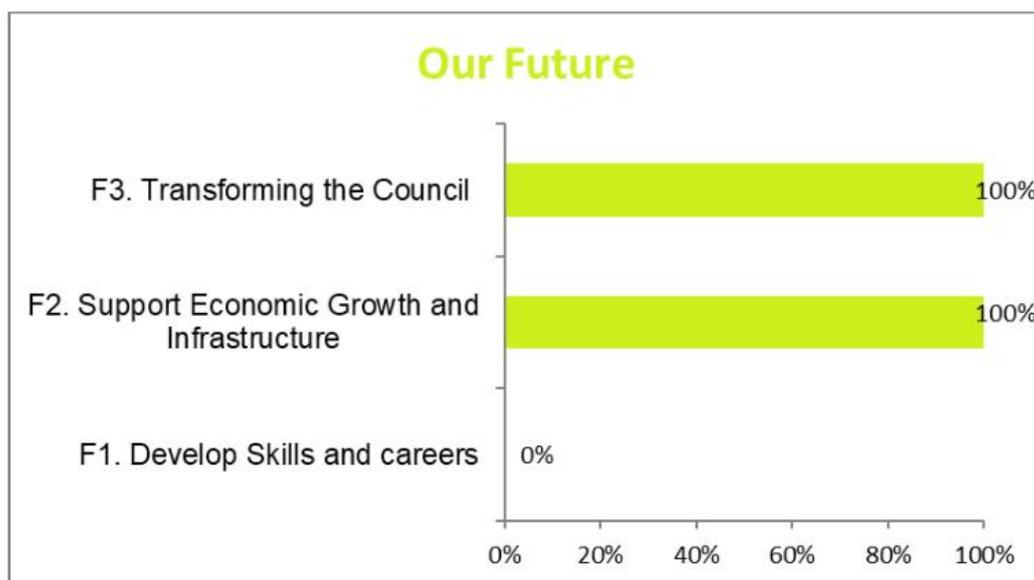
The below chart provides an overview for the % of measures that are on track to achieve the annual target.



4.2 Overall Council performance against key aims – Quarter 1 2020-2021.

The below charts provide an overview for the % of measures that are on track to achieve the annual target within each key aim of the Corporate Plan.





4.3 Of the 35 measures which support the progress of the Corporate Plan 20-24, 16 are green, one is amber, eight are red and 10 are grey. Overall, 77% of the key aims within the Corporate Plan are on track. 90% are on track for Our Environment, 65% are on track for Our People and 88% are on track for Our Future.

4.4 Below outlines the two measures for this Committee that are on track (green) for the quarter:

- The number of Green Flag Awards for South Derbyshire parks
- Deliver the objectives identified in the South Derbyshire Health & Wellbeing Group

4.5 Below outlines the three measures that are not on track (red) for the quarter:

- Number of ASB interventions by type



- Deliver the Planned Maintenance Housing programme over four years
- Average time taken to re-let Council homes

The targets for the Corporate performance measures were set prior to the Covid-19 pandemic and this has impacted on the out turn for quarter one for the three measures detailed above.

For more detailed information please refer to **Appendix B**, Performance Measure Report Index.

- 4.6 An overview of performance can be found in the Performance Dashboard in **Appendix A**. A detailed description of each performance measure including mitigating actions and actions to sustain and improve performance is included in the detailed Performance Measure Report Index in **Appendix B**.
- 4.7 Questions regarding performance are welcomed from the Committee in relation to the Corporate performance measures that fall under its responsibility and are referenced in the detailed Performance Measure Report Index in **Appendix B**
- 4.8 The Risk Register for the Committee's services is detailed in **Appendix C**. This includes the register and risk mitigation plans for the relevant departmental Risk Register. Each risk has been identified and assessed against the Corporate Plan aims which are considered to be the most significant risks to the Council in achieving its main objectives. The Risk Register(s) detail a risk matrix to summarise how each identified risk has been rated.

5.0 Financial and Implications

5.1 None directly.

6.0 Corporate Implications

Employment Implications

6.1 None directly.

Legal Implications

6.2 None directly.

Corporate Plan Implications

6.3 This report updates the Committee on the progress against the key measures agreed in the Corporate Plan and demonstrates how the Council's key aims under the priorities, Our Environment, Our People and Our Future contribute to that aspiration.



Risk Impact

6.4 Key risks impacting on this Committee are detailed in **Appendix C**, Service Delivery Risk Register, alongside the treatment and mitigating actions in place to manage these risks.

The following provides a summary of the risks that have changed since the last quarter:

There have been no changes to the risk rating and current position for the risks recorded in the Service Delivery Risk Register since the previous quarter. The mitigating actions have been updated for the following risks:

- SD2 Failure to collect financial contributions
- SD3 Safety Standards
- SD6 Need to upgrade infrastructure at Rosliston Forestry Centre

Please refer to the Service Delivery Risk Register in **Appendix C** for further detail.

7.0 Community Impact

Consultation

7.1 None required.

Equality and Diversity Impact

7.2 Not applicable in the context of the report.

Social Value Impact

7.3 Not applicable in the context of the report.

Environmental Sustainability

7.4 Not applicable in the context of the report.

8.0 Appendices

Appendix A – Performance Dashboard 2020-2024

Appendix B – Performance Measure Report Index

Appendix C – Service Delivery Risk Register

Notes:



- * Category – Please see the Committee Terms Of Reference in [Responsibility for Functions - Committees](#). This shows which committee is responsible for each function and whether it has delegated authority to make a decision, or needs to refer it elsewhere with a recommendation.

- ** Open/Exempt - All reports should be considered in the open section of the meeting, unless it is likely that exempt information would be disclosed. Please see the [Access to Information Procedure Rules](#) for more guidance.

- *** Committee Terms Of Reference in [Responsibility for Functions - Committees](#).



Priority	Key Aim	Outcome	PI Ref	How success will be measured	(Q4) Jan 20- Mar 20 Outturn	April 20 - June 20 (Qtr. 1)	Annual Target 2020-2021	Head of Service	Strategic Lead	Committee	
OUR Environment	Keeping a clean, green District for future generations	E1.1 Reduce waste and increase composting and recycling	E1.1A	Household waste collected per head of population	Cumulative (Apr-Mar) 404 kgs Q4 (Dec-Mar) 90kgs	125 kgs (estimate)	Sustain during Yr1 (404kgs)	Adrian Lowery, Head of Operational Services	Allison Thomas, Strategic Director, Service Delivery	E&DS	
			E1.1B	% of collected waste recycled and composted	Cumulative (Apr-Mar) 45% Q4 (Jan-Mar)39%	53% (estimate)	Sustain during Yr1 (45% or >)	Adrian Lowery, Head of Operational Services	Allison Thomas, Strategic Director, Service Delivery	E&DS	
		E1.2 Reduce fly tipping and litter through education, engagement and zero tolerance enforcement action where appropriate	E1.2A	Number of fly tipping incidents	714 (total figure for 2019/20)	Q1 - Target ≤ 179 Actual - 260	< 714	Matt Holford, Head of Environmental Services	Allison Thomas, Strategic Director, Service Delivery	E&DS	
			E1.2B	Improve the quality of the District through the Local Environmental Quality Survey	The first survey was completed in January 2020 the result was 89.67% above grade C+. Committee report being prepared. Some service PIs developed to assist overall performance.	Reported Bi-Annually in Q2 and Q4	>95%	Adrian Lowery, Head of Operational Services	Allison Thomas, Strategic Director, Service Delivery	E&DS	
		E1.3 Enhance biodiversity across the District	E1.3A	% of eligible new homes and commercial developments to achieve net gain in Biodiversity by a minimum of 10% compared to the sites pre development baseline.	Not possible to provide as outputs not held in software until April 2020. Monitoring underway and baseline data to be provided Q1 and Q2.	First Report due December 2020. No qualifying decisions in Q1.	85%	Steffan Saunders, Head of Planning and Strategic Housing	Allison Thomas, Strategic Director, Service Delivery	E&DS	
	E2. Tackle climate change	E2.1 Strive to make South Derbyshire District Council carbon neutral by 2030	E2.1A	Reduce South Derbyshire District Council carbon emissions	No update required for Q4. First update to be provided Q1 2020-21.	The three targeted C&EAP actions for Q1 are all complete	Achievement of Actions contained in the South Derbyshire Climate and Environment Action Plan 2020-24 (C&EAP)	Matt Holford, Head of Environmental Services	Allison Thomas, Strategic Director, Service Delivery	E&DS	
		E2.2 Work with residents, businesses and partners to reduce their carbon footprint	E2.2A	% of new homes to meet water efficiency targets as set out in the Part G optional standard of 110 litres of potable water usage per person per day	Baseline figure of 50% based on 18 qualifying decisions in Q4.	78%	85%	Steffan Saunders, Head of Planning and Strategic Housing	Allison Thomas, Strategic Director, Service Delivery	E&DS	
	E3. Enhance the attractiveness of South Derbyshire	E3.1 Enhance the appeal of Swadlincote town centre as a place to visit	E3.1A	Increase Swadlincote Town Centre visitor satisfaction	49% of respondents would recommend Swadlincote Town Centre - May 2019. No update required for Q4. First update to be provided Q2 2020-21	Update due Q3	50%	Mike Roylance, Head of Economic Development and Growth	Frank McArdle, Chief Executive	F&M	
		E3.2 Improve public spaces to create an environment for people to enjoy	E3.2A	The number of Green Flag Awards for South Derbyshire parks	2	Action planning scheduled for later in the year	Four Year Target - 4	Mary Bagley, Head of Cultural and Community Services	Allison Thomas, Strategic Director, Service Delivery	H&CS	
			E3.2B	Proportion of good quality housing development schemes	92%	Reported Annually in Q4	90.0%	Steffan Saunders, Head of Planning and Strategic Housing	Allison Thomas, Strategic Director, Service Delivery	E&DS	
	OUR the future needs of the District	P1. Engage with our communities	P1.1 Support and celebrate volunteering, community groups and the voluntary sector	P1.1A	Number of new and existing Community Groups supported	36	28	Proxy	Mary Bagley, Head of Cultural and Community Services	Allison Thomas, Strategic Director, Service Delivery	H&CS
			P1.2 Help tackle anti-social behaviour & crime through strong and proportionate action	P1.2A	Number of ASB interventions by type	2,893 ASB reports	ASB reports in Q1: Target ≤ 849 Actual - 1776	Proxy	Matt Holford, Head of Environmental Services	Allison Thomas, Strategic Director, Service Delivery	H&CS
P2. Supporting and safeguarding the most vulnerable		P2.1 With partners encourage independent living and keep residents healthy and happy in their homes.	P2.1A	Number of households prevented from Homelessness	103 cases	Q1= 64 cases total- 19 cases prevention & 45 cases relief	Proxy	Paul Whittingham, Head of Housing	Allison Thomas, Strategic Director, Service Delivery	H&CS	
			P2.1B	Continue to undertake interventions per year to keep families out of fuel poverty	Numbers of interventions in 2019/20 were not recorded	Q1 Target - 125 interventions Actual - 108	300 interventions	Matt Holford, Head of Environmental Services	Allison Thomas, Strategic Director, Service Delivery	E&DS	
		P2.2 Promote health and wellbeing across the District	P2.2A	Deliver the objectives identified in the South Derbyshire Health & Wellbeing Group	Not applicable for Q4	Draft plan tabled at H&W Group and approved by the group	100% of actions delivered	Mary Bagley, Head of Cultural and Community Services	Allison Thomas, Strategic Director, Service Delivery	H&CS	
P2.3 Improve the condition of housing stock and public buildings.		P2.3A Deliver the Planned Maintenance Housing programme over four years	P2.3A	Deliver the Planned Maintenance Housing programme over four years	£2,717,193.80	35%	100% against the annual plan 2020-21	Paul Whittingham, Head of Housing	Allison Thomas, Strategic Director, Service Delivery	H&CS	
			P2.3B	Develop and deliver the Public Buildings programme over four years	Project Plan for 2020-21 developed	Software tested and calibrated	25% of assets to be surveyed and the planned maintenance programme for phase one to be created	Steve Baker, Head of Corporate Property	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M	
		P2.3C	Average time taken to re-let Council homes	Q4 157 days YTD 122 days	Q1 Target 21 days Q1 Actual 206 days	Median Quartile Performance (Benchmark via Housemark)	Paul Whittingham, Head of Housing	Allison Thomas, Strategic Director, Service Delivery	H&CS		

Priority	Key Aim	Outcome	PI Ref	How success will be measured	(Q4) Jan 20- Mar 20 Outturn	April 20 - June 20 (Qtr. 1)	Annual Target 2020-2021	Head of Service	Strategic Lead	Committee		
P e o p l e	Working with communities and meeting	P2.4 Support social mobility to ensure people have the opportunity to access skilled jobs, higher and further education.	P2.4A	South Derbyshire's ranking in the Social Mobility Commissions Social Mobility Index increases	311	Reported Annually in Q4	Ranked >311 on the Social Mobility Index	Mike Roylance, Head of Economic Development and Growth	Frank McArdle, Chief Executive	F&M		
		P3.1 Ensuring consistency in the way the Council deal with service users	P3.1A	Increase the number of customers who interact digitally as a first choice	1,219 Covid-19 business grants forms, 1,282 council tax forms and 12,343 online web form submissions	4,474	Upward Trend	Elizabeth Barton, Head of Customer Services	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M		
		P3.2 Have in place methods of communication that enables customers to provide and receive information.	P3.2A	Reduce face-to-face contact to allow more time to support those customers who need additional support	2,463 enquiries dealt with at Customer Services Desk. Visitors to office 4,490. Please note this was up to 20th March as offices then closed due to Covid19.	No visitors due to Covid-19	Downward trend in Face to Face interactions	Elizabeth Barton, Head of Customer Services	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M		
		P3.3 Ensuring technology enables us to effectively connect with our communities.	P3.3A	Number of customer telephone calls answered by Customer Service	Total Calls 26,280 21,350 calls handled & 4,930 automated call payments	Total Calls: 22,387 (17,016 calls handled, 5,371 automated call payments)	Downward Trend	Elizabeth Barton, Head of Customer Services	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M		
			P3.3B	Increase digital engagement (Twitter, Instagram, Facebook)	Total FACEBOOK fans: 22,440, total TWITTER followers: 11,448, No Instagram account yet, total ALL SOCIAL MEDIA fans: 33,888. Social Media queries: 287	Total FACEBOOK fans: 26,369, total TWITTER followers: 7,971, No Instagram account yet, total ALL SOCIAL MEDIA fans: 34,340. Social Media queries: 182	Upward Trend	Fiona Pittam, Head of Organisational Development & Performance	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M		
		P3.4 Investing in our workforce	P3.4A	Increase the level of staff engagement	No Q4 Update. First Staff survey to take place in 20/21.	Reported annually	No target for Yr1. Baseline Data only	Fiona Pittam, Head of Organisational Development & Performance	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M		
			P3.4B	Number of apprenticeships	4 (1.2% of head count)	4 (1.2% head count) (three vacancies currently, one advertisement active, mitigating factors updated)	>2.3% of head count	Fiona Pittam, Head of Organisational Development & Performance	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M		
			P3.4C	Average number of staff days lost due sickness	3.58	3.68	Downward Trend	Fiona Pittam, Head of Organisational Development & Performance	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M		
			P3.4D	% of employees that consider that the Council has a positive health and safety culture	No Q4 update for 19/20. First Staff survey to take place in 20/21.	Reported annually	No target for Yr1. Baseline Data only	Fiona Pittam, Head of Organisational Development & Performance	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M		
		O u r F u t u r e	F1. Develop skills and careers	F1.1 Attract and retain skilled jobs in the District	F1.1A	Increase the number of employee jobs in South Derbyshire	32,000		More than Q4 2019/20	Mike Roylance, Head of Economic Development and Growth	Frank McArdle, Chief Executive	F&M
				F1.2 Support unemployed residents back into work								
			F2. Support economic growth and infrastructure	F2.1 Encourage and support business development and new investment in the District	F2.1A	Annual net growth in new commercial floorspace (sqm)	2885 sqm	Reported Annually in Q4	12,269.5 sqm	Mike Roylance, Head of Economic Development and Growth	Frank McArdle, Chief Executive	F&M
					F2.1B	Total Rateable Value of businesses in the District	£67,486,786	£67,528,690	More than Q4 2019/20	Mike Roylance, Head of Economic Development and Growth	Frank McArdle, Chief Executive	F&M
F2.2 Enable the delivery of housing across all tenures to meet Local Plan targets	F2.2A			Speed of decision on discharging conditions on housing applications	80%	100%	90% within 8-13 weeks or as agreed with the applicant	Steffan Saunders, Head of Planning and Strategic Housing	Allison Thomas, Strategic Director, Service Delivery	E&DS		
	F2.2B			% of planning applications determined within the statutory period	93%	94%	>90%	Steffan Saunders, Head of Planning and Strategic Housing	Allison Thomas, Strategic Director, Service Delivery	E&DS		
F2.3 Influence the improvement of infrastructure to meet the demands of growth.	F2.3A		Secure new facilities and contributions through Section106 to mitigate impacts of development. Achieve all necessary highway, education, healthcare, and recreation contributions	No Q4 update for 19/20. New indicator, data will be collected from April 2020 onwards as retrospective data is not possible to collect.	Reported Annually in Q4	90%	Steffan Saunders, Head of Planning and Strategic Housing	Allison Thomas, Strategic Director, Service Delivery	E&DS			
F3. Transforming the Council	F3.1 Provide modern ways of working that support the Council to deliver services to meet changing needs.		F3.1A	Deliver against the Transformation Action Plan	No Q4 update for 19/20. Transformation plan to report from Q1 onwards		Deliver 100% against action plan	Anthony Baxter, Head of Business Change and ICT	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M		
	F3.2 Source appropriate commercial investment opportunities for the Council		F3.2A	Develop our approach towards the commercialisation of services which include grants, sponsorship, fees and charges and operating models and increase the income generated from these activities	Preliminary discussion between Operational Services and Finance have taken place, working group and action plan not yet established		Form a working group & Action Plan	Adrian Lowery, Head of Operational Services	Allison Thomas, Strategic Director, Service Delivery	F&M		



Corporate Plan 2020-2024

Performance Measure Report Index

Housing and Community Services Committee

Team: Organisational Development and Performance

Date: August 2020

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Our Environment | Our People | Our Future

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Performance Measure Report Index

Corporate Plan 2020-2024

Summary

The Corporate Plan 2020-2024 has 35 Corporate Measures which underpin the Council's three priorities Our Environment, Our People, Our Future.

The following Committees are responsible for overseeing the delivery of the following key aims and outcomes:

Environmental and Development Services Committee (E&DS) is responsible for 12 Corporate measures under the key aims:

- E1. Improve the environment of the District
- E2. Tackle climate change
- E3. Enhance the attractiveness of South Derbyshire
- P2. Supporting and safeguarding the most vulnerable
- F2. Support economic growth and infrastructure

Housing and Community Services Committee (H&CS) is responsible for seven Corporate measures under the key aims:

- E3. Enhance the attractiveness of South Derbyshire
- P1. Engage with our communities
- P2. Supporting and safeguarding the most vulnerable

Finance and Management Committee (F&M) is responsible for 16 corporate measures under the key aims:

- E3. Enhance the attractiveness of South Derbyshire
- P2. Supporting and safeguarding the most vulnerable
- P3. Deliver Excellent Services
- F1. Develop skills and careers
- F2. Support economic growth and infrastructure
- F3. Transforming the Council



Housing and Community Services Committee (H&CS) is responsible for seven Corporate measures

Our Environment

Measure

- The number of Green Flag Awards for South Derbyshire parks

Our People

Measure

- Number of new and existing community groups supported
- Number of Anti-social behaviour (ASB) interventions by type
- % of households prevented from homelessness
- Deliver the objectives identified in the South Derbyshire Health and Wellbeing Group
- Deliver the Planned Maintenance Housing programme over four years
- Average time taken to re-let Council homes



PRIORITY: OUR ENVIRONMENT

OUTCOME: E3.2 - Improve public spaces to create an environment for people to enjoy

Measure and Ref	E3.2A - The number of Green Flag Awards for South Derbyshire parks			Committee	H&CS
Definition	<p>Increase the Green Flag Awards for South Derbyshire green spaces by two so that there are four Green Flag Awards in South Derbyshire by 2024</p> <p>The Green Flag Award scheme recognises and rewards well managed parks and green spaces, setting the benchmark standard for the management of recreational outdoor spaces across the United Kingdom and across the world.</p> <p>The green spaces are judged annually through their management plan and a site visit by external Green Flag Judges on the 27 different Green Flag criteria under the following eight headings:</p> <p>A Welcoming Place; Healthy Safe and Secure; Well Maintained and Clean; Environmental Management; Biodiversity; Landscape and Heritage; Community Involvement; Marketing and Communication; Management.</p>			Why this is important	<p>To ensure that everybody has access to quality attractive green and open spaces. Green Flag standard green spaces are important for mental and physical health and wellbeing, children’s development and play, natural heritage including ecosystems and biodiversity and the economic benefits of adjacent residential and industrial premises. To ensure that these spaces are appropriately managed and meet the needs of the community they serve. To establish standards of good management and to promote and share best practice amongst the green space sector.</p>
What good looks like	<p>The purpose of this PI is to see an upward trend over four years increasing the sites managed to Green Flag standard by 100%. The Green Flag Awards will be reported annually in quarter three of each year following the judging of the green spaces over the summer period.</p>				
History with this indicator	<p>At present there are two Green Flag green spaces in South Derbyshire, Eureka Park and Maurice Lea Memorial Park.</p>				
2019/20 baseline data		Two Green Flag Parks in 2019			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21					



2021/22	4 Green Flag Parks by 2024				
2022/23					
2023/24					
<u>Performance Overview – quarterly update</u>				<u>Actions to sustain or improve performance</u>	
As at 2019/2020 the Council has been awarded two Green Flag Parks. Initial action planning is scheduled for later in year to achieve target.					
Benchmarking					



PRIORITY: OUR PEOPLE

OUTCOME: P1.1 - Support and celebrate volunteering, community groups and the voluntary sector

Measure and Ref	P1.1A - Number of new and existing Community Groups supported	Committee	H&CS
<p>Definition</p>	<p>The number of Community Groups supported by the District Council. Support will include:</p> <ul style="list-style-type: none"> • Assistance with setting up a new group • Providing advice and support on developing constitution, policy, legislation, seeking external funding, safeguarding, accessing training and coaching. • Referrals to other third-party agencies • Providing Financial support through Community partnership Scheme and Safer Neighbourhood Grants • Assisting with events and initiatives • General support through attending meetings, helping with promotion or obtaining third party support for group. • Neighbourhood Planning <p>The Services that are asked to record their support with Community Groups are those that will regularly work with Community groups, namely:</p> <ul style="list-style-type: none"> • Environmental Health • Housing (Community Engagement / Tenants Participation) • Communities Team • Cultural Services • Active Communities and Health • Economic Development • Environmental Development / Education • Planning (Neighbourhood Planning) 	<p>Why this is important</p>	<p>The Service offers support to Community Groups however this is not always recorded to gauge the level of impact on the Community.</p>
<p>What good looks like</p>	<p>First year will be benchmarking and then see an increase in the numbers of groups supported.</p>	<p>Mitigating actions</p>	<p>Communities Team Manager to contact relevant staff to remind to input into Spreadsheet</p>
<p>History with this indicator</p>	<p>N/A</p>		
<p>2019/20 baseline data</p>		<p>N/A</p>	



	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Proxy	28			
2021/22	Upward trend				
2022/23	Upward trend				
2023/24	Upward trend				
Performance Overview – quarterly update				Actions to sustain or improve performance	
<p>During Q1 – 28 Community Groups were Supported Providing support to the following areas.</p> <ol style="list-style-type: none"> 1. Advice / Support with delivering an Event / Initiative 2. Advice / Support with setting up a Community Group 3. Advice/ Support with finding External Funding 4. Advice/ Support with Project Development 5. Advice/ Support with setting up Constitution 6. Community and Environmental Partnership Grant 7. General assisting i.e.: attendance at meetings 8. Neighbourhood Planning 9. Other: please provide information 10. Referral to 3rd Party Organisation 11. Safer and Stronger Neighbourhoods Grant 12. Support with Training / Coaching <p>Community groups to receive support included: People Express, South Derbyshire CVS, Asian Over 60s, Aston and Weston Bowls Club, Butterfly Transect Volunteers, Church Gresley Community Group, Egginton Parish Council, Elvaston Parish Council, Etwall PC / Frank Wickham Hall, Fight Station, Friends of Hawfields Football Ground, Gresley FC in the Community, Gresley Old Hall.</p>				<p>Numbers supported similar to Q4. Much of the support provided to Community Groups around Covid has been provided by South Derbyshire CVS and Citizens Advice and has been widely promoted (by the Council and Derbyshire County Council) so few calls from community groups have come directly into the Council.</p>	
Benchmarking					



PRIORITY: OUR PEOPLE

OUTCOME: P1.2 - Help tackle anti-social behaviour & crime through strong and proportionate action

Measure	P1.2A - Number of ASB interventions by type compared to the overall reported incidents of various forms of anti-social behaviour.				Measure Ref	H&CS	
Definition	The effectiveness of the delivery of the services will be assessed as High, Moderate, Minor or Minimal based on a comparison of the changes in numbers of anti-social behaviour complaints and relevant interventions				Why this is important	This is intended to show the service activity around interventions and the result of the interventions	
What good looks like	The assessment will be based on the matrix shown and calculated in accordance with the separate published methodology					Mitigating actions	Type of Interventions to help tackle anti – social behaviour includes: <ul style="list-style-type: none"> • Penalty notice • Legal notice • Prosecution / injunction
		Number of Enforcement Actions compared to baseline					
	Number of ASB Incidents compared to baseline		Increasing Actions	Same Level of Actions	Decreasing Actions		
		> 10% Decrease	High	High	Moderate		
No significant change		Moderate	Moderate	Moderate			
	> 10% Increase	Moderate	Minor	Minimal			
History with this indicator	No historical monitoring of this indicator						
2019/20 baseline data		2019/20 baseline data is unavailable. In 2018/19 an estimated 3500 reports of relevant forms of Anti-social behaviour (ASB) were received and an estimated 47 formal legal interventions were made.					
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)		
2020/21	'Moderate' or 'High'	Minimal					
2021/22	'Moderate' or 'High'						
2022/23	'Moderate' or 'High'						



2023/24	'Moderate' or 'High'				
<p><u>Performance Overview – quarterly update</u></p> <p>Reports of ASB to the Police and Council more than doubled compared to 2019/20 in the first quarter. The vast majority of calls were either directly or indirectly associated with the societal impacts associated with COVID19. The figures are <u>not</u> considered to be representative of a deterioration in ASB in South Derbyshire. However, they do demonstrate the extensive collateral impacts on local communities of the pandemic.</p>			<p><u>Actions to sustain or improve performance</u></p> <p>Implementing systemic change in response to the unique circumstances of COVID19 is not considered to be proportionate or sustainable. Many of the issues created by the circumstances will never recur. Nevertheless, Council officers involved in these services will look to embed the positive changes and impacts which COVID19 forced upon services into how they are delivered in future.</p>		
<p>Benchmarking</p>		<p>Level of crime rate (per 1,000 population) and Number of ASB Police calls for Service (per 1,000 population)</p>			



PRIORITY: OUR PEOPLE

OUTCOME: P2.1 - With partners encourage independent living and keep residents healthy and happy in their homes.

Measure	P2.1A - Number of households prevented from Homelessness	Committee	H&CS
Definition	The purpose of the performance indicator is to measure the total number of homeless cases whereby homelessness was prevented or relieved. The Homelessness Reduction Act 2017 places duties on local authorities to take reasonable steps to assist households to ensure that accommodation does not cease to become available. These are known as <i>Prevention cases</i> . It also places duties on local authorities to take reasonable steps to assist households to secure suitable accommodation when it becomes available. These are known as <i>relief cases</i> .	Why this is important	To demonstrate the effectiveness of the Councils services in preventing homelessness from occurring.
What good looks like	Good performance would be to increase the level of prevention work to prevent households from becoming homeless and have a reduced level of relief work which focuses on supporting households in secure accommodation after they have become homeless.		
History with this indicator	This is a new performance indicator which is guided by the Homeless Reduction Act 2017.	Mitigating actions	As a result of the Coronavirus pandemic all local Bed and Breakfast accommodation as instructed by Government stopped operating with immediate effect on 24 th March 2020. There was one household in bed and breakfast accommodation that went to stay with family In line with Government advice not to have any households sleeping rough, issued in the last week of March 2020 the Council immediately identified three further units of accommodation from its general needs stock that could be made readily available for rough sleepers, hospital discharge or early prison released. This number is fluid and is being closely monitored to match demand. The Council has incurred costs which are currently being managed.



					Discussions were held with Derbyshire Housing Officer Group (DHOG) members and neighbouring authorities regarding collaboration and alternative provision, although the conclusion was to make a block booking of five rooms at a Bed and Breakfast in Burton on Trent.
2019/20 baseline data		During Q4 a total of 103 cases were either prevented or relieved.			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Proxy measure to show service activity	64 cases- 19 cases ended in prevention and 45 cases ended in relief			
2021/22	Proxy measure to show service activity				
2022/23	Proxy measure to show service activity				
2023/24	Proxy measure to show service activity				
<u>Performance Overview – quarterly update</u>				<u>Actions to sustain or improve performance</u>	
<p>Quarter 1 Overview 19 cases were ended in Prevention</p> <p>The preventative action taken is detailed below:</p> <p>Withdrew application=2 Lost contact= 7 Went onto relief stage=1 Supported Housing=3</p>				<p>There has been the COVID-19 Pandemic during the first quarter of this financial year which has had an impact on the approaches of homeless cases. The Council identified some general needs stock to be used as Emergency Temporary Accommodation for families to build resilience into the service. (two three-bed houses for families one in Repton and one in Hartshorne have been used). The Council also part-furnished some of its temporary accommodation with YMCA furniture</p>	



<p>Moved out of area=1 Stayed in Private Rent =1 New Private Rent = 1 Part VI offer with Registered Provider =3</p> <p>Quarter 1 Overview 45 cases were ended in Relief</p> <p>The relief action taken is detailed below: Lost contact= 6 Supported accommodation=10 Private rent=3 Part VI Registered Provider =5 Final duty=13 Withdrew application=2 Part VI offer SDDC= 3 Returned home=1 Intentionally Homeless =2</p> <p>The total number of active cases as at the 30th June 2020 is 154</p>	<p>packs, mini-cookers, increased credit on gas and electric meters and arranged food parcels for incoming occupants.</p> <p>There have been more cases in the relief stage of homelessness, this was to be expected due to the lockdown of potential options to prevent households from becoming homeless. There was also the suspension of the Council's Choice Based Lettings system and the allocation of social housing.</p> <p>The Council lost contact with several households during this period and this is considered another aspect of the Covid pandemic.</p> <p>There was a good number of households that went into supported housing during this period which was very positive as households can have support specialised in their areas of need</p> <p>Going forward depending on the Covid-19 situation the Council would like to see a higher number of households prevented from becoming homeless and fewer household in the relief stage</p> <p>There have been no Section 21 evictions from privately rented accommodation, the suspension on this is due to be lifted In August 2020. Courts will have a backlog of Evictions to deal with which will impact on figures. Prison releases are starting to come through. The Council has also entered into a 12-month Contract with Trident Housing since the last quarter's report to support victims of domestic violence.</p>
<p>Benchmarking</p>	<p>To be developed as part of the review of the Homeless Strategy to be presented in early 2021</p>



PRIORITY: OUR PEOPLE

OUTCOME: P2.2 - Promote health and wellbeing across the District

Measure and Ref	P2.2A - Deliver the objectives identified in the South Derbyshire Health and Wellbeing Group			Committee	H&CS
Project detail	Delivery against the key themes identified in the Health and Wellbeing Group Action Plan as appropriate to the Council. The current key themes are: <ul style="list-style-type: none"> • Health inequalities between different communities are reduced • People make choices in their lifestyles that improve both their physical and mental wellbeing • Older people, people with dementia and other long-term conditions and their carers have a good quality of life, retain their independence for as long as possible, and receive the support they need at the end of their lives. • (Note these will be updated in March/April 2020) • Deliver 100% of the actions identified 			Why this is important	To support the overall health and wellbeing of South Derbyshire residents.
				Mitigating actions	The action plan for the Health and Wellbeing Group will be developed before the end of the 2019/20 financial year and then presented to the wider group in the next scheduled meeting in 2020/21. Actions achieved in each quarter will be reported.
Project Action Plan	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)	
2020/21	Action plan developed and adopted				
Project Overview: Quarterly update A Draft action plan is being developed in relation to Covid-19. Annual Health and Wellbeing Action Plan detail is being paused and will be presented to all partners in Q2 (depending on Government guidelines) and adopted during Q2				Actions to sustain or improve performance Reassessment of the opportunities for the Health and Wellbeing Group and action plan during Covid-19 pandemic.	



PRIORITY: OUR PEOPLE

OUTCOME: P2.3 - Improve the condition of housing stock and public buildings.

Measure and Ref	P2.3A - Deliver the Planned Maintenance Housing programme over four years			Committee	H&CS
Project detail	<p>Deliver 100% of the planned maintenance project over four years</p> <p>Each financial year a programme of planned maintenance will be drawn up which addresses statutory and other guidance for maintaining homes up to any regulatory standard and safety standard. These works can be funded through either capital or revenue and will all be either procured appropriately as contracted work or completed by the in-house Direct Labour Organisation.</p> <p>The plan will change annually subject to stock condition surveys and any other property fitness assessment.</p> <p>The annual maintenance and expenditure plan will be reported to Housing and Community Services Committee and progress measured against this plan.</p>			Why this is important	To ensure that Council properties are being maintained through a programme of planned and contracted works
				Mitigating actions	<p>Contracts for the maintenance of dwellings in order to comply with all relevant legislation and guidance</p> <p>Programme revised to set deliverable targets based on current environment /supply chain</p>
Project Action Plan	Q1 Projected Spend (Apr-June)	Q2 Projected Spend (Apr - Sept)	Q3 Projected Spend (Apr - Dec)	Q4 Projected Spend (Apr 20 - Mar 21)	
2020/21	£680,525.00	£1,361,050.00	£2,041,575.00	£2,722,100	
Project Overview: Quarterly update					Actions to sustain or improve performance
<p>During Q1. £239,752.99 was spent on planned maintenance works which equates to 35% of the anticipated budget spend in the quarter of £680,525.00.</p> <p>COVID19 and the current restrictions that are in place has impacted on the ability to obtain access to properties and has had significant impact on the materials supply chain and also the availability of contractors', staff and tradespeople.</p> <p>Contractors are back on site either carrying out surveys or carrying out works and have been able to complete roofing, fire safety and heating works.</p>					<p>Negotiations are underway with current contractors with regard to increasing their capacity in order to achieve spend.</p>



Programme for 2020/2021.

Kitchens	C1107	KRCT	MRA	£4,500.00	95	£	427,500.00	Melbourne
Bathrooms	C1107	BARP	MRA	£3,700.00	40	£	148,000.00	Midway, Newhall
Roof Coverings	C1107	ROOF	MRA	£7,000.00	100	£	700,000.00	Midway
Windows	C1107	PVCU	MRA	£3,800.00	30	£	114,000.00	District wide
Doors	C1107	DRRN	MRA	£580.00	20	£	11,600.00	ADHOC
Rewires	C1107	DER	MRA	£2,800.00	121	£	340,000.00	District wide
Active Fire Protection - Installs	C1107	AFP	MRA	£2,083.33	24	£	50,000.00	District wide
Passive Fire Protection - Fire Doors	C1107	PFP	MRA	£8,000.00	100	£	800,000.00	District wide
Heating Installs	C1107	HIAU	MRA	£3,100.00	110	£	341,000.00	District wide
Communal Doors (Bamford)	C1107	COMDR	MRA	£40,000.00	2	£	80,000.00	Urban Swadlincote
Conversions	C1107	CONV	MRA	£20,000.00	3	£	60,000.00	Etwell & Swadlincote
Home from Home	C1107	HFM	MRA	£90,000.00	1	£	90,000.00	Newhall

Overall HRA Budget	£2,584,550.00
Annual HRA Forecasted Spend	£2,591,400.00
Variation to Budget	£6,850.00
Overall MRA Budget	£2,535,000.00
Annual MRA Forecasted Spend	£2,722,100.00
Variation to Budget	£187,100.00



Spend 20/21	April - June	April- Sept	April - Dec	Arpil - Mar
HRA	£ 647,850.00	£ 1,295,700.00	£ 1,943,550.00	£ 2,591,400.00
MRA	£ 680,525.00	£ 1,361,050.00	£ 2,041,575.00	£ 2,722,100.00
DFG's	£ 198,093.75	£ 396,187.50	£ 594,281.25	£ 792,375.00

There is currently £258,500 in the pipeline for DFG's



PRIORITY: OUR PEOPLE

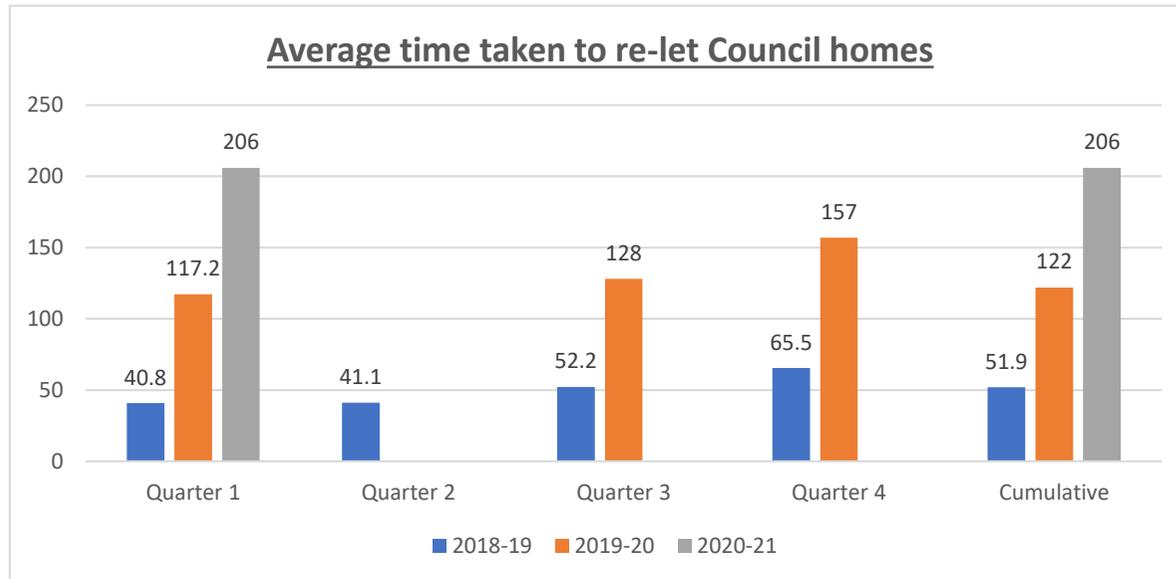
P2.3C OUTCOME: Average time taken to re-let Council homes

Measure	P2.3C Average time taken to re-let Council homes			Committee	H&CS
Definition	This indicator measures the average time (in calendar days) to re-let all vacant Council properties during the reporting period.			Why this is important	Re-letting Council homes in a timely manner reduces the amount of rent loss (£) and ensures stock is available to allocate to applicants on the waiting list.
What good looks like	This measure will be benchmarked via Housemark, the benchmarking provider for Housing Services. Good performance would be to achieve 'Median Quartile' performance when benchmarked against a similar peer group.				
History with this indicator	This is a new indicator, in the previous Corporate Plan performance was reported for day-to-day responsive properties and excluded properties which had undergone major works, for example a new kitchen, new bathroom or a re-wire. For the current Corporate Plan (2020-24) this indicator will report against the average time to re-let <u>all</u> Council homes.			Mitigating actions	
2019/20 baseline data		During Q4 the average re-let time was 157 days (this includes all council properties, irrespective of whether major or minor repair work was carried out) The average re-let time for 2019/20 was 122 days.			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Median Quartile Performance	206 days average all properties (COVID-19)			
2021/22	Median Quartile Performance				
2022/23	Median Quartile Performance				
2023/24	Median Quartile Performance				
<u>Performance Overview – quarterly update</u>				<u>Actions to sustain or improve performance</u>	
Prior to the late commencement of the Repair Contract in July 2019 a backlog of vacant properties had accrued. The works required in these properties was beyond the scope of the in-house Repairs Team. Additional void properties arose during the year in similar condition,				Revised processes are in place to ensure that properties are safe and fit before reletting after major works are complete. Phased Plan produced. Move to single Voids Tracker Sheet used by staff to track progress of property.	



many requiring rewires and redecoration. NOVUS has planned programmes in place to complete work on void properties and enable them to be re-let. Since Lockdown in March 2020 the Council has only been able to complete works and let properties on an emergency basis. Lockdown has been lifted and the Allocations team have advertised and are re-letting properties as they are being returned from the voids process since 10th June 2020.

Advertising and reletting of properties started on 10th June 2020 although only on a limited basis – 10 properties per week to clear a backlog of 32 over Covid, no restrictions on Registered Partners’ adverts, to ensure that matching, shortlisting, offers, viewing and sign ups were manageable. The Home Finder website was updated with government advice on moving prior to adverts recommencing. Risk Assessments in place for staff conducting sign ups and PPE to avoid delays. NOVUS capacity for work increasing as staff return from Furlough. Some issues remain with the Supply Chain.



Benchmarking

This performance indicator will be benchmarked with Housemark once performance data has been validated.



SERVICE DELIVERY RISK REGISTER (AS AT Q1 2020/21)

Risk	Rating and current position	Risk treatment	Mitigating actions	Change since last quarter	Risk Owner
<p>SD1 - Loss of income to the Housing Revenue Account</p>	<p>Rent reduction controls relaxed and rent increase now in place. Reduction of income through the Impact of COVID19 on Universal Credit (UC) claims is now greater.</p> <p>Likelihood is high and impact is now moderate</p>	<p>Treat the risk through continuous action and review.</p>	<p>Income policies/processes are being revised.</p> <p>The Council has invested in I.T. solutions to maximise opportunities to collect income and support those in financial difficulty.</p> <p>Increased focus on collection of rent and other housing debt.</p> <p>New dwellings mitigate revenue lost through Right to Buy (RTB). New Builds can still be purchased under (RTB) after three years for Secure Tenancies.</p> <p>The uptake of UC has risen sharply through the impact of COVID19 on Council tenants</p> <p>The Housing Service has made operational changes to deal with this increase in the short-term</p>	<p>No change to rating or mitigating actions</p>	<p>Housing Services</p>
<p>SD2 - Failure to collect financial contributions or to enforce the delivery of obligations within Section 106 Agreements.</p>	<p>Failure to collect financial contributions or to enforce obligations within Section 106 Agreements. Slight increase in likelihood of requests to defer payments or review viability of development schemes in response to COVID-19 impacts.</p> <p>Likelihood is unlikely but the impact is significant.</p>	<p>Treat the risk through continuous action and review.</p>	<p>Implementation of new software is now complete.</p> <p>Team Leader overseeing the process with dedicated officer monitoring and reviewing progress of agreements relating to 'live' sites.</p> <p>The Service has been recently audited and has put in place actions to address the minor recommendations.</p> <p>Continued use of District Valuer in vetting additional requests for viability review. Discretion over enforcement or payment plans can ensure collection of fees over longer period if cashflow a problem for developers.</p> <p>Page 30 of 93</p> <p>Once S106 funds are received, Planning Policy team send regular reminders to colleagues including external</p>	<p>No change to rating or mitigating actions</p>	<p>Planning and Strategic Housing</p>

			bodies to minimise the risk of S106 money going unspent.		
SD3 – Safety standards	<p>Failure to comply with basic safety standards in flats/blocks with communal areas.</p> <p>Work has been undertaken to put specialist fire asbestos, legionella contracts in place.</p> <p>Likelihood is medium and impact has potential to be significant.</p>	Treat the risk through continuous action and review.	<p>Process underway to update safety procedures for fire, gas, electricity, legionella and asbestos to ensure the Council has appropriate controls in place to manage risks. Progress made so far includes:</p> <ul style="list-style-type: none"> • Fire safety contractor appointed • Gas servicing 100% compliant • Electrical testing contractor appointed • Legionella - sheltered schemes testing in place, void properties shower heads/dead legs removed <ul style="list-style-type: none"> • Asbestos testing contractor appointed • Asbestos removal contractor appointed • Successful completion of an asbestos audit by the Health and Safety Executive <p>Whilst the likelihood reduces as contracts are in place, works programmes to the value of £250,000 per annum are required for the next two years to achieve full compliance, so the overall likelihood remains medium. Fire safety work is now underway in communal blocks, including consultation with tenants affected by the work. Additional contractor capacity is being negotiated in order to increase volume of programme.</p>	No change to rating, mitigating actions updated to include contractor capacity	Housing Services
SD4 – Universal Credit	Loss of income to the Housing Revenue Account through full roll out of Universal Credit (UC) from November 2018.	Treat the risk through continuous action and review.	<p>Welfare Reform Group, including key internal/external partners, meets on a monthly basis to manage roll-out against an agreed action plan.</p> <p>Invested in I.T. solutions to maximise opportunities to collect income and support those in financial difficulty.</p>	No change to rating or mitigating actions	Housing Services

	<p>There is still uncertainty as to the financial impact of this, but the Council has plans in place working with internal/ external stakeholders to manage this process.</p> <p>Likelihood is high and the impact is moderate.</p>		<p>The Impact of COVID19 on Council tenants has seen a sharp rise in the number of UC Claimants</p> <p>Delays in UC payments have led to a rise in rent arrears. The Housing Service has made operational changes to mitigate this risk.</p>		
<p>SD5 – Reduction in funding for Cultural and Community Services</p>	<p>Reduction of Council funding into Cultural and Community Services. Unable to source external funding to service.</p> <p>There is likely to be additional funding needed to replace income lost through Covid-19</p> <p>Likelihood is moderate and the impact is moderate</p>	<p>Treat the risk through continuous action and review of funding streams and Cultural and Community Services Restructure.</p>	<p>Forward budget planning over a number of years. Approvals for reserve spend to secure staffing positions up to March 2021 initially for Active Communities.</p> <p>Maintain current funding contribution that the Council makes towards the Active Communities service.</p> <p>The Council is in the first year of a three-year funding agreement with the Police and Crime Commissioner (PCC) for £25,000 per year Community Safety Funding.</p> <p>The Council receives £35,000 per year Basic Command Unit funding from the Chief Superintendent. This is received annually with no long-term commitment.</p> <p>Rolls Royce new three-year sponsorship of the Environmental Education Project confirmed.</p> <p>Continually seek external funding opportunities to support service delivery. This will extend to Covid-19 new funding pots.</p>	<p>No change to rating or mitigating actions</p>	<p>Cultural and Community Services</p>
<p>SD6 - Need to upgrade infrastructure at Rosliston Forestry Centre.</p>	<p>Need to upgrade Infrastructure at Rosliston Forestry Centre.</p> <p>Regular meetings held at operational and strategic levels with the Forestry Commission.</p>	<p>Treat the risk through continuous action and review.</p>	<p>Condition survey updated as part of procurement exercise for new contractor.</p> <p>Focus on implementing infrastructure requirements identified in external consultant's report.</p> <p>Make invest to save business cases and projects as part of the Capital Programme bid.</p>	<p>No change to rating, mitigating actions updated to include health and safety works</p>	<p>Cultural and Community Services</p>

	Likelihood is moderate but the impact would be moderate		<p>Collaboration with Head of Corporate Property on improvements to the Planned Preventative Maintenance (PPM).</p> <p>Engage tenants and keep Senior Leadership Team informed</p> <p>Covid-19 pandemic has enabled an opportunity to do some minor health and safety works whilst the site was closed to the public.</p>		
SD7 - Failure to meet housing delivery targets set out in the five-year supply.	<p>Failure to meet housing delivery targets.</p> <p>Local Plan is in place which sets out the five-year supply. Latest monitoring for 19/20 indicates the Council was performing above target.</p> <p>Likelihood is low but could move to moderate in light of COVID-19 impacts pushing delivery back in the Plan period, but the impact would be significant.</p>	Treat the risk through continuous action and review.	<p>Monitoring/review of performance ongoing.</p> <p>Active pursuit of schemes and opportunities. Increased focus on facilitating prompt commencement of development.</p> <p>Develop action plan(s) where necessary.</p> <p>Current five-year housing land supply rate at 5.92 years - most sites started are building at a rate above that originally anticipated such that c.1300 were completed in 2019/20 - work to accelerate progress on two sites continues.</p> <p>Support government proposals to offer flexibility in supply and delivery requirements in light of COVID-19 effects.</p>	No change to rating or mitigating actions	Planning and Strategic Housing
SD8 - Failure of IT infrastructure that supports Planning Systems, LLPG and Land Charges.	<p>Ongoing issues with IT infrastructure that supports Planning systems.</p> <p>Likelihood is unlikely and the impact would be significant.</p>	Treat the risk through continuous action and review.	<p>New system went live on the 1st August 2019. Work continues towards implementing remaining 'modules' of the software, migrating data and decommissioning old systems.</p> <p>Monitoring performance of new system following implementation with consideration of what additional resource is necessary to complete the project and/or fully realise the benefits of the software.</p>	No change to rating or mitigating actions	Planning and Strategic Housing
SD9- Melbourne Sports Park	Failure to deliver against external funder requirements at the Melbourne Sports Park (MSP). Ongoing discussions with national funders.	Treat the risk through continuous action and review.	<p>Regular Artificial Grass Pitch (AGP) Steering Group meetings.</p> <p>Matter under regular review at MSP Board meetings. Key funder in attendance at AGP steering group meetings.</p>	No change to rating or mitigating actions	

	<p>MSP negatively affected by Covid-19 with no income generation for 3+ months. Some external grants success to support this impact but not all.</p> <p>Likelihood is low /medium but the impact would be significant.</p>		<p>Specialist consultants, MSP representatives and Council officers progressing site drainage solutions. Planning permission approved. Contract documents now produced and final legal obligations being negotiated.</p> <p>Engagement with landowner on site permissions progressed.</p> <p>MSP Board not meeting business plan income targets so close monitoring required.</p>		<p>Cultural and Community Services</p>
<p>SD10– Sinfin Waste Plant</p>	<p>Impact on delivery rounds of diverting all residual waste to Sinfin Waste Plant.</p> <p>Move to Sinfin now to be phased over three years, giving time to minimise impact on delivery rounds.</p> <p>Likelihood is low the impact would be moderate.</p>	<p>Treat the risk through continuous action and review.</p>	<p>The long-term waste management contract between Derby City Council, Derbyshire County Council and Resource Recovery Solutions (Derbyshire) Ltd (RRS) was brought to an end on the 2nd August 2019. RRS was a 50:50 partnership between Renewi and with national construction firm Interserve. Interserve was responsible for building the waste treatment facility.</p> <p>Contingency measures have been put in place by the County and City Councils to make sure waste that residents cannot recycle or choose not to recycle continues to be dealt with, and that recycling centres and waste transfer stations continue to operate.</p> <p>These services will continue to be run by waste management company Renewi under a new two-year contract.</p> <p>With contingency arrangements already in place, the City and County Councils are confident any further impact will be minimal.</p> <p>Current waste disposal directions are unlikely to change in the medium-term, there is no restart date as yet for the Sinfin plant, therefore no impact on collection rounds.</p> <p>It is unlikely that any changes will occur in the medium term and this risk will therefore be removed in Q2, following the outcome of the Waste Service review a</p>	<p>No change to rating, mitigating actions updated to confirm risk may be replaced in quarter 2</p>	<p>Operational Services</p>

			further risk regarding the recycling contract could be identified.		
SD11– Tree Management	<p>Failure to manage the Council's tree stock in line with adopted Tree Management policy.</p> <p>Likelihood is low but the impact would be significant.</p>	Treat the risk through continuous action and review.	<p>Review of approved Tree Management Policy completed. New Tree Strategy and Policy being drafted</p> <p>Implementation of the Cultural and Community Services restructure will enable greater staff resources for tree work.</p>	No change to rating or mitigating actions.	Cultural and Community Services
SD12 –Ageing Infrastructure at Greenbank Leisure Centre	Infrastructure at Greenbank Leisure Centre including pipework to pool and roof structure needs investment.	Treat the risk through continuous action and review	<p>Building condition survey is being updated and a planned maintenance programme put in place. Head of Corporate Property.</p> <p>Complete the necessary works identified in external consultant's report</p> <p>Ensure that there is capital funding to complete the necessary works.</p>	No change to rating or mitigating actions.	Cultural and Community Services

	SERVICE DELIVERY RISK MATRIX			
Likelihood				
4 High		SD1, SD4		
3 Medium		SD5, SD6	SD3, SD12	
2 Low		SD10	SD7, SD9, SD11	
1 Unlikely			SD2, SD8	
	1 Minor	2 Moderate	3 Significant	4 Catastrophic
	Impact			

Risk Description

SD1 Loss of income to the Housing Revenue Account

SD2 Failure to collect financial contributions/enforce obligations within S106 Agreements

SD3 Safety standards

SD4 Universal Credit

SD5 Reduction in funding for Cultural and Community Services

SD6 Failing infrastructure at Rosliston Forestry Centre

SD7 Failure to meet housing delivery targets set out in the five-year supply.

SD8 Failure of IT infrastructure that supports Planning Systems, LLPG and Land Charges.

SD9 Melbourne Sports Park

SD10 Sinfin Waste Plant

SD11 Tree Management

SD12 Green Bank Leisure Centre

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 6
DATE OF MEETING:	1st OCTOBER 2020	CATEGORY: (See Notes) DELEGATED or RECOMMENDED
REPORT FROM:	STRATEGIC DIRECTOR SERVICE DELIVERY	OPEN
MEMBERS' CONTACT POINT:	PAUL WHITTINGHAM. Paul.whittingham@southderbyshire.gov.uk	DOC:
SUBJECT:	HOMEFINDER, HOUSING ALLOCATIONS POLICY-	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: (See Notes)

1.0 Recommendations

1.1 That the revised Homefinder Housing Allocations Policy is approved for implementation with effect from 1st December 2020.

2.0 Purpose of the Report

2.1 To seek approval of the final version of the Homefinder Housing Allocations policy.

3.0 Executive Summary

3.1 The draft Homefinder Housing Allocations Policy was last presented to the Housing and Community Services Committee on 30th January after consultation with the public.

3.2 The draft Policy has been reviewed by the Council's Head of Legal and Democratic Services and the final version is attached at Appendix A.

4.0 Detail

4.1 Allocations Policy

4.2 The draft Homefinder Housing Allocations Policy was presented to the Housing and Community Services Committee on 30th January 2020. The draft Policy contained a number of changes to the existing Policy. These changes are aimed at making the Policy more transparent and user friendly for applicants that wish to join the Housing

Register. The Committee will recall that the key changes to the policy which were outlined in January include:

- Increasing the Income threshold for applicants to £60,000 per household
- Allowing households with one only one family member over the age of 60, or in receipt of disability related benefits to access sheltered and supported housing.
- Allowing applicants requiring sheltered accommodation but with no local connection to join the register

4.3 The draft Policy has been subject to consultation with the public, partners, and other housing providers.

After the conclusion of the consultation process the draft Policy has been reviewed by the Council's Head of Legal and Democratic Services to ensure compliance with Housing and associated legislation and regulation. It is proposed to implement the revised Policy with effect from 1st December 2020, to allow time for the necessary changes to be made to systems and procedures and also any staff training.

5.0 Financial Implications

5.1 There are no direct financial implications with the approval of the Allocations Policy

6.0 Corporate Implications

Employment Implications

6.1 There are no direct employment implications contained within this report. The procurement of software will require the support of the Council's ICT and Business Change Service.

Legal Implications

6.2 The Allocations Policy has been reviewed by the Head of Legal and Democratic Services to ensure compliance with relevant national and legislative guidance.

Corporate Plan Implications

6.3 The new Housing Allocations Policy directly contributes to the Council's corporate aims:

Supporting and safeguarding the most vulnerable

- With partners encourage independent living and keep residents healthy and happy in their homes.

Deliver excellent services

- Have in place methods of communication that enable customers to provide and receive information.
- Ensure technology enables us to effectively connect with our communities.

Transforming the Council

- Provide modern ways of working that support the Council to deliver services to meet changing needs.

Risk Impact

- 6.4 The revised allocations policy and procurement of software to support this directly contribute to Service Delivery Risk, SD1 - Loss of income to the Housing Revenue Account, by helping to ensure the prompt letting of properties to Housing applicants.

7.0 Community Impact

Consultation

- 7.1 The Housing Allocations Policy has been subject to public consultation.

Equality and Diversity Impact

- 7.2 The Housing Allocations Policy has been subject to both external legal review and an Equality Impact Assessment.

Social Value Impact

- 7.3 The new Allocations Policy contributes directly to the aims of the Community Sustainability Strategy
- Older people, people with dementia and other long-term conditions and their carers have good quality of life, retain their independence for as long as possible, and receive the support they need at the end of their lives
 - More people feel safe and secure in their home and in the community, particularly those who are most vulnerable

Environmental Sustainability

- 7.4 The delivery of Housing register allocations and lettings services through an on-line service reduces the reliance on printed media.

8.0 Conclusions

- 8.1 The revised Allocations Policy provides for greater access to housing for those in housing need
- 8.2 The revised policy will play a pivotal part in reducing the time taken to re-let Council properties.

9.0 Background Papers

Notes:

- * Category – Please see the Committee Terms Of Reference in [Responsibility for Functions - Committees](#). This shows which committee is responsible for each function and whether it has delegated authority to make a decision, or needs to refer it elsewhere with a recommendation.

- ** Open/Exempt - All reports should be considered in the open section of the meeting, unless it is likely that exempt information would be disclosed. Please see the [Access to Information Procedure Rules](#) for more guidance.
- *** Committee Terms Of Reference in [Responsibility for Functions - Committees](#).

Homefinder Allocations Policy

Housing Services
June 2020

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Version Control

Version	Description of version	Effective Date
1	Draft for Legal and Team comments	12/6/2020
2	Draft for Leadership Team	10/9/2020

Approvals

Approved by	Date

Associated Documentation

Description of Documentation

1.0 Introduction

- 1.1 Under section 166A of the Housing Act 1996 and Part VI Housing Act 1996 (as amended), all local authorities need to have a scheme which can determine the allocation of its dwellings and must give reasonable preference to the following categories of people:
- a) People who are homeless within the meaning of Part VII of Housing Act 1996 (as amended);
 - b) People who are owed a statutory duty by any local housing authority under certain provisions of homeless legislation;
 - c) People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions;
 - d) People who need to move on medical or welfare grounds, including grounds relating to a disability; and
 - e) People who need to move to a locality in the district of the authority where failure to meet that need would cause hardship (to themselves or others).
- 1.2 Whilst giving regard to the relevant legislation this Allocations Policy determines the principles of how social or affordable housing properties will be allocated, across the district of South Derbyshire (the District), in a fair and transparent manner, taking account of both South Derbyshire District Council's (the Council's) duty to take account of housing need and it's wish to offer as much choice as possible.
- 1.3 Allocation policies provide a framework for local authorities to allocate accommodation, and to give people who have the greatest need of housing a reasonable choice about their property.
- 1.4 The Council operates a Choice Based Lettings system for and on behalf of the Council's Housing Services and other Registered providers with stock in the District
- 1.5 There is a common housing register for all social or affordable housing applicants in the District and entry to this register, and banding within it, are governed by the principles of this policy.
- 1.6 Each registered provider with stock in the district has signed up to advertise all their vacant properties through the Choice Based Lettings system.

2.0 Aims and Objectives

- 2.1 The Council aims through this policy to enable those seeking homes to make informed choices about their housing options and to maximise the use of available social or affordable housing in the District.
- 2.2 The policy seeks to:
- discharge the Council's statutory duties as contained in Part VI and VII of the Housing Act 1996 (as amended)

- offer customers information and free advice to enable them to make informed choices about their housing options
- offer as much choice as possible to customers
- create an easy to understand, fair and transparent system
- house those in priority need as determined by the relevant legislation
- help prevent homelessness
- make the most effective use of the local housing stock
- respond to the circumstances of vulnerable individuals which includes joint working with other agencies

3.0 Housing Providers working together

3.1 The Council and registered social providers who have homes to rent or buy in the District, are working together as South Derbyshire Homefinder Landlords. They have all agreed to use this policy and to allocate properties through the South Derbyshire Homefinder Choice Based Lettings System

3.2 The South Derbyshire Homefinder Landlords are:

- South Derbyshire District Council
- Derwent Living
- East Midlands Housing Association
- Guinness Northern Counties
- Metropolitan
- Nottingham Community Housing Association
- Peak District Rural Housing Association
- Riverside Midlands
- Trent & Dove Housing Association
- Trident Housing Association
- Futures Housing Group

3.3 The service level agreement with each of the South Derbyshire Homefinder Landlords allows them to allocate 5% of their vacant properties for internal transfers or discretionary management moves.

4.0 Statement of Choice

4.1 The Council believes in offering applicants on its South Derbyshire Homefinder Register the freedom to choose the properties they are interested in. The South Derbyshire Homefinder Scheme gives all its applicants the freedom to express an interest in suitable accommodation that is available. The Council also provides information and advice on other housing options to help applicants resolve their housing needs.

- 4.2 Through this policy, the Council aims to offer choice to all applicants as well as meeting its legal duty to house people who have an urgent need for housing.

5.0 Eligibility and Qualification to join the Housing Register

- 5.1 In order to join the Housing Register applicants must be:
- (a) eligible pursuant to 5.2 below; and
 - (b) not fall within the category of a non-qualifying person pursuant to 5.3 below,

5.2 Eligibility

5.2.1 People subject to immigration control

Generally, people who are subject to immigration control are **not** eligible to join the Housing Register, **unless** they fall within one of these categories:

- a person who is recorded by the Secretary of State as a refugee within the definition in Article 1 of the Refugee Convention and who has leave to enter or remain in the United Kingdom
- a person who
 - (a) has exceptional leave to enter or remain in the United Kingdom granted outside the provisions of the Immigration Rules; and
 - (b) is not subject to a condition requiring them to maintain and accommodate themselves, and any person who is dependent on them, without recourse to public funds
- a person who is habitually resident in the United Kingdom, the Channel Islands, the Isle of Man or the Republic of Ireland and whose leave to enter or remain in the United Kingdom is not subject to any limitation or condition, unless:
 - (a) that person's leave to enter or remain in the United Kingdom has been granted on the basis of an undertaking given by his/her sponsor; and
 - (b) they have been resident in the United Kingdom, the Channel Islands, the Isle of Man or the Republic of Ireland for less than five years beginning on the date of entry or the date on which his/her sponsor gave the undertaking in respect of him/her, whichever date is the later; and
 - (c) his/her sponsor or, where there is more than one sponsor, at least one of whose sponsors, is still alive
- a person who has humanitarian protection granted under the Immigration Rules

5.2.2 People not subject to immigration control

The following people are **not** subject to immigration control:

- British citizens
- Commonwealth citizens with the right of abode
- European Economic Area nationals ("EEA") exercising certain Treaty rights

- Swiss nationals exercising the same Treaty rights
- Family members and some extended family members of those EEA nationals and Swiss nationals exercising the same Treaty rights, and
- Certain people who are exempt from immigration control under the Immigration Acts (diplomats and their family members based in the UK and some military personnel)

[**Note:** the EEA includes all European Union member states and Iceland, Liechtenstein and Norway.]

Generally, people who are not subject to immigration control **are eligible** to join the Housing Register, **unless** they fall within one of the following categories:

- they are not habitually resident in the Common Travel Area (CTA) (being United Kingdom, the Channel Isles, the Isle of Man or the Republic of Ireland), or
- their only right of residence in the CTA derives from their status as:
 - (a) a jobseeker (that is an EEA national who has entered the CTA to seek work)
 - (b) a family member of a person described at (a) above
 - (c) an EEA national who has a right to reside in the UK for the first three months
 - (d) a Non-EEA primary carer of a British Citizen who is residing in the UK and the British Citizen would be unable to reside in the UK or in another EEA State if the carer is required to leave

However, the following categories of people **are eligible**, whether or not they are habitually resident in the Common Travel Area, as long as they meet the earlier criteria contained within this policy:

- a worker
- a self-employed person
- a person who is treated as a worker for the purpose of the definition of 'qualified person' in regulation 6(1) of the European Economic Area (EEA) Regulations pursuant to either —
 - (a) regulation 5 of the Accession Regulations 2004 (application of the 2006 Regulations in relation to accession State worker requiring registration), or
 - (b) regulation 6 of the Accession Regulations 2006 (right of residence of an accession State national subject to worker authorisation)
- a person who is the family member of a person specified in one of the three paragraphs above
- a person with a right to reside permanently in the United Kingdom by virtue of regulation 15(c), (d) or (e) of the EEA Regulations 2006 which provides exemption from the habitual residence test for 3 sub classes of person only
- a person who left the territory of Montserrat after 1 November 1995 because of the effect on that territory of a volcanic eruption
- a person who is in the United Kingdom as a result of his deportation, expulsion or other removal by compulsion of law from another country to the United

- Kingdom
- during the relevant period, a person who left Lebanon on or after 12 July 2006 because of the armed conflict there; and
- a person who —
 - (a) arrived in Great Britain on or after 28 February 2009 but before 18 March 2011, and
 - (b) immediately before arriving in Great Britain had been resident in Zimbabwe, and
 - (c) before leaving Zimbabwe, had accepted an offer, made by Her Majesty's Government, to assist that person to settle in the United Kingdom

5.3 Non qualifying persons

5.3.1 The following people do not qualify to join the Housing Register:

- Households with a gross annual income of more than £60,000 excluding Disability Living Allowance, or Personal Independence Payments.
- Generally, People who do not have a 'Local Connection' with the District. See paragraph 13 for the definition
- Households who include a family member that is over sixty years old applying for a flat or bungalow in the area with no local connection but with a wish to live in the District will be able to join the Housing Register, these applicants will only be offered accommodation after all other bids for that particular property have been considered.
- People who own (including those in the process of selling) and live or are able to live in a property they own unless there are exceptional circumstances. For example, a person who is a victim of domestic violence and elderly owner occupiers whose current home is not suitable for them to continue to reside and whose assets are not sufficient enough for them to secure alternative private accommodation.
- People who have made their own housing circumstances worse in the last six months (unless the Council is under section 190 of the 1996 Housing Act (as amended) required to provide temporary accommodation and advice and assistance. Examples of making housing circumstances worse include
 - (a) abandoning a previous tenancy
 - (b) moving to new housing that we assess is worse than their previous housing without good reason for doing so
 - (c) moving out of a property when, housing advice has been provided for the applicant not to move and there are no extenuating circumstances for having done so
 - (d) selling a property or giving notice on a tenancy without securing other housing first
 - (e) moving out of an adapted to an un-adapted property and still needing adaptations and there are no other circumstances that warranted a move.

- People whose application has been cancelled because they have given false information in order to obtain a tenancy in the last two years
- People successfully housed into a social or affordable housing starter or introductory tenancy of less than 12 months, unless their circumstances have changed.

5.4. People with current and/or previous tenancy related debt

5.4.1 The accrual of rent arrears or tenancy related debt will affect the application to join the Housing Register and where paragraphs (a) or (b) below apply, the Council has a discretion to decide whether the applicant qualifies to join the Housing Register:

- a) an applicant owes rent from a current or previous tenancy (within the last 6 years) with any Local Authority, Housing Association or private landlord, which resulted in a possession order being granted; or
- b) the applicant has current rent arrears of an amount that a court may grant an outright possession order.

5.4.2 If (a) or (b) above does not apply, but the applicant still has rent arrears and/or tenancy related debt, the following criteria will apply:

Debt below £100.99: applications to join the Housing Register will be approved and the application will be placed in the band to which it has been assessed as being entitled to. Thereafter, the applicant should make regular agreed payments toward clearing the debt over a period of three months before an offer of accommodation is made.

Debt between £101- £500.99: regular agreed payments must be made to reduce the debt to under half of the original amount, before approval to join the Housing Register is given. Thereafter the applicant should make regular agreed payments toward clearing the debt over a period of three months before an offer of accommodation is made.

Debt over £501+: regular agreed payments must be made to reduce the debt to under half of the original amount, before approval to join the Housing Register is given. Thereafter the applicant should make regular agreed payments toward clearing the debt over a period of 6 months before an offer of accommodation is made.

5.4.5 In addition to rent arrears the following make up tenancy-related debt:

- unpaid service charges
- outstanding rechargeable repairs for making good damage and unauthorised repairs or removal of fixtures that the tenant has undertaken without permission
- cost of clearing any abandoned goods and storage of furniture
- court costs

5.4.6 Each case will be assessed on its own merits and the Council will take into account the reasons for the accrual of the debt. The Council's Head of Housing has the discretion to approve applications with rent arrears and/or tenancy related debt and award the relevant band where there are exceptional circumstances. This may include,

but will not be limited to, those current tenants of the Council who under occupy a tenancy and have accrued arrears as a direct result of the changes in Housing Benefit Regulations.

- 5.4.7 It is the applicant's responsibility to inform the Council when the debt has been cleared, regular payments have been made or a payment arrangement has been made.
- 5.4.8 Applicants who have been assessed as being in priority need and intentionally homeless or as non-statutorily homeless will not be accepted on to the Housing Register if it can be established that they owe rent arrears on any private or social/affordable rent tenancy. An agreement to pay any arrears will still be required subject to the provisions of 5.4.4.
- 5.4.9 Applicants to whom the Council has a duty to rehouse under the Housing Act 1996 (as amended) will be considered for an allocation despite any rent arrears. An agreement to pay any arrears will still be sought.

5.5 Unacceptable behaviour

- 5.5.1 If an applicant or a member of his/her household has engaged in housing related unacceptable behaviour in the previous three years, which the Council considers serious enough to make them or their household unsuitable to be a tenant they will not be accepted on to the Housing Register.
- 5.5.2 Upon receipt of an application to join the Housing Register the Council will-
- investigate the individual circumstances of an applicant's case to establish if there is evidence of unacceptable behaviour. This will include obtaining landlord references.
 - decide if the applicant is still unsuitable to be a tenant by reason of their behaviour at the time the application is considered, taking into account whether there have been any changes in the circumstances or behaviour of the applicant.
- 5.5.3 Where the Council is satisfied that the criteria in 5.5.1 is met, the applicant will be excluded from the Housing Register. This exclusion will be in place for a period of 2 years.
- 5.5.4 When making the assessment the Council will act reasonably and will consider all relevant matters regarding health, dependents, social or other factors. Regard will also be given to the wider interests of the public. Applicants will be informed in writing of this decision, the reasons for it and the right to request a review of the decision.
- 5.5.5 Each applicant will be provided with written reasons if they are to be excluded from the Housing Register and will have the right to seek a review of that decision by a senior officer not involved in the original decision. The applicant will also have the right to ask the Council to review their case at any time during the exclusion period if they

feel that there has been such an improvement in their behaviour that they should no longer be considered to be unsuitable.

5.5.6 Where the applicant has been excluded for two years and makes a further application but there has been no improvement in their behaviour and the conditions for finding them unacceptable to be a tenant remain, the applicant can be excluded for a further two years (subject to the same review process as above).

5.5.7 Examples of 'unacceptable behaviour' that affect an applicant's suitability to be accepted on to the Housing Register include (this list is not exhaustive):

- The applicant, or a member of their household, has been convicted of a serious offence which could include violent or sexual offences, an offence against property, supplying drugs or production with intention to supply drugs
- The applicant or member of their household has breached the terms of a final Crime Prevention Injunction (i.e. a new civil injunction obtained in circumstances where an applicant has been guilty of conduct capable of causing a nuisance or annoyance) within the last 12 months
- Anti-social behaviour which the Council considers likely to cause nuisance and annoyance, harassment, violence or intimidation to others or the use of property for illegal or immoral purposes.

5.5.8 Applicants who have been assessed as being in priority need and intentionally homeless or as non-statutorily homeless will not be accepted on to the Housing Register if the conditions in 5.5.1 apply.

5.5.9 Applicants to whom the Council has a duty to rehouse under the Housing Act 1996 (as amended) will be accepted on to the Housing Register even if the conditions in 5.5.1 apply.

6 Applying to Join the Housing Register

6.1 Application

6.1.2 The South Derbyshire Homefinder Landlords keep a joint housing register, called the South Derbyshire Homefinder Register (Housing Register). This means applicants only have to complete one housing application form to be considered for housing by all the South Derbyshire Homefinder Landlords.

6.1.3 Prior to completing an application for housing, potential applicants are advised to complete a 'pre-qualification' questionnaire to assess their eligibility to register (for example, home ownership, local connection, right to reside in the UK). Those who do not meet the criteria will be invited to a housing options interview to discuss other routes to meeting their housing need.

- 6.1.4 Applicants are required to complete an online housing application. The online form can be filled in at <http://www.southderbyshirehomefinder.org.uk>. Additional information from applicants may be requested to supplement the information input.
- 6.1.5 The application form will ask applicants to provide details of any medical circumstances that are related to their current housing situation. The council may ask for further information from medical or other professionals to confirm this position. It may also be necessary to visit applicants at home in order to make a correct assessment of their circumstances.
- 6.1.6 Online applications are preferred however, where absolutely necessary a paper application form can be obtained from http://www.south-derbys.gov.uk/housing/council_housing/applying_for_housing/default.asp, by visiting South Derbyshire District Council, Civic Offices, Civic Way, Swadlincote, Derbyshire, DE11 0AH or by telephone on 01283 228773.
- 6.1.7 By submitting an application pursuant to 6.1.4 and 6.1.5, the applicant consents to the Council making all reasonable enquiries in order to satisfy itself that the applicant meets the eligibility and qualification criteria above.

6.2 Checking Housing Register Applications

- 6.2.1 Applicants are required to provide all the information requested in the application form. If this is not supplied the application will not be registered. All applications will be checked, and additional information requirements identified and requested.
- 6.2.2 Applicants must provide one piece of identification such as a passport, photo driving licence or birth certificate. Applicants must also provide proof of current address. It is the applicant's responsibility to supply proof to confirm their identity.
- 6.2.3 Where applicants have been or still are the tenant of a private or social landlord the Council will contact the landlord to obtain a tenancy reference. Applicants may also be requested to provide other proof of identity or other information relevant to the application. Applications will not be activated until all information requested is received.
- 6.2.4 The Council may also check an applicant's details with a credit-referencing agency.
- 6.2.5 Applicants must declare in the application form if they and/or other members of their household have current and past rent arrears, re-chargeable repairs or other housing related debt from any tenancy that they have held. If applicants do not provide this information and it is later discovered, the application may be cancelled, and legal action may be taken against the applicant if they have been allocated housing.
- 6.2.6 An application will be suspended until such time the information requested is received.

6.2.7 If, the information has not been provided within 28 days of request, the application will be cancelled. If an applicant provides false and/or misleading information on their application form or as part of the assessment process the application will be cancelled.

6.3.1 Activating Housing Register Application

6.3.2 The Council aims to activate application forms within 10 working days of receipt, provided they are complete and are accompanied with all the required supporting information, including landlord references and any additional information requested.

6.3.3 Applications are assessed based on the information provided on the form against the South Derbyshire Homefinder Bands (see section 11.0). Within these bands' applicants are assessed as to how many needs they and their household have. The higher the number of needs the greater priority is given for allocation.

6.3.4 Once an application has been assessed in accordance with this Policy the applicant will be informed in writing:-

- whether or not their application has been accepted and if it has been accepted then they can start to look for properties advertised on South Derbyshire Homefinder
- of their unique housing application number
- of the South Derbyshire Homefinder band they have been placed in
- whether they have been awarded a multiple or single need
- of the band award date
- of the type and size of properties for which they qualify
- how to use the South Derbyshire Homefinder scheme to look for properties

6.4.1 Applications to join the Housing Register from Councillors, employees and their close relatives

6.4.2 Councillors, employees and their close relatives (this includes siblings, parents, parents in law, grandparents, children and grandchildren), of the Council and the homefinder landlords can apply to go on the Housing Register. However, they must make their position or relationship within the Council or with the South Derbyshire Homefinder Landlord known on their application form. If they do not do this and it is discovered later that such a relationship exists, or it is found that false or misleading information was provided to help secure accommodation, then the Council may take further action against the applicant. .

6.4.3 All applications falling in this category must be submitted directly to the Council's Housing Team Leader or Head of Housing where they will be assessed to ensure no advantage or disadvantage is received.

6.4.4 Any subsequent allocation to an applicant falling into this category must be approved by the Strategic Director (Service Delivery)

7. Change of circumstances

7.1 Applicants must let the Council know if their circumstances or those of a joint applicant, or other members of their household or any number of people identified on their housing application change.

This can include but is not limited to:

- a change of address
- a change of contact telephone details
- people leaving the household or more people coming into the household
- their health getting better or worse.

7.2 If there is a change in circumstances of an applicant and of which the Council has not been informed then this could affect their banding. .

7.3 It is the applicant's responsibility to inform the Council of any change in their circumstances. They may need to complete a change of circumstances form so that their circumstances can be re assessed. The application will be suspended until the review is complete. The Council aim to complete this within 10 working days of receipt of the form.

7.4 If there is a change in circumstances that affects an applicant's band and the banding award date. The Council will write to an applicant to advise them of any changes it makes to their banding.

7.5 If the applicant's, or a member of their household needs change they can request a review their South Derbyshire Homefinder Banding.

8. The Choice based lettings system

8.1 Advertising Vacant properties

8.1.1 Vacant properties will be advertised, and applicants are required to actively seek and 'bid' for properties in which they are interested. Applicants will only be considered for a property if it is a suitable size and type for their household. Applicants expressing an interest in a particular property will be shortlisted by the following criteria:

- their needs band (the level of need we have assessed them as having, see 11.0)
- number of needs within the band (How many criteria they have been assessed as having within the band)
- the date the band was awarded

8.1.2 Applicants at the top of each vacant property shortlist will be made the offer and invited to view the property provided they are suitable for the property type and still qualify following a final review of their circumstances.

8.1.3 Properties which are empty or due to become empty will be openly advertised on a weekly cycle, on the South Derbyshire HomeFinder website.

8.2 Property Adverts

8.2.1 Adverts will include the following information about the property:

- A photo of the property (where possible)
- The location including street name
- Size and type of property
- Who is eligible to apply
- Weekly rent and service charges
- Type of heating
- If there is a garden and whether this is communal
- Details of any disabled adaptations
- Availability of a lift (if applicable)
- Parking facilities

8.2.2 Adverts will detail who is given priority in bidding for a property, i.e.

- The priority band for the property
- Size and type of household that the property is suitable for
- Any restrictions on age e.g. over 40s or 60s only
- Whether it is supported accommodation
- If pets are allowed

8.2.3 Properties will be advertised on a regular cycle and will be advertised on the Council's website.

8.2.4 Applicants will be able to express their interest (bid) in a property in a number of ways:

- Via the <http://www.southderbyshirehomefinder.org.uk> website
- In person at the Customer Services desk at the Council's Civic Offices
- By telephone (01283 228773) should the applicant be classed as vulnerable and unable to access the either of the above

8.2.5 Applicants on the Housing Register can make up to three bids per weekly advertising cycle. Applicants who have already accepted an offer of a property will be ineligible to make any further bids.

8.2.6 An applicant may refuse an offer of a property on which they have bid. An applicant may only refuse the offer of three properties in any six-month period. If they exceed this quota their application will be suspended for a period of 6 months and the applicant will not be able to bid on any other properties during this time. An offer of a property will be made by telephone, email or by post. If an applicant does not respond to an offer left as a telephone message or sent by post, this will be considered to be a refused offer.

8.2.7 Whilst the Council aims to allocate all its empty properties via the choice based letting scheme it reserves the right to allocate up to 5% of its empty properties otherwise than by the choice based letting scheme and at the discretion of the Council by direct matching to applicants in exceptional circumstances, these may include:

- Cases where moving an under occupying tenant improves the supply of larger family type accommodation or where there is financial hardship suffered as a result of Housing Benefit changes.
- Public protection cases
- Household members left in occupation following a death where there are no further succession rights
- Temporary or permanent rehousing (decant) where a maintenance issue may mean the tenant has to move to alternative accommodation
- Properties that have been significantly adapted (e.g. through floor lift, wheelchair kitchen)
- Special cases where an urgent need to move is required
- Extra Care accommodation
- Where the property advert received no bids during the cycle or where all qualifying bidders turned down the property

8.2.8 In each of the above situations the Council's Housing Team Leader will review each case individually and decide whether a direct letting is appropriate. All direct lettings will be authorised by the Council's Housing Services Team Leader and Head of Housing.

8.2.9 Information on all the properties let through the choice based letting system will be provided on the <http://www.southderbyshirehomefinder.org.uk> each quarter.

8.3.1 Each Homefinder landlord manages their own offers and will contact the successful applicant with details of the offer. Each landlord may have a different process. Applicants will be notified of an offer by telephone in the first instance and then by post. Before an offer is made to a bidder, all South Derbyshire Homefinder Landlords reserve the right to:

- carry out checks on the applicant's personal circumstances, as well as those made as part of their application
- bypass a bidder if the checks reveal the applicant's circumstances have changed, since the submission of their application, sufficient enough to remove their entitlement to their assessed banding
- withdraw an offer if checks reveal information that is not listed in the applicant's application and the banding may need to be reviewed

8.3.2 If applicants are under 18 years of age, they will not be offered a property unless they have had an interview with the Council's Tenancy Sustainment Officer and can provide details of a guarantor. See section 14.0 for further details.

8.3.3 Applicants must tell the South Derbyshire Homefinder Landlord whether they wish to accept the offer. There will be deadlines for responding to offers. Failure to respond within three days may result in the property being re-offered to the next applicant on the shortlist.

8.3.4 In exceptional circumstances the South Derbyshire Homefinder Landlords have the right to 'bypass' an applicant if they do not feel they are suitable for the property. Their decision to bypass may be because of their own policies and procedures which may

vary from landlord to landlord. This may occur where the property has adaptations or the letting is considered sensitive based on other factors.

- 8.3.5 The majority of empty properties will be advertised prior to the outgoing tenant leaving. Therefore, they may not be ready to view for a few weeks. In cases where the property is not yet empty an offer will be made on a provisional basis only and may need to be withdrawn if the outgoing tenant does not move out as they had planned.
- 8.3.6 Where the first applicant refuses an offer, the property will be offered to the next highest banded applicant and so on.
- 8.3.7 Applicants are given the opportunity to view any property offered to them. Following the viewing the applicant is expected to decide whether they wish to accept the offer.
- 8.3.8 In situations where a property is advertised and no bids are received it will be re-advertised in the next cycle with the bidding opened up to applicants who are eligible for smaller properties, usually one bedroom less.

8.4 Offers of accommodation made to staff, councillors and members of their family

- 8.4.1 Applicants and their family members who are Councillors or are employed by the Council.
- 8.4.2 Applicants defined under section 8.4.1 will be asked to register their status as an employee of the Council at the point of registering their application. This will also apply to applicants who are related to a Councillor or member of staff.
- 8.4.3 To ensure transparency and fairness, all offers of accommodation made to members of staff, Councillors and members of their family will be approved by the Council's Head of Housing and the Strategic Director, Service Delivery.
- 8.4.4 Records of offers of accommodation made to staff will be reported annually to the Council's Housing and Community Services Committee

9. Where this policy does not apply

- 9.1 There are instances where this policy does not apply. These instances are detailed in section 160 of the Housing Act 1996 and include:
- mutual exchange
 - succession of tenancy
- 9.2 In each of these instances, neither the Council nor any of the other South Derbyshire Homefinder Landlords are required to identify a new tenant for the relevant property or properties from the Housing Register.

10. Data Protection Statement

- 10.1 All personal information provided to the Council will be held and treated in confidence in accordance with the Data Protection Act 2018. Information provided will be held electronically and in paper form and kept secure at all times. Basic information regarding areas of preference may be shared with other Council departments or third party organisations to determine housing need for particular areas of the District. For example, where the demand for housing needs to be assessed in particular locations where new developments are being considered.
- 10.2 Where equality information is provided as part of the application, this is classed as 'Sensitive Personal Data' and will be treated as such and used for monitoring purposes only. Only Council employees who require this information as part of their job will have access to it.
- 10.3 Information may be shared with bodies responsible for auditing and administering public funds for the purpose of preventing and detecting fraud or other criminal offences, or for issues of child and public protection.
- 10.4 If applicants wish to access their information, they should obtain a Data Protection request form via Customer Services on 01283 595795 or from the Council's website http://www.south-derbys.gov.uk/council_and_democracy/dataprotection/information_held/default.asp Please note that an administration fee may apply.

11. Housing Need – Banding Scheme

11.1 South Derbyshire Homefinder Bands

11.1.1 Applicant's housing circumstances will be categorised into one of four bands. The bands are:

- Emergency Band
- A Band
- B Band
- C Band

11.1.2 Within each band will be a series of individual needs. An applicant may be assessed as having one or multiple needs.

11.2 Emergency band

11.2.1 Applicants will be placed in this band if:

- The Council has made a decision that it owes a duty to the applicant to rehouse them under the Housing Act 1996 (as amended)

- The Council has assessed a private sector applicant's property and found it to be 'statutorily overcrowded', and the applicant has not intentionally caused the overcrowding, as defined in the Housing Act 1985.

11.2.2 Homeless final offers

- 11.2.3 Applicants assessed as being unintentionally homeless and in priority need, who are owed the 'full housing duty', will be expected to actively make bids against suitable properties.
- 11.2.4 From the formal homeless decision date, the number of bids placed will be monitored for an initial period of four weeks. In situations where bids are not being made the Council will offer further advice. If this bidding pattern continues after the four-week period, the Council will consider making a direct offer of accommodation on the applicant's behalf and discharge the Council's emergency duty to the applicant on the first successful bid.
- 11.2.5 This offer of accommodation will be a social or affordable housing tenancy or a twelve-month assured short hold privately rented tenancy in accordance with section 193(7AA) of the Housing Act 1996 (as amended). The Council will try to take account of an applicant's preference for an area and type of property. However, due to high housing demand and a lack of supply, this may not always be possible. The Council will make any final offer in writing, and state that it is a final offer, and that it discharges its homeless duty.
- 11.2.6 If an applicant feels that a final offer property is not suitable, they may ask for a review of the offer. Applicants may ask for a review whether or not they accept the final offer.
- 11.2.7 When reviewing a final offer, a senior officer not involved in the original decision will review whether the property:
- (a) is of the right size and type for the family
 - (b) is safe for the applicant's family to live in
 - (c) takes account of any special needs the applicant or their family have, and
 - (d) the offer has taken into account any other relevant circumstances of which the Council has been informed prior to the making of the offer.
- 11.2.8 Applicants may refuse a 'final offer' of housing. If they do, the applicant will lose their emergency status and if they are a qualifying person their application will be moved to Band A. An applicant considering refusing a final offer, should discuss this first with their homeless case officer.
- 11.2.9 The Council can discharge its homeless duty by securing the applicant a 12-month assured short hold tenancy in the private rented sector and if the applicant on expiry of that tenancy becomes unintentionally homeless again within a maximum of two years, a full homelessness duty will be owed regardless of priority need.
- 11.2.10 Where an applicant with emergency status has bid on properties but has not been successful, the Council will consider whether to extend the period beyond eight weeks.

11.3 Band A

11.3.1 Applications will be placed in this band if:

- The Council has made a decision that the applicant is statutorily overcrowded. (the B band criteria of requiring an additional bedroom does not apply)
- The Council has prohibited the use of the property an applicant is living in under the Housing Act 2004 and considers that it is not reasonable for the property to be brought back into use
- The applicant has been assessed as non-statutorily homeless. Applicants in this category will be given one 'need' only and will not be assessed under any other Band A or B need, unless authorised by a senior officer of the Council.
- The Council's Housing Options and Housing Team Leader has assessed an applicant as having an essential need to move on medical or mobility grounds. In circumstances where the applicant's current housing situation is having a serious detrimental impact on them or members of their household's health or ability to live independently and a move to a certain type of accommodation would remedy that situation. A home visit will be arranged to assess this.
- The applicant, or a member of their household, has an urgent need to move on welfare grounds which is supported by evidence or written statements by professionals. This is defined as:
 - (a) discharge from hospital is prevented by their housing situation
 - (b) there is a likelihood of admission to residential care or hospital if re-housing is not made
 - (c) there is a likelihood of a child being accommodated by the local authority if re-housing is not made
 - (d) at serious risk of harm in their present accommodation. This can include but is not limited to:
 - I. victims of domestic violence – including where the victim has fled to non-secure or temporary shared accommodation away from their secure accommodation
 - II. serious racial harassment
 - III. homophobic attacks
 - IV. witnesses of crime
 - V. victims of crime
 - VI. serious anti-social behaviour that is causing detriment to mental health or where there is risk of physical violence. Evidence of which is provided by a South Derbyshire Homefinder Landlord.
- The applicant has an urgent need to move to a particular locality where failure to do so would cause hardship to them or another member of their household. This is defined as:
 - (a) a need to move to either give or receive long term (over 12 months) essential care and support
 - (b) a need to move to access long term (over 12 months) specialised medical treatment

- (c) a need to move to take up particular permanent employment or training opportunities
 - (d) the applicant is currently living in a hostel or supported housing and is ready for move-on to independent living
- It is unreasonable for the applicant to stay in their current accommodation due to exceptional financial hardship and moving home would alleviate that hardship. A financial review will be undertaken by the Council's Housing Options Advisor or Tenancy Sustainment Officer and recommendations made to reduce household costs. If an applicant's income is still below the level of the assessed reasonable household expenditure the need may be awarded.
 - The applicant is currently living in a property owned by a South Derbyshire Homefinder Landlord that is too big for their needs and they are subject to the social size criteria reduction in Housing Benefit. (Double need award).
 - The applicant is currently living in a property owned by a South Derbyshire Homefinder Landlord that is too big for their needs, and they are willing to move to a smaller property. (Single need award) This does not include residents aged 61 and over living in Supported Housing unless the applicant can demonstrate the size of the property is causing financial hardship or detriment to health. Normally this class of applicant will be placed in Band B.
 - An applicant is left in occupation of a property owned by a South Derbyshire Homefinder Landlord property, following the death of a tenant, with no succession rights to the tenancy or where the tenant has moved into residential care and the tenancy is to be terminated. The applicant must have lived at the address as their principal home for at least 12 months prior to the tenant's death or confinement to residential care.
 - The applicant is a tenant of a South Derbyshire Homefinder Landlord and no longer needs the significant adaptations made to their property.
 - The applicant is a tenant of a South Derbyshire Homefinder Landlord and has been notified of the making of a Compulsory Purchase Order in respect of the property or the property is due for demolition.
 - The applicant is a care leaver and needs a secure home to build a stable life.

11.3.2 Armed Forces Personnel Check Armed Forces Covenant

11.3.3 Armed forces personnel meeting one of the above criteria in Band A will be afforded additional preference in the form of additional needs if they meet **one** of the additional criteria below. They are;-

- a serving member of the armed forces or a former member who has served in the regular forces within five years of the date of their application and they need to move because of a serious injury, medical condition or disability sustained as a result of their service

- a bereaved spouse or civil partner of a member of the armed forces leaving Services Family Accommodation following the death of their spouse or partner.
- a serving or former member of the Reserve Forces who has served within five years of the date of their application and they need to move because of a serious injury, medical condition or disability sustained as a result of his/her service.
- a former member of the regular forces who has served within five years of the date of their application (Royal Navy, The Royal Marines, regular army or the Royal Air Force).

11.4 Band B

11.4.1 Applicants will be placed in this band where; an applicant, a joint applicant, any other member of their household or any number of people identified on their housing application are:-

- aged 60 and over currently living in Supported Housing owned by a South Derbyshire Homefinder Landlord that is too big for their needs, and they are willing to move to a smaller property;
- assessed as having a need to move on medical or mobility grounds where a move to a certain type of accommodation will improve their quality of life;
- in need of one or more additional bed spaces but they are not classed as statutorily overcrowded.
- living in an upper floor flat and have a child under 10 years old.
- sharing facilities such as a kitchen and bathing facilities with another household where the other household was already in residence. This does not include adult family members who would normally reside in the property.
- suffering a relationship breakdown and are living in the same property as their partner. Applicants in these criteria will not be granted a 'sharing facilities' need in addition.
- suffering from low level anti-social behaviour or harassment. The evidence of which must be provided by a South Derbyshire Homefinder Landlord.
- seeking to move due to a requirement to move closer to:
 - a child's school
 - family/friends for non-essential care and/or support where the applicant can demonstrate a move would significantly help their situation
 - shops and other local amenities where the applicant is aged 60 or over and lives in a rural community.
 - give non-essential care and support-

- needing to move to access specialised medical treatment for a defined period of time which is less than 24 months.
- needing to move to take up particular employment or training opportunities, which is for a defined period of time less than 24 months.
- in supported, hostel type accommodation and have made an initial application to South Derbyshire Homefinder.

11.5 Band C

- 11.5.1 Applicants will be placed in this band if they are considered to be already adequately housed in their current accommodation. Adequately housed means that a move to other accommodation offered by South Derbyshire Homefinder Landlords would not alleviate or improve any issues the applicant is experiencing.
- 11.5.2 The Council will after any enquiry or housing options assessment explain to an applicant if it considers that the application only meets Band C criteria, before the application is approved to join the Housing Register.

11.6 Applicants with multiple needs

- 11.6.1 Where applicants have multiple needs these will be accounted for and applied to the banding of an application
- 11.6.2 The circumstances of an applicant, joint applicant, any other member of their household or any number of people identified on application will be assessed to identify any multiple needs. This means that an applicant or household can be assessed as having multiple needs and an applicant or household with two needs or more will have greater priority than an applicant with one need within any given band.

11.7 Reviewing banding

- 11.7.1 Applicants in any band have the right at any time to request a review of their banding.
- 11.7.2 All applications placed in the Emergency Band will be reviewed every eight weeks. Applications in Bands A and B will be reviewed annually to check whether their housing needs have changed.
- 11.7.3 An applicant's needs and banding will also be reviewed at the time of any offer to ensure the need award and banding is still applicable.

12. Property Allocation

- 12.1 Shortlisted applicants will be offered accommodation based on the number of people in their household. See 12.4 below.
- 12.2 The Council will inform the applicant which size of property it considers to be most suitable for them. The Council will advertise properties with the minimum and maximum number of occupants. If there is a permanent carer in residence or a medical condition that justifies the need for an extra room, accommodation with an additional bedroom will usually be offered
- 12.3 Some properties will be advertised with an age requirement. For example, where the Council states 'applicants over the age of 40 years', there must be at least one member of the household that meets this requirement.
- 12.4 The table below provides a guide as to how many bedrooms an applicant or household are usually entitled to bid for. There will be circumstances where it is necessary to allocate properties outside of these guidelines

	Studio flat	1 bedroom flat	1 bedroom bungalow	1 bedroom house	2 bedroom flat	2 bedroom	2 bedroom bungalow	2 bedroom house	3 bedroom flat	3 bedroom	3 bedroom bungalow	3 bedroom house	4 bedroom house	5 bedroom house
Single person under 60 years	✓	✓		✓										
Single person over 60 years	✓	✓	✓	✓										
Single person or couple expecting a baby					✓	✓	✓	✓						
Single person under 60 with access to children	✓	✓		✓	✓									
Couple with no children, under 60 years		✓		✓										
Couple with no children, over 60 years		✓	✓	✓										
Couple under 60 with access to children	✓	✓		✓	✓									
Household with one child					✓	✓		✓						

Household with two children of the same gender, both under 10					✓	✓	✓	✓						
Household with two children of the same gender, both aged 10 to 16					✓	✓	✓	✓	✓	✓	✓	✓		

	Studio flat	1 bedroom flat	1 bedroom house	1 bedroom house	2 bedroom flat	2 bedroom house	2 bedroom house	2 bedroom house	3 bedroom flat	3 bedroom house	3 bedroom house	4 bedroom house	5 bedroom house
Household with two children of the same gender, one under 16 and one over 16					✓	✓	✓	✓	✓	✓	✓		
Household with two children of the same gender, both over 16									✓	✓	✓		
Household with two children of different genders both under 10					✓	✓	✓	✓	✓	✓	✓		
Household with two children of different genders, one under 10, one over 10					✓	✓	✓	✓	✓	✓	✓		
Household with two children of different genders, both over 10									✓	✓	✓		
Household with three children									✓	✓	✓		
Household with four children									✓	✓	✓	✓	
Household with 5 children									✓	✓	✓	✓	✓

12.5 There may be occasions where applicants are offered a property, that has an extra bedroom. Before bidding for that property, applicants who are in receipt of Universal Credit or other benefits will need to check what size of property their benefit entitlement will cover. If an applicant is unable to meet the cost of the rent from their income the South Derbyshire Homefinder Landlord may by-pass the applicant unless the applicant can evidence, and the landlord is satisfied, that they will be able to make full rental payment.

12.6 Supported Housing

12.6.1 The Council has just under 1000 supported housing units which are normally allocated for households with at least one occupant who is aged over 60 years old. These properties are typically bungalows or flats with communal entrances. These properties are not normally allocated to anyone under this age.

12.6.2 If an applicant under the age of 60 is currently receiving Disability Living Allowance (DLA) or Personal Independence Payment, the South Derbyshire Homefinder Landlords may offer them a property that's normally considered for someone over 60, if the move to this type of accommodation alleviates an issue with their current housing situation. i.e. a wheelchair user moving into a bungalow

12.6.3 A number of properties will have adaptations suitable for people with disabilities. Wherever possible the Council reserves the right to make the best use of these adaptations and allocate properties to those applicants with needs matching the property adaptations.

13. Local connection

13.1 To be accepted on to the South Derbyshire Homefinder Register applicants must normally demonstrate they have a local connection to the District.

13.2 To qualify for 'local connection' and be accepted on to the Housing Register, the applicant must:

- have lived in the District for six out of the last 12 months, or
- have lived in the District for three out of the last five years, or
- worked permanently in the District immediately prior to the application, for a period of 6 months or longer, or
- have an immediate family member (grandparent / parent / adult child / sibling), with whom they are in close contact, living in the District who themselves meet the local connection criteria in this policy.

13.3 Applicants will need to provide evidence of their local connection with the District.

- If applicants claim a local connection through employment, they will need their current employer to provide written evidence of their employment
- Where applicants claim a local connection through family, they will need provide evidence to confirm the family connection.

13.4 Other local connection circumstances

13.4.1 These circumstances are:

- applicants who have been accepted by the Council under homeless legislation
- applicants who have been accepted for priority re-housing as a reciprocal arrangement with another local authority. This may be where another local authority wishes to place an applicant away from their area due to threats of serious harm against the applicant.
- members of the Armed Forces, who are seeking accommodation under the terms of the Armed Forces Covenant.
- Households with an occupant over the age of 60 with no local connection but with a desire to live in South Derbyshire.

13.5 Local Lettings Policies

13.5. In some cases, South Derbyshire Homefinder Landlords may decide to let properties within a local area or new development on a different basis. A “Local Lettings Plan” for either newly built or existing properties will be adopted where there is evidence that indicates that such an approach is necessary.

14. Applications to join the Register from 16-17-year olds

- 14.1 Applicants can apply to join the Housing Register once they are 16 years old. However, if they are under 18, after they register and before they can be offered a home, they will be expected to attend an independent living interview with the Council’s Tenancy Sustainability Officer.
- 14.2 Applicants under 18 years old must provide details of a guarantor (someone who accepts legal responsibility for the tenancy on their behalf) otherwise accommodation will not be offered to them.
- 14.3 The guarantor will be interviewed by the Council’s Housing Options and Tenancy Service Team Leader to ensure they are able to afford to cover rent payments and are a qualifying person under this policy.
- 14.4 If the guarantor does not meet this criterion the offer of accommodation will be withdrawn.
- 14.5 Young people in the care of the local authority (Care) will be allowed to apply to join the Housing Register when they reach 17 years and 6 months old. If their application is complete and meets the qualifying criteria of the policy, it will be considered in accordance with this Policy and assessed at a minimum Band A.
- 14.6 Upon the young person turning 17 years and 11 months old they will be allowed to bid for applicable properties advertised each week. Accommodation will not be offered until on or after their 18th birthday. If a bid is successful before their 18th birthday the tenancy sign up will take place following their 18th birthday.
- 14.7 The Council’s Housing Services’ Tenancy Sustainment Officer will carry out a case review and provide support to the young person at the point of an offer of accommodation, through to the early stages of their tenancy.
- 14.8 In order to sustain tenancies offered to young people leaving Care, the Council will manage these tenancies in accordance with the South Derbyshire ‘care leavers protocol’.

15. Types of tenancy offered

- 15.1 The Council will offer an Introductory Tenancy of 12 months. Where the Introductory Tenancy period is successfully completed, the Introductory Tenancy becomes a secure tenancy.
- 15.2 Other South Derbyshire Homefinder Landlords will normally offer a Starter Tenancy of 12 months. This will be followed by the tenancy type determined in the Landlord's tenancy policies.

16. Reviews

- 16.1 The Housing Act 1996 (as amended), gives applicants the right to ask for a review if the Council decides not to allow applicants to join the Housing Register or makes a decision that affects their application.
- 16.2 Requests for review must be made in writing to the Council's Head of Housing. Applicants or their representative may give their reasons for requesting a review in person, if it is difficult to provide their reasons in writing.
- 16.3 A Council senior officer, who has not been involved in the original decision, will consider the request for a review. The officer will base their decision on the known facts at the time of the review. In some cases, the applicant may be asked for more information to help make a decision.
- 16.4 The Council will write to the applicant about their decision and explain their reasons for it within 28 days of receipt of the request for a review

17. Complaints

- 17.1 The Council is committed to providing the best possible housing service.
- 17.2 If an applicant is unhappy with the service provided by the Council's Housing Options Team they should contact the team to try to get the resolve the problem.
- 17.3 If an applicant is still not satisfied with the response, they should obtain the 'Making a Complaint about Council Services' form, available from the Council's offices. The complaint will be considered by the Council's Corporate Complaints Officer.
- 17.4 If a complainant is unhappy with the Council's Corporate Complaints Officer's reply, they can either
 - 17.4.1 refer their complaint to the Council's Designated Persons, who will attempt to assist the applicant in finding a satisfactory resolution. Designated Persons are; an elected Councillor, a member of the Council's Performance & Scrutiny Panel or the local MP If the Designated Persons feel it is appropriate, with the complainant's permission, the Designated Persons have the authority to refer the complaint directly to the Local Government Ombudsman. This is an independent service run by central government to make sure that local authorities provide a certain standard of service to their customers, or

17.4.2 refer their complaint directly to the Local Government Ombudsman

- the **Local Government Ombudsman Advice Team** on 0300 061 0614. Our helpline is open Monday to Friday, between 9am and 12 noon or via their website at www.lgo.org.uk
- the **Independent Housing Ombudsman** for complaints about registered social landlords.

Call us on 0300 111 3000

9.15am - 5.15pm, Mon to Fri

Housing Ombudsman Service

PO Box 152

Liverpool L33 7WQ

Email at info@housing-ombudsman.org.uk or use our online complaint form

Website at www.housing-ombudsman.org.uk/

REPORT TO:	HOUSING AND COMMUNITY SERVICES	AGENDA ITEM: 7
DATE OF MEETING:	1st OCTOBER 2020	CATEGORY: (See Notes) DELEGATED or RECOMMENDED
REPORT FROM:	STRATEGIC DIRECTOR SERVICE DELIVERY	OPEN
MEMBERS' CONTACT POINT:	PAUL WHITTINGHAM paul.whittingham@southderbyshire.gov.uk	DOC:
SUBJECT:	HOUSING CUSTOMER ENGAGEMENT STRATEGY	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: (See Notes)

1.0 Recommendations

- 1.1 That the Housing Customer Engagement Strategy Action Plan is approved for further consultation with Housing Customers
- 1.2 That progress against the Community Engagement Strategy 2017-2020 is noted.

2.0 Purpose of the Report

- 2.1 The report summarises progress against the Community Engagement Strategy 2017-2020, which was developed by the Housing Service.
- 2.2 The report outlines the regulatory requirements for the Council with regard to communication and engagement with its tenants and other customers of the Housing Service.
- 2.3 The report also includes a Strategy Action Plan at Appendix A. It is proposed to consult with tenants and other housing customers on the contents of this plan. A final version of the document will be presented to the Housing and Community Services Committee once the consultation process is complete.

3.0 Executive Summary

- 3.1 The Housing Service produced a Community Engagement Strategy in 2017-2020 This document has been reviewed and with the support of the Tenant Participation Advisory Service a revised Strategy Action plan has been devised.

3.2 Achieving the aims and targets within this plan will ensure that the Council meet the current regulatory requirements for involving and engaging with its tenants and other housing customers.

4.0 **Detail**

4.1 A Community Engagement Strategy 2017-20, was developed by Housing Services. The Strategy aimed to:

- Offer Housing customers the opportunity to make a real contribution to the decisions that affect their homes and communities.
- Offer a wide range of involvement opportunities for all customers.
- Support local structures of involvement to deliver projects and events within local communities, improve neighbourhoods and contribute to the Council's Vision of creating homes and places where people want to live.
- Ensure that all involvement was representative and inclusive.
- Support customers and remove all barriers to involvement.
- Develop effective scrutiny, arrangements so tenants and leaseholders could set standards for services, monitor performance and hold the Service accountable for service delivery.
- Ensure customer involvement provide value for money.
- Increase customer satisfaction.

4.2 The Strategy also identified some specific actions which were to:

- Develop formal and informal, involvement methods.
- Explore flexible methods of involvement to include e-involvement and armchair consultation.
- Increase the number of people involved by 30%.
- Offer more project and community-based involvement.
- Ensure that Tenants are able to scrutinise and challenge our performance.
- Involve future and younger tenants by holding a minimum of two Dreamschemes each year.
- Offer tenants training in relevant service areas to develop their skills.
- Continue membership of the national Housing sector organisation's Tenant Participation Advisory Service (TPA) and the Association of Retained Council Housing (ARCH).

4.3 The Services Community Engagement Officers have achieved considerable success in delivering these specific actions; especially in creating informal involvement methods and the use of technology to consult with tenants and other customers on a range of Housing projects including the Housing Allocations Policy. The Dreamscheme and other Community projects such as the Christmas Hamper Scheme and consultation events as part of the fire safety works contract have provided tenants with opportunities to contribute to and benefit from the services that the Housing Service provides.

4.4 Unfortunately the recruitment and training of tenants to scrutinise performance has proved more difficult. Delivering this is addressed in the Strategy Action Plan.

4.5 The Council is expected to meet the regulatory requirements of the Tenant Involvement and Empowerment Standard which are now within the remit of the Regulator of Social housing. The subsequent steps are;

Customer service, choice and complaints Registered providers shall:

- provide choices, information and communication that is appropriate to the diverse needs of their tenants in the delivery of all standards
- have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly.

Involvement and empowerment Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in:

- the formulation of their landlord's housing-related policies and strategic priorities, the making of decisions about how housing-related services are delivered, including
- the setting of service standards,
- the scrutiny of their landlord's performance and the making of recommendations to their landlord about how performance might be improved
- the management of their homes, where applicable
- the management of repair and maintenance services, such as commissioning and undertaking a range of repair tasks, as agreed with landlords, and the sharing in savings made, and;
- agreeing local offers for service delivery.

Understanding and responding to the diverse needs of tenants

Registered providers shall:

- treat all tenants with fairness and respect
- demonstrate that they understand the different needs of their tenants, including in relation to the equality strands and tenants with additional support needs.

4.6 The 2017-2020 Strategy has been reviewed in conjunction with TPAS in the context of the regulatory requirements.

4.7 This review identified the need for further action in a number of key areas to:

- provide a variety of ways for tenants to engage with the Council on decisions that affect their homes and communities.
- share information and communicate regularly and effectively with tenants, including the Housing Service's performance.
- involve tenants in reviewing how customer satisfaction is measured.
- support tenants to develop sustainable ways for them to invest in their neighbourhoods and communities.

4.8 The Strategy Action plan set out at Appendix A to this report has been developed as a draft for consultation with tenants and other customers. It aims to address the above areas whilst at the same time ensuring that the Housing Service's community based activities are much more effectively joined together with similar activities delivered by the Council. along with much closer and clearer relationships between the Housing Service and Local Area Forums.

5.0 Financial Implications

5.1 There are no additional financial implications contained in this report

6.0 Corporate Implications

Employment Implications

- 6.1 There are no direct employment implications contained within this report. The cost of delivering the actions set out in the Action Plan can be met from within existing Housing budget.

Legal Implications

- 6.2 There is a requirement to comply with the Regulatory Guidance within the Tenant Involvement and Empowerment standard

Corporate Plan Implications

- 6.3 This report has a direct impact on the Council's Corporate Plan Aims to:
Engage with our communities Support and celebrate volunteering, community groups and the voluntary sector.
Deliver excellent services Ensure consistency in the way the Council deals with its service users. Have in place methods of communication that enable customers to provide and receive information. Ensure technology enables us to effectively connect with our communities.

Risk Impact

- 6.4 Whilst this report has no direct impact on the risks identified within the Strategic and Service Delivery Risk Registers, it does mitigate any risk associated with non-compliance with the requirements of the Housing Regulator.

7.0 Community Impact

Consultation

- 7.1 Housing tenants and other customers will be consulted with regarding the draft Action Plan using a variety of methods and media. The consultation will begin as soon as possible subject to Committee approval.

Equality and Diversity Impact

- 7.2 Once the consultation period is complete the final version of the Plan will be subject to an Equality Impact Assessment prior to being presented to the Committee.

Social Value Impact

- 7.3 A model for assessing the social value impact will be established and included with the final version of the Strategy Action Plan

Environmental Sustainability

- 7.4 There is no direct Environmental Sustainability impact within this report.

8.0 Conclusions

- 8.1 The 2017-2020 Community Engagement Strategy has been successful in facilitating the delivery of community-based projects such as the Dream Scheme and Christmas Hamper project.
- 8.2 The review of this Strategy confirms that further work is needed in order to comply with regulatory guidance regarding the involvement and empowerment of tenants and other customers.
- 8.3 The Strategy Action plan will provide a robust framework for creating meaningful and effective communication with tenants and also ensuring compliance with regulation.

9.0 Background Papers

Notes:

- * Category – Please see the Committee Terms Of Reference in [Responsibility for Functions - Committees](#). This shows which committee is responsible for each function and whether it has delegated authority to make a decision, or needs to refer it elsewhere with a recommendation.
- ** Open/Exempt - All reports should be considered in the open section of the meeting, unless it is likely that exempt information would be disclosed. Please see the [Access to Information Procedure Rules](#) for more guidance.
- *** Committee Terms Of Reference in [Responsibility for Functions - Committees](#).

Appendix A.

South Derbyshire District Council

Housing Customer Engagement Strategy Action Plan 2020

This Action Plan will be monitored quarterly/annually and updated, as necessary, throughout the life of the Housing Customer Engagement Strategy, in partnership with tenants and staff.

Activities within the Action plan will be delivered in accordance with government guidance and Council policies, regarding the COVID-19 outbreak

Progress will be reported to the Housing and Community Services Committee.

Priority	Action/Task	Responsible Officer	Timescale
1. To meaningfully engage with tenants on any business and strategic objectives, changes and decisions that could affect their homes and communities and provide a variety of ways for them to get involved in all aspects of Housing Services.	Consult and engage with tenants meaningfully in the co-creation, monitoring and review of the Housing Customer Engagement Strategy to make sure it delivers clear impact and value.	Community Engagement Officer	Y1
	Work with tenants to co-create a meaningful framework for delivering effective engagement.	Community Engagement Officer	Y1
	Review and update the Service's Menu of Involvement in partnership with tenants, so it reflects the resident profile, promotes widespread engagement and achieves meaningful outcomes.	Community Engagement Officer	Y1
	Devise an annual consultation plan and pro forma for Housing Services and the wider organisation to	Community Engagement Officer	Y1

	ensure that engagement is planned and coordinated with other Council activities.		
	Devise a clear and consistent method of reporting back to tenants on how their views have been considered and how they have influenced all engagement activities.	Community Engagement Officer	Y1
	Develop a process for tenants to link with Housing's procurement activities.	Community Engagement Officer	Y1
2. To share information and communicate regularly and effectively with all tenants, using a variety of methods to suit all, and to be transparent, consistent and accurate with the information shared.	Co-develop a communication and information sharing framework with tenants, reviewing current methods and effectiveness, including digital communication, how tenants prefer to be communicated with and barriers (e.g. lack of technology). Encourage, support and enable tenants to network independently to gain wider housing sector and policy information through organisations such as TPAS, ARCH, the Chartered Institute of Housing (CIH) and Housemark, local, regional and national networking groups and events and conferences.	Community Engagement Officer and Communications Team	Y1 Ongoing
3. To support tenants in becoming involved in reviewing how tenant satisfaction is measured.	Agree with tenants a process for improving and increasing satisfaction and what methods we could use to effectively gather tenant feedback.	Community Engagement Officer	Y1
4. To ensure there is a clearly defined and agreed role for tenants in the management	Engage with tenants to produce an appropriate and meaningful Housing Services Annual Performance Summary.	Community Engagement Officer	Y1

arrangements of Housing Services, and to be consistent, honest and transparent in the sharing of information regarding our performance.	Review and agree with tenants how the Service currently captures and reports the impact of community engagement and feed this into the Corporate Annual Report.	Community Engagement Officer/Corporate objective	Y1
	Corporately publicise Housing service standards and explain how the Council intends to improve its services.	Corporate Objective	Ongoing
5. To support tenants to develop sustainable ways for them to invest in their neighbourhoods and communities through wider engagement opportunities.	Work with other Council Services to deliver a programme of joint community engagement activities. Promote the benefits of Council-wide events and activities with tenants to encourage them to take part.	Community Engagement Officer	Ongoing
	Work with other Council Services and partners to signpost tenants to community development funding, resources and support opportunities.	Community Engagement Officer	Ongoing
	Promote, encourage and support tenants to attend Area Forum meetings.		Y1
6. To embed customer engagement across the Housing Service so it is seen as a valuable business tool.	Design and agree a method to better communicate across the whole Housing Service and Council-wide about engagement.	Community Engagement Officer	Y1

Year 2/ 3 Housing Services Customer Engagement Strategy Action Plan. This will be monitored and updated as necessary quarterly/ annually, however action from year one may continue into year following review of outcomes, in partnership with tenants and staff.

Priority	Action/ Task	Responsible Officer	Timescale
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1. To meaningfully engage with tenants on any business and strategic changes and decisions that could affect their homes and communities and provide a variety of ways for them to get involved in all aspects of Housing Services.	Following successful framework being achieved in year 1, the Service will, in partnership with tenants, develop a process for tenants to linked with Housing Procurement.	Community Engagement Officer	YR 2
2. To establish and develop a meaningful and effective core group of tenants to review Housing Services' annual performance and work with the Service to improve service delivery.	Recruitment and member development will be continuous.	Ongoing	YR2/3
	Gaps will be identified in YR 1 for induction and training. Therefore, in line with the framework the Service will develop w an induction and training programme during YR 2 in partnership with tenants and staff.	Community Engagement Officer	YR2/ YR3
3. To support tenants in becoming involved in reviewing how tenant satisfaction is measured.	Work with Customer Services to help develop the Corporate Customer Services Charter, and from this develop a Housing Services Customer Promise with tenants that links to corporate objectives. Customer Promise has already been drafted.	Community Engagement Officer following Customer Services Charter production	YR2
4. To support tenants to develop sustainable ways for them to invest in their neighbourhoods and	Work with other Council Services to deliver a programme of joint community engagement activities. Promote the benefits of Council-wide	Community Engagement Officer	YR 1 commenced but YR 2 will

communities through wider engagement opportunities.	events and activities with our tenants to encourage them to take part.		continue to strengthen links.
5. To share information and communicate regularly and effectively with all tenants, using a variety of method to suit all, and to be transparent consistent and accurate with the information shared.	Co-develop a communication and information sharing framework with tenants, reviewing current methods and effectiveness, to include developing the digital offer to make engagement more inclusive and accessible for all.	Community Engagement Officer	YR1 – YR2
	Review the use of the Council’s community rooms and consult with tenants, wider communities and staff to devise a programme of events and activities to reduce social Isolation, increase inclusion, promote health and wellbeing and encourage cohesive communities.	Community Engagement Officer	YR2/ YR3
	To develop ways of informing tenants when and where any regeneration or planned improvements are happening, so they are empowered to become involved in project planning, delivery and monitoring right from the start.	Community Engagement Officer	YR2/ YR3
6. To share information and communicate regularly and effectively with all tenants using a variety of methods to suit all, and to be transparent consistent and accurate with the information shared.	Developing the Service’s digital offer to make engagement more inclusive and accessible for all.	Community Engagement Officer	YR2
7. To provide the appropriate resources and support to	Devise a training and mentoring programme, including internal and external resources, for engaged	Community Engagement Officer	YR2/ YR3

tenants to reduce barriers to engagement and enable effective and meaningful engagement.	tenants to develop their skills and opportunities as part of their involvement within the organisation. Furthermore, to support those who are unemployed to access further training to help them find employment.		
8. To embed customer engagement across the Housing Service so it is seen as a valuable business tool.	Devise a perception survey for staff to gauge their knowledge and awareness of community engagement, as a baseline to measure the success of this objective.	Community Engagement Officer	YR2
	Develop a meaningful performance indicator and ensure that everyone in Housing Services has responsibility to deliver effective engagement.	Community Engagement Officer	YR2
	Recruit staff members within Housing Services to become ambassadors/ champions to raise awareness and promote the benefits of tenant involvement within their teams and the wider organisation and to identify future engagement opportunities.	Community Engagement Officer	YR2/ YR3

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 8
DATE OF MEETING:	1st OCTOBER 2020	CATEGORY: DELEGATED
REPORT FROM:	ALLISON THOMAS STRATEGIC DIRECTOR SERVICE DELIVERY	OPEN
MEMBERS' CONTACT POINT:	MARY BAGLEY mary.bagley@southderbyshire.gov.uk	DOC:
SUBJECT:	ROUNABOUT SPONSORSHIP	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: HCS10

1.0 Recommendations

1.1 That the Committee approves a Sponsorship Scheme be implemented across the District for highway roundabouts and associated features.

2.0 Purpose of the Report

2.1 To inform the Committee of the progress to date in developing a scheme for sponsored highway associated features in order to:

- Improve the visual appearance of the District
- Improve biodiversity
- Promote local businesses
- Generate income to reinvest in improving the environment.

2.2 To seek approval for the approach outlined.

3.0 Executive Summary

3.1 Cultural Services has been investigating the opportunity to develop an integrated management approach to sponsorship opportunities on Derbyshire County Council (DCC) highway roundabouts and other traffic site features, comparable to similar schemes in many authorities throughout the United Kingdom. If approved, this approach should result in an improved visual amenity of many of the highway roundabouts in the District and promotion of local businesses whilst providing some income to the council to reinvest in improving the environment. Some other Council sites could be developed in a similar way as part of a further improvement as part of the Council's commercialisation ambitions outlined in the Corporate Plan.

4.0 Detail

4.1 There are currently a number of highway roundabouts, roadside and other features which are either currently sponsored or have potential for sponsorship throughout the

District. (See site list Appendix A). For a roundabout to be available for such purposes the Council is required to obtain consent from the Highway Authority under Section 115e under the Highways Act 1980 to site an amenity object (signage) in the public highway. In addition, in order to create floral or planting features on such sites there is a requirement under the Highways Act 1980: section 142 to apply for consent to cultivate roundabouts and roadside verges. In order to progress the scheme, applying for these permissions would be the first step on all appropriate sites.

- 4.2 In addition, the Council is required to apply for consent to advertise on each roundabout through its own Planning Authority.
- 4.3 Currently eight roundabouts in Swadlincote and one in Hilton have historically had signage and are “cultivated” and are thus available for sponsorship, though records of permissions/consent are lacking.
- 4.4 Research indicates a further 14 roundabouts, and some highway infrastructure features in Swadlincote area plus nine roundabouts in Hilton have potential as sponsorship sites. Prior to the Covid-19 pandemic, there appeared to be a growing demand from local businesses for this type of sponsored advertising with a consequent opportunity to develop the commercial potential of these sites by applying for DCC consent. It is difficult to predict the effects of any pandemic related economic downturn on the demand for such advertising, but officers remain optimistic given a number of recent enquiries about the sponsorship opportunities available in the District.
- 4.5 Cultural Services is awaiting consent from Derbyshire County Council as the Highways Authority and an application for consent to install signage of the roundabouts and sites identified above has been submitted to the Council’s Planning Services. A decision is awaited.
- 4.6 The service ambition is to have an integrated approach to sponsorship with an online/ website presence which allows local businesses to apply for annual sponsorship of a roundabout and incorporate appropriate signage. The signage would be provided by the advertiser to the Council’s specification/size requirements etc. Opportunities for sponsorship will be sent out in the Economic Development Service newsletter and twitter pages. All sponsorship will follow the Council’s Sponsorship Guidance which was approved by the Council’s Finance and Management Committee in July 2020.

4.7 Signage

Signs should generally comply with the following criteria:

The sign face;

- should not exceed 0.3 square metres in area, with a width to height ratio of between 2:1 and 3:1, however, in small areas of landscaping or on roundabouts of less than 15 metres in diameter it may be more appropriate to reduce the maximum size to 0.15 square metres in area;
- should have lettering not greater than 50mm in height;
- should not be illuminated;
- should not be made of reflective material;
- should not be fixed at an angle to the road such that any inherent reflectivity causes drivers to be dazzled by their own headlights or the headlights of other vehicles;
- should not be designed such that it could be confused with a legitimate traffic sign;
- should acknowledge the partnership between the sponsor and the local authority; and
- should be discreet and in harmony with its surroundings.

The sign should be mounted

- at low level, i.e. the top of the sign should be no greater than 600mm above ground level and less if it is to be mounted on a raised area;
- on a separate pole(s) from any traffic sign.

The sign should be located.

- where it does not obstruct sight lines to other signs or vehicles.
- where it will not be so distracting or confusing that it creates a hazard for road users who are taking reasonable care for their own and others' safety; and
- where it will not present a hazard for pedestrians.

4.8 Sponsors' signs must not be allowed to dominate the enhancement scheme. They should be as discreet and as few in number as possible. This is in line with the need to minimise the impact and proliferation of signs in general. If the scheme is for landscaping a roundabout, depending on the size of the roundabout, there should be no more than one sign visible on each approach to the site. However, for small roundabouts it may be necessary to reduce the number of signs to a maximum of two in total. Linear sites such as enhancement of a central reservation may justify more than one sign on a stretch of road, but their numbers should be limited.

4.9 The intention within the proposed scheme is to work with a framework of preferred suppliers of signage and fixings to ensure quality and consistency across the District.

4.10 The suggested approach to charging is for a formalised tiered structure of charges to sponsor a roundabout as is, along the following lines.

Major floral/ landscaped roundabouts	£1500 per annum
Busy non-landscaped roundabouts	£750 per annum
Medium roundabouts	£500 per annum
Minor roundabouts	£300 per annum

4.11 The predicted income per annum would likely be between £20-30,000 with full take-up of advertising on all sites. The income would be offset by costs of signage installation.

4.12 Landscape Improvements

There is a real opportunity to improve the visual appearance of the Swadlincote and Hilton areas and simultaneously improve biodiversity through good design and planting of each site. Wildflower planting, or naturalistic perennial planting schemes could signal the Council's commitment to the environment, including the ecological impact of declining habitats, pollinating insects etc. In addition, the more attractive the roundabout, the higher the potential income.

4.13 Where sponsors wish to see improvements such as establishing a planted display or biodiversity scheme the costs for year one will be negotiated and in future years the tiered charges will apply.

4.14 All works will be undertaken by the Council's Operational Services. Any costs above the existing maintenance costs will be met from the sponsorship.

4.15 Should the roundabout sponsorship scheme prove successful then there is potential to expand the principles and seek sponsorship of different features within Council parks and open spaces and verges. This would be subject to a separate report.

5.0 Financial Implications

5.1 An expanded roundabout scheme will generate an annual income, though there will be some start-up and ongoing costs to be absorbed which can be met from within existing budgets

6.0 Corporate Implications

Employment Implications

6.1 Responsibility for the implementation and management of the roundabout sponsorship scheme is identified as a specific duty and responsibility within one of the job roles in the review of Culture and Community Services.

Legal Implications

6.2 Appropriate consents are required from Derbyshire County Council and the Council's Planning Service and will be in place prior to the commencement of the scheme.

Corporate Plan Implications

The scheme will contribute significantly to the following Corporate Priorities and Key aims

Our Future

- a. Support economic growth and infrastructure
 - i. Influence the improvement of infrastructure to meet the demands of growth
- b. Transforming the Council

- i. Provide modern ways of working that support the Council to deliver services to meet changing needs

Our People

- c. Supporting and safeguarding the most vulnerable
 - i. Promote health and wellbeing across the district
- d. Deliver excellent services

Our Environment

- e. Improve the environment of the District
 - i. Enhance biodiversity across the District
- f. Tackle Climate Change
 - i. Strive to make South Derbyshire District Council carbon neutral by 2030
- g. Enhance the attractiveness of South Derbyshire
 - i. Enhance the appeal of Swadlincote town centre as a place to visit
 - ii. Improve public spaces to create an environment for people to enjoy

Risk Impact

- 6.3 The COVID-19 pandemic may mean some businesses that were previously interested in the sponsorship scheme have reduced financial circumstances and are no longer able to find budget for sponsorship. This risk is balanced by the likelihood that other businesses will come forward who see marketing and promoting their services in order to minimize the impact of Covid-19.

7.0 Community Impact

Consultation

- Internal - Strategic Directors and Heads of Service
- External - Derbyshire County Council

Equality and Diversity Impact

- 7.1 None known.

Social Value Impact

Opportunities to advertise locally can promote local businesses.

Working closely with sponsors and community groups in planting to enhance and beautify neighbourhoods

Working closely with partners to enable the enhancement of biodiversity across all tenures to meet Biodiversity Action Plan targets

Environmental Sustainability

- 7.2 Enhanced biodiversity and community involvement

8.0 Conclusions

- 8.1 The proposed roundabout scheme will

- Improve the visual appearance of the District
- Improve biodiversity
- Promote local businesses
- Generate income to reinvest in improving the environment.

9.0 Background Papers

None

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 9
DATE OF MEETING:	1st October 2020	CATEGORY: DELEGATED
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	DEMOCRATIC SERVICES 01283 59 5848/5722 democraticservices@south-derbys.gov.uk	DOC:
SUBJECT:	COMMITTEE WORK PROGRAMME	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

1.1 That the Committee considers and approves the updated work programme.

2.0 Purpose of Report

2.1 The Committee is asked to consider the updated work programme.

3.0 Detail

3.1 Attached at Annexe 'A' is an updated work programme document. The Committee is asked to consider and review the content of this document.

4.0 Financial Implications

4.1 None arising directly from this report.

5.0 Background Papers

5.1 Work Programme.

Housing and Community Services Committee – 1st October 2020 Work Programme

Work Programme Area	Date of Committee meetings	Contact Officer (Contact details)
Reports Previously Considered By Last 5 Committees		
Public Space Protection Order Consultation- Maurice Lea Park and Market Street.	21 st November 2019	Mary Bagley Head of Culture and Community Services
New Arrangements for the Delivery of Derbyshire County Council Contracts for Telecare (Careline) and Independent Living Services	21 st November 2019	Paul Whittingham Housing Services Manager (01283) 595984
New Arrangements for the Delivery of Derbyshire County Council Contracts for Telecare (Careline) and Independent Living Services	21 st November 2019	Paul Whittingham Housing Services Manager (01283) 595984
Services and Support for Homeless People	21 st November	Paul Whittingham Housing Services Manager (01283) 595984
Housing Environmental Impact Project	21 st November 2019	Paul Whittingham Housing Services Manager (01283) 595984
Corporate Plan 2016-21: Performance Report Q2 – 1 st July to 30 th September)	21 st November 2019	Communications (01283 228705)
Proposed Service Budget 2020/21	7 th January 2020	Kevin Stackhouse Strategic Director (Corporate Resources) Kevin.stackhouse@southderbshire.gov.uk (01283 595811)

Adoption of the Strategic Housing Market Assessment	30th January 2020	Eileen Jackson Strategic Housing Manager (01213) 595763
Allocations Policy	30 th January 2020	Paul Whittingham Housing Services Manager (01283) 595984
Approval of A Public Space Protection Order -Maurice Lea Park and Market Street	12 th March 2020	Claire Rawlins Anti-Social Behaviour Officer Communities Team
Submission of Consultation Response – 1 st Homes	12 th March 2020	Eileen Jackson Strategic Housing Manager (01283) 595763
Community and Environment Partnership Scheme Grant	7 th July 2020	Chris Smith / Ian Hey
Review of the South Derbyshire District Council Surveillance Policy	7 th July 2020	Chris Smith / Ian Hey
Homelessness and Rough Sleeping	7 th July 2020	Paul Whittingham Housing Services Manager (01283) 595984
Corporate Plan 2020-24: Performance Report (2019-2020 Quarter 4 – 1 January to 31 March)	7 th July 2020	Fiona Pittman Head of Organisational Development & Performance 01283 595735
Disabled Facilities Grants	7 th July 2020	Paul Whittingham Housing Services Manager (01283) 595984
Housing Asset Management Strategy	20 th August 2020	Paul Whittingham Housing Services Manager (01283) 595984

National Forest Service Level Agreements	20 th August 2020	Hannah Peate Active Communities & Health Partnership Manager 01283 595973
England Tree Strategy Consultation	20 th August 2020	Mary Bagley Head of Culture and Community Services
Contribution to Active Derbyshire	20 th August 2020	Hannah Peate Active Communities & Health Partnership Manager 01283 595973
Community and Environmental Partnership Scheme	20 th August 2020	Ian Hey Community Partnership Officer (01283) 228741
Provisional Programme of Reports To Be Considered by Committee		
Corporate Plan 2020-24: Performance Report Q1	1 st October 2020	Clare Booth Corporate Performance & Policy Officer (01283) 595788
Homefinder, Housing Allocations Policy	1 st October 2020	Paul Whittingham Housing Services Manager (01283) 595984
Housing Customer Engagement Strategy	1 st October 2020	Paul Whittingham Housing Services Manager (01283) 595984
Roundabout Sponsorship	1 st October 2020	Mary Bagley Head of Culture and Community Services
Corporate Plan 2020-24: Performance Report Q2	19 th November 2020	Clare Booth Corporate Performance & Policy Officer (01283) 595788

Corporate Plan 2020-24: Performance Report Q3	11 th March 2020	Clare Booth Corporate Performance & Policy Officer (01283) 5957880
Land Transfer at Orchard Close – Newhall	TBC 2020	Eileen Jackson Strategic Housing Manager (01213) 595763
Swadlincote Woodlands Management Plan	TBC 2020	Malcolm Roseburgh Cultural Services Manager (01283) 5955774
Improvements to Midway Community Centre	TBC 2020	Malcolm Roseburgh Cultural Services Manager (01283) 5955774
Homeless Strategy (Including Temporary Accommodation)	TBC 2020	Paul Whittingham Housing Services Manager (01283) 595984
Rent/Income Management Policy	TBC 2020	Paul Whittingham Housing Services Manager (01283) 595984
Tenant Involvement Strategy	TBC 2020	Paul Whittingham Housing Services Manager (01283) 595984