



Meeting: **SCRUTINY COMMITTEE**
Date: **22 NOVEMBER 2011**
Time: **5.00PM**
Venue: **COMMITTEE ROOM**
To: **Councillors I Chilvers, M Dyson, K Ellis, M Hobson, D Mackay, Mrs W Nichols (Chair), C Pearson, D Peart, R Price (Vice Chair)**

Agenda

1. Apologies for absence

2. Disclosures of Interest

Members of the Scrutiny Committee should disclose personal or prejudicial interest(s) in any item on this agenda.

3. Minutes

To confirm as a correct record the minutes of the proceedings of the meeting of the Scrutiny Committee held on 25 October 2011 (pages 3 to 11 attached).

4. Call In Items

5. Chair's Address to the Scrutiny Committee

6. Crime and Disorder – Safer Neighbourhood Team Priorities

North Yorkshire Police Report submitted for information only (page 12 to 13 attached).

7. North Yorkshire Home Choice – Allocations Choice Based Lettings Policy

Report of the Policy Officer (page 14 to 57 attached). Julia Jennison and Vanessa Crane in attendance.

8. 2nd Quarter Corporate Plan Report

Report of the Business Manager (page 58 to 72 attached). Eve Williams in attendance.

9. Access Selby Service Provision – Leisure Provision (WLCT)

Report of the Senior Contracts Officer (pages 73 to 75 attached). Mike Lyons, WLCT - Head of Service (Sport and Leisure) and Aimi Brookes in attendance.

10. Access Selby Service Provision – Customer Contact Centre

Report of the Lead Officer – Community Support Teams (pages 76 to 78 attached). Simon Parkinson in attendance.

11. Scrutiny Committee Work Programme

The Committee are presented with the current work programme for approval (pages 79 to 81 attached).



Martin Connor
Chief Executive

Dates of next meetings
20 December 2011 (Provisional)
31 January 2012 (Provisional)
21 February 2012 (Provisional)
20 March 2012
23 April 2012 (Provisional)

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Scrutiny Committee

- Venue: Committee Room
- Date: 20 September 2011
- Present: Councillors I Chilvers, M Dyson, K Ellis, M Hobson
Mrs W Nichols (Chair), C Pearson, D Peart and R
Price (Vice Chair)
- Apologies for Absence: Councillor D Mackay
- Also Present: Councillors Mark Crane, Mrs D Davies, B Marshall
(NYPA Member), Chief Inspector Anderson, Ian
Wolstenholme (NYPA), Colin Moreton (CSP)
- Officers Present: Jonathan Lund, Deputy Chief Executive, Karen
Mann, Democratic Services, Drew Fussey,
Development Manager, Aimi Brookes, Senior
Contracts Officer, Kelly Hamblin, Solicitor and Dylan
Jones, Business Manager
- Press: 1 member of the press in attendance

15. Declarations of Interest

There were no declarations of interest.

16. Minutes

RESOLVED:

To receive and approve the minutes of the Scrutiny Committee held on 27 July 2011 and they are signed by the Chair.

17. Chair's Address to the Scrutiny Committee

The Chair explained that changes to the Scrutiny Work Programme had been agreed at Full Council. However Nigel Adams MP was unable to attend the meeting on the 22 November and he was unable to arrange a

virtual meeting. A new date needs to be arranged, this would be discussed under item 10 of the agenda.

The Chair welcomed Chief Inspector Anderson (CI), Ian Wolstenholme from North Yorkshire Police Authority (NYPA), Colin Moreton from the Community Safety Partnership (CSP) Drew Fussey, Selby District Council CSP Officer and Councillor Brian Marshall for the Crime and Disorder item.

18. Crime and Disorder Review – Report SC/11/4

CI Anderson informed the committee that he was the Chair of Selby District CSP as well as the Chief Inspector for Selby Area. Colin Moreton was the CSP Officer paid by Selby District Council.

CI Anderson presented the covering report which contained several key issues and attachments including a table of local priorities. The methodology for agreeing priorities was through the local community engagement forums and had been raised by members of the public. The service standards and performance reports had an abundance of information and crime performance data.

The Chair raised a question as to why poaching had been a priority for 18 months and why it was still an ongoing issue. She was informed that poaching and offences against animals had been a priority due to reports of rural crime from farm watch, rural watch and the community bringing it to the Police's attention. It was an ongoing problem and one that would be continuously monitored. CI Anderson explained that the operation would continue through the winter months. The Chair requested that the next report stipulates 'Poaching and Offences Against Animals' in the title to indicate its wider remit.

Councillor Pearson raised a question with regard to police response times. North Yorkshire Police had had to reduce back office staff provision to ensure front line staff were not reduced. The Service Standard report indicated that, within the rural area, the response time was within 20 minutes and urban areas within 15 minutes. 86% of calls met these response times. The Police would always try their best to respond to calls according to need and urgency.

Councillor Peart discussed Police response times to non emergencies for people aged 60 and over. He felt the figure indicated was too long for someone of this age to wait. CI Anderson explained that when a call was received it was checked whether the caller was vulnerable. If they are the response time was reduced, however most calls are responded to within 60 minutes.

Councillor Pearson raised an issue with the 0845 non emergency telephone number. CI Anderson explained that the 0845 telephone number would be replaced by 101 for non emergency calls by December

2011. The 101 telephone number would be a national telephone number that would be routed to the relevant call centre area. A publicity campaign would start next month informing members of the public in North Yorkshire of the changes.

Councillor Chilvers raised a question with regard to burglaries in Brayton and asked if there were any prevention initiatives coming forward. CI Anderson responded that there hadn't been a significant increase in burglaries in the Brayton area however, the local PCSOs can give crime prevention assistance to residents as and when required. CI Anderson also explained that there was a Ringmaster System in use allowing parish councils, members of neighbourhood watch and rural watch to receive messages by email or text alerting them to local crime and problems in the area.

Councillors heard that there was a national property database. Members of the public can mark their items and then register them on the database. The Police could then quickly reunite owners with any retrieved stolen items.

Councillor Dyson asked a question with regard to the 'Urinating in the Streets Bylaw'. Colin Moreton explained the Bylaw procedure and that there were 18 prosecutions ongoing due to the work of Selby District Council's Enforcement Officers and PCSOs. He added that the prospect of more publicity was being discussed.

CI Anderson explained that the CSP had been restructured and was now working with York. He also updated that the new Police Commissioner appointment would now go forward in November 2012 and not May 2012 as previously envisaged.

The Chair expressed her concern at Selby / York CSP service level agreement. CI Anderson explained that Selby is one of 6 partners in the CSP Partnership and delivery is enhanced due to the Service Level Agreement. There is one Police Authority member representative on the CSP. Tony Hargreaves and regular meetings also take place with the Councillors.

CI Anderson updated that every two weeks a meeting with various partner organisations including the Probation Trust, CSP, Police Authority, NY Police was held to discuss preventing and tackling crime in North Yorkshire.

The Chair mentioned that she was very concerned with regard to illegal parking in Selby town centre. The narrowing of Gowthorpe causes undue delays when cars are parked illegally. There are also problems with cars parking and driving down Finkle Street illegally. A working group of the Central CEF has been established to address this problem.

CI Anderson explained that PCSO's also act as traffic wardens. They have started to ticket illegally parked vehicles in the town centre. Access to Finkle Street was also monitored by PCSO's.

Councillor Dyson stated that cars park along Finkle Street, outside the Automatic Cash Machines, and park on pavements. He asked if an enforcement day along this road could be organised. CI Anderson explained that it would be possible however all signage must be placed accurately. An Order must sit behind the signage. Councillors Marshall and Peart were asked to look into this issue as County Councillors.

Councillor Hobson raised a question about drugs in Sherburn which he felt was increasing. CI Anderson explained that Sherburn has an excellent Safer Neighbourhood Team in place taking action. There had been several successful convictions for drug offences. Councillor Hobson suggested that good news with regard to convictions needed to be publicised more. CI Anderson explained that an article would be put in the Police locality newsletter, including crime figures, twice a year. He also suggested that Councillor Hobson raises these issues at community engagement meetings.

The Chair thanked the CI Anderson, Ian Wolstenholme, Colin Moreton, Councillor Marshall and Drew Fussey for attending the meeting.

RESOLVED:

To receive and note the report.

19.1st Interim Corporate Plan Progress Report – SC/11/5

Councillor Crane presented the report which he felt was good news and showed positive progress.

In response to a question regarding some performance gaps, Councillor Crane explained that once more information was available it would be added to future reports.

The Chair outlined that, in one instance, an external organisation had had problems in booking a meeting room. Councillor Crane responded that lessons can be learned from the issue raised and he would take it forward.

Councillor Pearson felt that the time taken to re let council properties was high. Councillor Crane agreed and felt it was unacceptable for properties to be unoccupied for 47 days. Most of the delays are caused by tenants leaving their homes in an unclean state. This can take a significant amount of time to put right.

Councillor Nichols asked if there was any impact of the new Choice Based Lettings scheme and whether this could be looked at closely. Councillor Crane would take this into consideration.

Councillor Peart asked why disabled grants take five months to process when the target was 4 and a half months. Councillor Crane explained that the process was very complicated. Councillor Nichols added that the referrals come from North Yorkshire County Council therefore, some of the work was outside the District Council's control.

RESOLVED:

To receive and note the report.

20. New Homes Bonus Scheme – Report SC/11/6

Jonathan Lund, Deputy Chief Executive, presented the report. He explained that additional funding for the the New Homes Bonus was available for four years commencing in 2011/12. and thereafter would be funded from the revenue support grant. The scheme promotes growth and the development of new homes in the area. It was hoped that Selby District Council would receive £445,000 in the first year. The updated Appendix A, tabled, showed potential funds across the CEF areas. It was suggested that the Executive consider this when allocating funding.

Jonathan Lund explained that only when the homes were built and occupied and the Council was receiving council tax payments can the bonus be received. .

Councillor Crane stated that he would be happy to return to Scrutiny Committee once the Executive had discussed the scheme. If the funding was not spent in the first year then it would be carried forward.

Councillor Peart suggested giving each CEF area £20,000 out of the £445,000 NHB funding, however it was felt that some of the CEF's have not spent the money already allocated to them. It was requested to find out how much each CEF currently had in their funding accounts.

Councillor Crane was thanked for attending the meeting and left.

RESOLVED:

- i) To receive and note the report**
- ii) To recommend the Executive to consider Appendix A and the points raised by the committee when developing the Policy**
- iii) To reconsider the matter once the Executive have considered a policy for the allocation of New Homes Bonus funding.**

21. Access Selby Service Provision – Waste Collection and Recycling Report – SC/11/7

Aimi Brookes, Senior Contracts Officer, presented the report. Councillor Pearson had submitted a number of questions to which she responded.

A national recycling scheme promoted by the manufacturers of plastic cartons only allocated five recycling banks in the district. They are distributed to Selby, Tadcaster, Sherburn, Cawood and Monk Fryston. They are emptied the first week of the month. Concern was raised with regard to the bank in Selby, and also with the paper bank, as it was always overflowing. The Senior Contracts Officer would speak to the contractor to ensure it was emptied more often.

The Senior Contracts Officer was asked whether there was a commercial basis for Selby District Council to provide a plastic cartons recycling scheme instead of relying upon the manufacturers scheme?. She would look into this.

The next question related to Communal Waste Facilities. Individual properties get their own refuse and recycling bins however flats have communal facilities. If residents request their own bins this can be investigated.

If residents require replacement recycling boxes, lids or nets these can be ordered through the Customer Contact Centre. There would be no charge for this.

The Senior Contracts Officer explained that it was a legal requirement to have one banksman with a driver to assist the bin wagons when reversing at the landfill site.

There are approximately 460 roadside bins throughout the district and most are emptied at least once a week, however Selby and Tadcaster town centres and some other high use areas are emptied once a day. The emptying programmes can be amended if required. The Senior Contracts Officer would circulate the programmes to Parish Councils for them to make comments and if evidence was gathered showing a need to visit roadside bins more often the contractor would be contacted.

Councillor Price submitted five questions and it was agreed that the answers would be obtained and set out in the minutes (see below):

1. What was Selby District's target for landfill reduction?

As part of the York and North Yorkshire Municipal Waste Management strategy 2006-2026 the waste partnership set a number of waste reduction and recycling targets. There are no specific targets for individual authorities regarding reducing waste to landfill but there were minimum performance standards with regards to the recycling of waste. The last target for Selby was 37.7% recycling and composting by 2009/10 which we achieved.

The partnership had set a number of waste reduction targets in the strategy which were reviewed earlier this year. The recommendation was that the formal review of waste minimisation targets would take place as part of a full review of the Municipal Waste Management strategy following the outcome of the waste PFI project.

2. On the basis of that now collected how much landfill tax was being saved?

North Yorkshire County Council is the Waste Disposal Authority and so is responsible for the cost of disposing of all residual waste, including landfill tax. They have provided us with the following figures:-

<i>Financial Year</i>	<i>Landfill Tax Paid*</i>	<i>Total Tonnage of Waste to Landfill^</i>
<i>2008/9 last full year of weekly refuse collections</i>	<i>£856,514.56</i>	<i>26,766 tonnes</i>
<i>2009/10 half year weekly & half year alternate weekly refuse Collections</i>	<i>£989,612.00</i>	<i>24,740 tonnes</i>
<i>2010/11 first full year of alternate weekly refuse Collections</i>	<i>£1,115,530.56</i>	<i>23,240 tonnes</i>

^These figures are all waste disposed of in landfill and will include things such as commercial waste and fly tipping that is not classified as 'household' waste.

**These figures are for landfill tax only and do not include the gate fee paid per tonne.*

In the last three years landfill tax has increased from £32.00 per tonne in 2008/9 to £40.00 per tonne in 2009/10 to £48.00 per tonne in 2010/11. This means that even though the amount of residual waste we have collected has reduced, there has been an increase in the amount of landfill tax paid by North Yorkshire County Council for the disposal of waste from Selby District. Had we not made the reductions in waste to landfill the amount of landfill tax paid would have been £170,000 more.

3. What are Enterprise's commercial gains from recycling?

The answer cannot be published as commercially sensitive.

4. What was Enterprise's profit margin from SDC?

The answer cannot be published as commercially sensitive.

5. Can the recycling of cans/plastic be extended to non profit making "commercial" organisations such as village halls, sports clubs?

Commercial recycling for glass and cans has been available for businesses since April 2007 and the collection of paper and card started a

few years prior to this. Registered charities are entitled to reduced cost collections. At present we are not able to provide commercial plastic collections but this is something that we are investigating. Full details are available via Access Selby.

The Chair thanked Aimi Brookes, Senior Contracts Officer, for attending the meeting.

RESOLVED:

- i) To receive and note the report**

22. Section 106 Agreements – Report SC/11/8

Dylan Jones, Business Manager, presented the report. Section 106 Agreements are part of the Town and Country Planning Act 1990. He explained the process to the committee.

A discussion took place around the trigger points for large developments. Councillors were informed, by way of an example, that one trigger was set at the 200th home built for the Staynor Hall Development. The committee felt this trigger point was too high and asked if it could be revised for future developments. Dylan Jones would look into this.

In 2014 there would be a new Community Infrastructure Levy which would be a tariff rather than a 'need basis' facility. This would replace the Section 106 Agreements. The new system could be implemented prior to 2014.

All Section 106 monies are held by the Council in a non interest bearing account in line with the Section 106 rules. Scrutiny Committee requested a review of this, with a view to using an interest bearing account if legally possible. Dylan Jones explained that the Section 106 rules are very specific but he would review the situation.

A question was raised with regard to the maintenance of play areas built with Section 106 money. Dylan Jones responded that the developer has to maintain the area for a five year period, after which the district or parish council had the responsibility to maintain the area.

The Chair thanked Dylan and Kelly for attending and they left the meeting.

RESOLVED:

- i) To receive and note the report**
- ii) To recommend that consideration be given to banking s106 monies in an interest bearing account that would allow the accrued interest to serve the same purpose as the s106 monies.**

23. Scrutiny Committee Work Programme

The Chair explained that Nigel Adams MP was unable to attend the meeting on the 22 November and it was not possible to hold a virtual meeting. The Chair suggested organising a meeting in the New Year after consultation with the MP's office. Dates and times would be circulated in due course.

Further amendments were suggested which included adding Choice Based Lettings to the work programme on the 22 November 2011. Also to add to Access Selby Service Provision, the Customer Contact Centre and WLCT on the 22 November. Communities Selby would remain on the work programme for the 20 March meeting. The committee agreed to the changes. The work programme would be amended accordingly and circulated to the committee members.

RESOLVED:

- i) To receive and note the work programme**
- ii) To arrange a new meeting with Nigel Adams MP in the new year**
- iii) To update and circulate the work programme with the changes agreed**

The Chair thanked all for attending.

The meeting closed at 7.55pm.



Report Reference Number SC/11/10

Agenda Item No: 6

To: Scrutiny Committee
Date: 22 November 2011
Author: Ian Wolstenholme, North Yorkshire Police Authority
Lead Officer: Karen Iveson, Executive Director

Title: Crime and Disorder – Safer Neighbourhood Team (SNT) Priorities (For information only)

Summary:

This report summarises the North Yorkshire Police, local Safer Neighbourhood Team Priorities proposed consultation methodologies.

Recommendation

1. Introduction and background

As part of the police reform and social responsibility bill and the national agenda for Safer Neighbourhoods, every quarter the Safer Neighbourhood Teams identify three key policing priorities for an inspector led area, this is done in consultation with the local community.

Inspector led areas in Selby District are:-

- Selby Town
- Selby Rural

In North Yorkshire Police it is a requirement that every quarter, in consultation with the local community, the Safer Neighbourhood Teams identify up to three key policing priorities for each SNT area. This means targeting crime and community safety issues that matter most to the public and focus resources to ensure positive community outcomes. Safer neighbourhood priority settings identify concerns raised by the residents in the area, enabling local consultation to influence policing when tackling local issues. Issues that are not resolved within the quartile time span are often rolled forward to the next quartile until successfully actioned.

2. The Report

The proposed structure for identifying Safer Neighbourhood Team Priorities is based around the three key statements of “We Asked” We Did”.

- **Inform Communities** about engagement events and opportunities (publicity). North Yorkshire Police intend to pull together a calendar of engagement and consultation activities covering a calendar year. It is hoped this will allow members to participate in the process with advanced notification.
- **“We Asked”** Public Meetings, Community Engagement Forums, Surveys, Local Crime and Incidents, Youth Engagement, Elected Members. It is recognised that Selby District has established consultation process via its Community Engagement Forums, these will continue to be a vehicle for consultation alongside all other engagement opportunities.
- **“You Said”** Agree problem solving plan with partners and public to tackle and take action on local priorities. Actions taken to deal with local priorities must be fed to the community and its representatives.

3. Conclusion

Members please note identification and consultation with regard to Safer Neighbourhood Team Priorities, as yet is at a formative stage and therefore open to change. The methodologies outlined within this report are for information only and members will be informed as soon as progress is made towards an adopted structure inclusive of Overview and Scrutiny.

Contact Officer: Karen Mann, Democratic Services



Report Reference Number SC/11/11

Agenda Item No: 7

To: Scrutiny Committee
Date: 22 November 2011
Author: Vanessa Crane
Lead Officer: Dean Richardson – Business Manager

Title: North Yorkshire Home Choice – Allocations Choice Based Lettings Policy

Summary: Scrutiny Committee requested Choice Based Lettings to be discussed at the November 2011 meeting.

Recommendation:

Councillors scrutinise the provision of the approved North Yorkshire Home Choice – Allocations Choice Based Lettings.

1. Introduction and background

Selby District Council approved the new Choice Based Lettings allocation scheme known as North Yorkshire Home Choice at Social Board on 20 April 2010, with ratification at Full Council on 1st June 2010. The partnership is made up of all the local authorities within the North Yorkshire County other than Harrogate District Council as well as Housing Associations who successfully took over the local authorities properties through large scale voluntary transfer. The members of the partnership include.

- * City of York Council
- * Craven District Council
- * Hambleton District Council
- * Richmondshire District Council
- * Ryedale District Council
- * Scarborough Borough Council
- * Selby District Council
- * Broadacres Housing Association (Large Scale Voluntary Transfer Landlord for Hambleton)
- * Yorkshire Coast Homes (Large Scale Voluntary Transfer Landlord for Scarborough)
- * Yorkshire Housing Group (Large Scale Voluntary Transfer Landlord for Ryedale and Craven)

Other housing associations operating in the partnership's area would be encouraged to advertise their vacant properties through the new lettings scheme in line with their current agreements, through the introduction of Service Level Agreements.

This scheme replaced the previous allocation policies of the local authorities listed above and is a completely new approach to selecting new tenants for council and housing association properties. It also offers applicants other options for meeting their housing needs.

CBL is based on the public advertising of available properties, with applicants being able to express an interest (bid) for properties for which they qualify. The policy, which has been jointly developed and subject to legal review, is shared by the partners, transforms the way housing is let, allowing applicants an active role in choosing their potential new home.

1.1 The Vision

'To provide increased choice in housing to residents in North Yorkshire and help to create sustainable, mixed communities where people choose to live.'

The partnership aims to ensure that new applicants, and existing tenants applying to transfer to a new home, are provided with a first class housing service, which gives them an active role in choosing a home which best suits their long-term housing needs and aspirations.

We will achieve this by working together to provide a comprehensive housing advice service, covering a whole range of housing options across North Yorkshire. Local authorities and housing providers will work in partnership to widen the housing choice that they are able to offer and to support all applicants, including those who are vulnerable, to choose where they want to live.

The partnership is committed to tackling homelessness across North Yorkshire. The new scheme will have a positive impact on the creation of thriving, mixed, safe and sustainable communities across North Yorkshire, through a consistent, coordinated and joined-up approach to delivering a high quality lettings service.

1.2 The Aims of Choice Based Lettings

- To meet legal requirements for the allocation of social housing
- To empower applicants to make their own choices about where they want to live
- To encourage and support balanced communities
- To make the process simple and transparent
- To provide information about the availability of homes and to enable applicants to make a more realistic choices about their housing options
- To prevent homelessness and reduce temporary accommodation placements
- To ensure accessibility for all those in need, particular more vulnerable

- To make effective use of the affordable housing stock, extending choice and mobility across boundaries

2. The Report

North Yorkshire Home Choice -Choice Based lettings scheme is open to any UK resident aged 16 or over, although some people may not be accepted onto the register. People will not be accepted if they are subject to certain types of immigration control or they fail the legal test of acceptable behavior.

Applicants aged 16 and 17 (and care leavers) will only be accepted if they have support to enable them to sustain a tenancy and a trustee who can hold a tenancy on their behalf until they reach the age of 18.

Households seeking accommodation within the partnership area are able to complete a single application from for any properties available in the partnership.

To make an application to the partnership residents can either contact one of the partners contact centre's (all addresses at back of application form), In Selby this is Access Selby, where staff will be able to give advice on the process either over the phone or face to face, also residents are encouraged to apply on line through the North Yorkshire Home Choice website.

An application form is also attached in appendix 1 for information.

For applicants that need assistance applying to the partnership Selby is able to offer home visits through the Community Officers to our most vulnerable residents and the scheme has also been well delivered through our partnering agencies such as Social Care and other support agencies to enable all customers to be able to access the scheme.

Once the application is received it is processed on the information and evidence provided and placed in a banding according to the persons housing need.

Under the Housing Act 1996 (as amended by the Homelessness Act 2002) local authorities have to ensure, that when allocating housing, reasonable preference is given to the following groups:

- people who are homeless
- people occupying unsanitary or overcrowded housing or else living in unsatisfactory housing conditions
- people who need to move on medical or welfare grounds (including grounds relating to a disability)
- people who need to move to a particular locality in the district of the housing authority, where failure to meet that need would cause hardship (to themselves or to others)

The policy has been written to ensure that our legal obligations are met.

Applications are placed in one of 4 bands according to their circumstances. These are:

- emergency
- gold
- silver
- bronze

A summary of these bands is shown below.

Emergency band

This band is intended to meet the needs of applicants in extreme circumstances only. It will only contain a small number of applicants at any one time and is subject to a time limit.

- unable to return to their home from hospital because their current home is permanently unsuitable
- unable to access key facilities in their home without major adaptation works
- Only applicants with a local connection to the partnership area will be considered for the emergency band.

Gold band

- care leavers, with an agreed support package
- applicants who need to move on from an approved accommodation based supported housing scheme
- under-occupiers of a local authority or housing association property in the partnership area who want to move to a property with at least two fewer bedrooms
- applicants who are statutory homeless or at risk of homelessness and in priority need
- applicants who are overcrowded and require 2 or more bedrooms
- applicants who are classified as a good neighbour
- applicants with a serious and enduring illness whose health and/or wellbeing is significantly compromised by their home or environment
- applicants who need to move to relieve a proven hardship

Silver band

- applicants who have a health or well-being issue, which will be removed or improved by moving
- applicants who are statutory homeless or at risk of homelessness but with no priority need or are intentionally homeless
- applicants who are overcrowded and require 1 more bedroom
- applicants whose home lacks basic amenities or have to share facilities with other households

- under-occupiers of a local authority or housing association property in the partnership area who want to move to property with one less bedroom

Bronze band

- all other applicants

All properties that become available will be advertised on the North Yorkshire Home Choice website for residents to view. Anybody who does not have internet access will be able to contact SDC contact centre on 01757 705101 or visit Access Selby also a news letter advertising all properties within that week can be sent out to the applicants home address on request. This news letter is already issued through to all our partnering support agencies and displayed in their local offices also for example Sherburn Library. For applicants that need assistance applying to the partnership Selby is able to offer home visits through the Community Officers or through our local partner agencies to our most vulnerable residents. This will ensure that all our customers are able to access the scheme.

How do we decide who is successful?

At the end of the advertising period a short-list of eligible applicants who have bid (expressed an interest) for a property will be produced.

Bids will be placed in band order as this is a measure of housing need. Applicants in Emergency band will be ranked first, followed by those in Gold, Silver and Bronze bands.

There are five tie-breakers in total used to help determine priority between bids. They are

- banding
- local connection
- occupation (number of bedrooms required)
- debt
- time

The tie-breakers are only used as necessary.

For example, if only two applicants bid for a property, one in Gold band and one in Silver then the offer goes to the higher Gold applicant. If both applicants are in Gold band then the process moves to the next tie-breaker, which is local connection, and so on.

Appendix 2 shows the full definitions of the tie breakers in the North Yorkshire Home Choice Policy

The successful applicant will then be made an offer of accommodation by letter within 5 working days of the advertisement cycle ending and the letter will be issued by the landlord of the accommodation.

Any future developments planned & timescales & impact both strategically and operationally?

Homechoice currently advertises social rented properties across the partnership area, but the intention is to include a wider range of housing options such as private rented accommodation (in the landlords accreditation scheme) and low cost housing opportunities.

A small number of such schemes have been advertised in some localities, but this will be increased as Homechoice becomes more established.

3. Conclusions

So far the new partnership has processed in total 12, 675 applications. This is the breakdown for each district, which includes total applications along with a breakdown of the bandings in which applications have been placed according to their housing need.

	Emergency	Gold	Silver	Bronze	Total
Craven	3	33	233	713	982
Hambleton	0	95	415	1026	1536
Richmond	2	74	274	669	1019
Ryedale	2	98	460	814	1374
Scarborough	3	156	748	2280	3187
Selby	1	73	478	881	1433
York	4	265	1388	1487	3144
Total	15	794	3996	7870	12675

Previously on Selby Councils waiting list there was a total of 1862 applicants. Under the old system every applicant would need to have been regularly contacted to ask if they wished to reapply to the local authority for housing. Instead, we now have an up to date database of people applying for social housing and if their housing need changes the applicant can easily alter their application accordingly, this will help Selby District Council keep an up to date database of people applying to the partnership.

Since the implementation of the partnership the scheme has seen 554 tenancies started with SDC having successfully started 54 tenancies through its own stock, which have been a mixture of different types of accommodation.

The tenancies that have successfully started have been of 13- 1 bedroom flats, 9 two bedroom flats, 1-1bedroom house, 5 two bed roomed house, 8- three bed roomed house, 10 -one bed roomed bungalow and 8 two bed roomed bungalow.

94% of the successful bidders were people with a local connection to the partnership and the small minority who were successful with no local connection to the partnership have moved into hard to let properties. These included two bungalows which nobody accepted when they were originally advertised which were re-advertised, and a flat that was allocated on a silver banding but was refused by three applicants due to the lack local amenities.

Since the start of the scheme, applicants from the Selby area have been very successful bidding on properties outside the district. In total we have had 62 applicants that made an application to Selby and have successfully moved into their new tenancy through CBL, some in the Selby area others out of the Selby area but within the partnership. This shows that more people from our area has been allocated then the amount of properties we have had available for applicants to bid on.

The properties that have been let have reflected a mixture of different bandings according to the persons housing need. The table below shows how many applicants have been successful throughout the partnership, what banding they held when they were successful and the same for Selby's allocated properties.

Banding	Partnership	Selby
Emergency	10	1
Gold	315	33
Silver	169	22
Bronze	60	6
Total	554	62

The scheme was introduced to encourage and empower applicants to be able to move across boundaries; the figures to date show that people are being successful. It was also introduced to prevent homelessness and reduce the amount of placement in temporary accommodation.

The reported figures to date show that out of the 62 successful applicants that Selby was the owner authority of, 11 households have been identified at risk of homelessness being housed without making a homeless application to the local authority.

This new scheme enables the potentially homeless applicant to remain in their current home and to be allocated a property in a more planned and suitable move according to the applicants needs.

One of the aims of CBL was to make the lettings process simple, transparent and fair to the user. Of the successful applicants, only two people have needed assistance to bid through Access Selby and ten applicants were assisted over the phone. All other bids were placed through the North Yorkshire Home Choice website.

The partnership's Project Group has also set up a sub group called the Equalities Monitoring Group (EMG) whose main aim is to review the impact on vulnerable client groups and to ensure that the scheme is non discriminatory and that it promotes equal opportunities to all members of the public who want to gain access to social housing.

Contact Officer

Vanessa Crane

Appendix 1 North Yorkshire Home Choice application form

Appendix 2 North Yorkshire Home Choice policy



Application Form for Housing

www.northyorkshirehomechoice.org.uk



Section 1 - Personal Details

	Main Applicant				Joint Applicant			
1. Title e.g. Mr / Mrs / Ms / Miss								
2. First Name and Middle Name (if applicable)								
3. Surname (your family name)								
4. Address								
5. What type of property do you live in (please tick)	Post Code				Post Code			
	house				house			
	ground floor flat or bedsit				ground floor flat or bedsit			
	above ground floor flat or bedsit				above ground floor flat or bedsit			
	bungalow				bungalow			
	other please specify:				other please specify:			
6. Please give your reason for seeking re-housing								
7. Marital Status								
8. Relationship to main applicant								
9. Previous surname/s or maiden name/s								
10. National Insurance Number								
11. Date of Birth (dd/mm/yyyy)								
12. Telephone number/s								
13. E-mail address								
14. Your last housing application number (see guidance notes)								
15. Are you a UK Citizen?	Yes		No		Yes		No	

	Main Applicant				Joint Applicant			
16. In the last 5 years have you or anyone moving with you come to live in the UK or returned to the UK from living abroad? If 'Yes' go to 17, if 'No' go to 18	Yes		No		Yes		No	

17. If answering 'Yes' to question 16 please fill in the table below:

Name	Date of birth	Country you/they entered the UK from	Date entered the UK

	Main Applicant	Joint Applicant
18. If you are not a UK citizen, of which country are you a citizen?		

Section 2 - Help to Use This Scheme

19. Do you think you might need help to bid for properties under this scheme for any reason? If 'Yes', please go to 20, if 'No' go to section 3.	Yes		No	
20. Would you like to nominate someone to act on your behalf? If so, please provide their details (See guidance notes)	Name			
	Address			
	Post Code			
	Phone			
	Mobile			

If you nominated someone to act on your behalf please go to Section 3

21. Please tell us more about the difficulties you might have. Please tick all that apply.	difficulty in reaching an office supporting this scheme	
	no internet access	
	disabled	
	housebound	
	learning disability	24

Section 3 - Applicants Under 18 or Leaving Care

If this section applies to you, please read the guidance notes before completing

	Main Applicant				Joint Applicant			
22. Are you aged 16 or 17? If one applicant is 18 or over please go to question 25	Yes		No		Yes		No	
23. Give the name, address and phone number of the person or organisation who will act as your trustee								
24. Give the name and contact number of the organisation who will support you in your new home								
25. Are you leaving care? If 'Yes', go to question 26, if 'No' go to section 4	Yes		No		Yes		No	
26. Are you looked after by Social Services?	Yes		No		Yes		No	

Section 4 - Your Home

	Main Applicant		Joint Applicant	
27. Your current housing arrangements (please tick one)	Renting from council or housing association		Renting from council or housing association	
	Lodger		Lodger	
	Renting from private landlord		Renting from private landlord	
	Own the home you live in		Own the home you live in	
	Accommodation with support		Accommodation with support	
	Living with family or friends		Living with family or friends	
	No fixed abode		No fixed abode	
	Prison		Prison	
	Temporary accommodation provided by Council		Temporary accommodation provided by Council	
Other (please state)		Other (please state)		

	Main Applicant	Joint Applicant
28. If you are applying from prison please give your expected date of release		
29. If you are renting from a private landlord please give their name, address and phone number		

30. Use the first column to show any facilities lacking in your home. If you are currently sharing facilities with people who are not moving with you use the second column to show this. Please tick all that apply.

	Lacking Facilities	Shared Facilities
Cold Water Supply		
Hot Water Supply		
Cooking Facilities		
Electricity Supply		
Bathroom/WC		

31. What adaptations does your home have (if any)? Please tick all that apply:

wheelchair adapted	
level access shower or wet room	
level or ramped access to your home	

32. What adaptations do you need (if any)? Please tick all that apply:

wheelchair adapted	
level access shower or wet room	
level or ramped access to your home	

33. Do you rent your home from a Council or Housing Association in the Partnership area? If 'Yes' please go to question 34, if 'No', please go to question 38

Yes		No	
Yes		No	

34. Do you wish to apply for a transfer under the Good Neighbour scheme? (please see guidance notes)

Yes		No	
Yes		No	

35. Which Council or Housing Association are you renting from?

36. How many bedrooms does your current home have?

--

37. How many bedrooms do you want in your new home?

--

38. Who is to be **re-housed with you**. Please complete the table below for everyone other than the main and joint applicant.

Title	First Name	Surname	DOB	Gender	Relationship to main applicant	Do they live with you at your current address?
						Yes/No
						Yes/No
						Yes/No
						Yes/No
						Yes/No

39. If any of the people you want to be rehoused with you do not live with you at present, please tell us why:

40. Who else lives with you at your current address who is not moving with you?

Title	First Name	Surname	Gender	Relationship to Applicant	DOB

41. How many bedrooms are in your current home, including those that you do not currently use?
(see guidance notes)

Section 5 - Accommodation History - please provide details of your addresses over the last five years starting with your current address. Continue on a separate sheet if necessary (see Guidance notes)

Main Applicant		Joint Applicant	
42. Address:	From (month/year)	Address:	From (month/year)
	To (month/year)		To (month/year)
Property type:		Property type:	
Your housing arrangements (see Q27 for definitions):		Your housing arrangements (see Q27 for definitions):	
Landlord's address and phone number (if applicable):		Landlord's address and phone number (if applicable):	
Reason for leaving:		Reason for leaving:	

Main Applicant		Joint Applicant	
Address:	From (month/year)	Address:	From (month/year)
	To (month/year)		To (month/year)
Property type:		Property type:	
Your housing arrangements (see Q27 for definitions):		Your housing arrangements (see Q27 for definitions):	
Landlord's address and phone number (if applicable):		Landlord's address and phone number (if applicable):	
Reason for leaving:		Reason for leaving:	
Address	From (month/year)	Address	From (month/year)
	To (month/year)		To (month/year)
Property type:		Property type:	
Your housing arrangements (see Q27 for definitions):		Your housing arrangements (see Q27 for definitions):	
Landlord's address and phone number (if applicable):		Landlord's address and phone number (if applicable):	
Reason for leaving:		Reason for leaving:	

	Main Applicant	Joint Applicant
43. Have you been evicted by any landlord in the last five years?	Yes	No
Have you been subject to legal action by any landlord in the last five years?	Yes	No
If 'Yes' to either of the above go to 44, if 'No' go to section 6		
44. Please give the landlord's name, address and phone number		

Section 6 - Local Connection - Please tick each circumstance that applies to you

	Main Applicant	Joint Applicant
45. Please tick to tell us how you are connected to the partnership area:		
lived in the Partnership Area for the last six months or longer (excluding Prison or Approved premises)		
have a close relative (parent, son, daughter, brother, sister) who is NOT currently living with you, who has lived in the partnership area for the last six months or longer. Please give the name, address and phone number of your relative here:		
have lived in the partnership area for three out of the last five years		
need to move to give or receive support to/from someone who has lived in the partnership area for the last six months or longer. Please give the name, address and phone number of the person concerned in the space below:		
have been working in the partnership area for the last six months or longer. Please give the name of your employer and the address and phone number of your workplace here:		

Section 7 - Debt and convictions

46. Do you, or anyone moving with you, have debts to any Council or Housing Association? (see Guidance Notes) If 'Yes' go to 47, if 'No' go to 48	Yes	No		
47. How much do you owe and to whom?				
48. Please give details of any un-spent criminal convictions you have, tell us the offence and the year you were convicted (see guidance notes)				

Section 8 - Your application

49. Are you interested in a shared ownership/discounted sale property or a Homebuy property? (these are schemes designed to help people buy their own home, a mortgage will be needed)	Yes		No	
50. Are you looking for 'Extra Care' housing? (see the Guidance Notes for a definition of this service, it may be of particular interest to people aged over 60 or for households where disability is an issue.)	Yes		No	
51. Have you (main or joint applicant) just completed a programme of re-settlement in a hostel or supported housing? If 'Yes' go to 52 & 53, if 'No' go to 54. Please note that your support provider will be asked to provide proof that your programme has been completed	Yes		No	
52. Please give the name and address of the organisation that supported you:				
53. Please tell us the date when the programme began				
54. Are you, or anyone who is moving with you, a board member, councillor or employee of any of the partner landlords to this scheme, or are you related to any board member, councillor or employee? If 'Yes' go to 55, if 'No' go to 56	Yes		No	
55. Please provide details in the space below:				

The following two questions are optional and will be used to help us identify where we need to provide affordable housing in the future

56. Please tell us which village, town or area within a town you most want to live in?	
57. What connection do you have to this place?	

Section 9 - Health, housing and support

Only complete this section if you are applying for re-housing on health grounds. This section can be completed by the main applicant on behalf of themselves and everyone who is moving with them.

58. Are you or anyone moving with you, permanently unable to return to your home from hospital? (please provide a letter from the hospital confirming this, see guidance notes)	Yes		No	
59. In your current home, is it possible for all of the persons applying to move with you to get to a toilet and a bedroom?	Yes		No	
60. Please tell us why your current home is not suitable on health grounds for you or anyone moving with you				
61. Please tick the box if you are interested in Sheltered Housing (please see guidance notes)				
62. Please tell us what sort of housing will improve your health or the health of someone moving with you				
63. Does anyone living with you need their own room for health reasons? If 'Yes' go to 64, if 'No' go to 65	Yes		No	
64. Please give details				
65. Please tell us if you or anyone who is moving with you, has difficulty in getting to regular treatment and why?				
66. Do you, or anyone who is moving with you, need to move to give or receive support? If 'Yes' go to 67, if 'No' go to 68	Yes		No	
67. Please provide the name, address and phone number of the person you are moving to be near and the reason you are moving to be near them				
68. Is there any organisation or professional who is supporting you? If 'Yes' go to 69, if 'No' go to section 10	Yes		No	
69. Please provide their name, phone number and address				

Section 10 - Equalities Monitoring

Record keeping and monitoring makes it possible to demonstrate that our commitment to deliver services in a fair and nondiscriminatory way is being achieved.

Disability

	Main Applicant				Joint Applicant			
	Yes		No		Yes		No	
70. Do you consider yourself to be disabled?								
If yes, what is your disability?								

Language

	Main Applicant				Joint Applicant			
	Yes		No		Yes		No	
71. Do you need information in another language? If 'Yes' go to 72, if 'No' go to 73								
72. If yes, please provide details:								

Ethnicity

73. How would you describe your ethnic origin?

Main Applicant		Joint Applicant	
White		White	
British		British	
Irish		Irish	
Other White Please state:		Other White Please state:	
Black		Black	
Caribbean		Caribbean	
African		African	
Other Black Please state:		Other Black Please state:	
Mixed		Mixed	
White and Black Caribbean		White and Black Caribbean	
White and Black African		White and Black African	
White and Asian		White and Asian	
Other Mixed Please state:		Other Mixed Please state:	

Main Applicant	
Other ethnic group	
Other Ethnic Group Please state:	
Gypsy / Romany / Irish traveller	
Asian	
Indian	
Pakistani	
Bangladeshi	
Chinese	
Other Asian Please state:	
Prefer not to say	

Joint Applicant	
Other ethnic group	
Other Ethnic Group Please state:	
Gypsy / Romany / Irish traveller	
Asian	
Indian	
Pakistani	
Bangladeshi	
Chinese	
Other Asian Please state:	
Prefer not to say	

Religion

74. How would you describe your religion, belief or faith?

Main Applicant	
None	
Christian	
Hindu	
Buddhist	
Jewish	
Muslim	
Secular/Humanist	
Sikh	
Prefer not to say	
Other please state:	

Joint Applicant	
None	
Christian	
Hindu	
Buddhist	
Jewish	
Muslim	
Secular/Humanist	
Sikh	
Prefer not to say	
Other please state:	

Do you, or anyone living with you, have any religious or cultural requirements that you would like us to be aware of when we visit you or when you call into the office?	Yes		No	
If yes, please provide details:				

Sexual Orientation

75. What is your sexual orientation?

Main Applicant		Joint Applicant	
Heterosexual/Straight		Heterosexual/Straight	
Lesbian		Lesbian	
Gay Man		Gay Man	
Bisexual		Bisexual	
Prefer not to say		Prefer not to say	

Gender

	Main Applicant				Joint Applicant			
	Yes		No		Yes		No	
76. Is your gender identity the same as the gender you were given at birth?								

Financial - Some of the landlords who advertise property through this scheme are charities. Their charitable status means they are not allowed to house people with income or assets above a certain value. Please complete the next two questions so we have a record of this. You will only be eligible for one of their homes if you cannot afford suitable housing at market rates

	Main Applicant		Joint Applicant	
	77. Please can you tell us your total annual gross income. Please include money from work (including self employed work), tax credits, state benefits and pensions. Please tick a band	Less than £20000		Less than £20000
	£20000 - £25000		£20000 - £25000	
	£25001 - £30000		£25001 - £30000	
	£30001 - £35000		£30001 - £35000	
	£35001 - £40000		£35001 - £40000	
	£40001 - £45000		£40001 - £45000	
	Greater than £45000		Greater than £45000	

	Main Applicant		Joint Applicant	
	78. Please tell us the value of your savings, shares, property and land that you own			

Section 11 - Communication

79. What is your preferred language of spoken communication?		
80. What is your preferred language of written communication?		
81. How would you like us to communicate with you?	Telephone	
	Braille	
	Email	
	Large Print	
	CD	
82. If we were able to, would you like us to use any of the following when we contact you? Please tick all that apply	British Sign Language	
	Makaton	
	Lip reading	
	Bliss	
	Induction Loop	
	Minicom	
	Deaf/blind communication	

Section 12 - Declarations and Consents

I confirm that the details given in this application form are true and accurate and I accept and understand that I will be required to prove this, otherwise my application will be cancelled.

I understand that I must notify you if my circumstances change.

I accept and understand that deliberately giving false information will result in my application being cancelled; or if I have been allocated accommodation, action will be taken to evict me and obtain damages.

I accept and understand that if I or any party to this application have deliberately worsened my circumstances to gain a higher priority for rehousing then my application will be assessed on my original circumstances.

I consent to the sharing of information on this form between the partners and participating landlords where this is relevant to the operation of North Yorkshire Home Choice and also in assessing future housing needs.

I understand that information will only be exchanged between organisations that are party to the 1998 Data Protection Act or to a person(s) appointed by myself to deal with my application.

I authorise the partner and participating landlords to disclose and seek information from other organisations /persons as they consider necessary in respect of this application and for those organisations/persons to disclose information about me. This may include among others, the police, probation service, prison service and previous landlords.

I understand that the partners and participating landlords are under a duty to protect the public funds they administer, and to this end may use the information I have provided on this form for the prevention and detection of fraud. They may also share this information with other bodies responsible for auditing or administering public funds for these purposes (further information is on their websites)

I agree that any information kept on my records can be used to tailor the service I receive to meet my needs.

Main Applicant signature	
Please print your name	
Joint Applicant signature	
Please print your name	
Date	

Where to go if you need help in person

Craven District Council

Town Hall
SKIPTON
BD23 1AH
Tel: 01756 700600

Yorkshire Housing

62 Newmarket Street
SKIPTON
BD23 2JB
Tel: 01756 704 500

Hambleton District Council

Civic Centre
Stone Cross
NORTHALLERTON
DL6 2UU
Tel: 0845 1211555

Broadacres Housing Association

Broadacres House
Mount View
Standard Way
NORTHALLERTON
DL6 2YD

Tel: 0800 587 5291

Richmondshire District Council

Swale House
Frenchgate
RICHMOND
DL10 4JE
Tel 01748 829100

Ryedale District Council

Ryedale House
MALTON
YO17 7HH
Tel: 01653 600666

Yorkshire Housing

Leat House
Welham Road
Norton
MALTON
YO17 9DS
Tel: 01653 600 300

Scarborough Borough Council

Town Hall
St Nicholas Street
SCARBOROUGH
YO11 2HG
Tel: 01723 232323

Yorkshire Coast Homes

Brook House
4 Gladstone Road
SCARBOROUGH
Tel: 0845 065 56 56

Yorkshire Coast Homes

The Coliseum
Victoria Place
WHITBY
YO21 1EZ
Tel: 0845 065 5757

Selby District Council

Access Selby
Market Cross Shopping Centre
SELBY
YO8 4JS
Tel: 01757 705101

City of York Council

Communities & Neighbourhoods
Housing Operations Group
PO Box 407
Customer Service
Library Square
YORK
YO1 7YN
Tel: 01904 554044 or 551200

City of York Council

Communities & Neighbourhoods
Housing Services
Acomb Office
50 York Road
Acomb
YORK
YO24 4LZ
Tel: 01904 554044 or 551200

Yorkshire Housing

6 Innovation Close
Heslington
YORK
YO10 5ZF
Tel: 01904 754420

**IF YOU HAVE DIFFICULTY
READING OR COMPLETING
THIS FORM LET US KNOW
AND ASSISTANCE WILL
BE PROVIDED**



North Yorkshire Housing Allocation Policy

To provide increased choice in housing to residents in North Yorkshire and help to create sustainable, mixed communities where people choose to live



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Adapted properties

Adapted properties are homes, which have been designed or significantly adapted to meet the needs of people with physical or sensory disabilities, for example major changes to bathing facilities and/or access into or within the property.

Advocate

A responsible person who has been given approval to 'act' on behalf of an applicant such as a support worker or a family member.

Applicant

A person who applies to register on the choice based lettings scheme, including tenants of a local authority or a housing association.

Assisted bidding

Where an appropriate person, with the consent of the applicant, submits bids on their behalf.

Automated bidding

Where the computer system automatically submits a bid for an applicant.

Bands

The system for setting out the different priorities of housing need.

Bidding

The way in which registered applicants express an interest in an advertised vacancy. In this context bidding has nothing to do with money .

CBL - Choice Based Lettings

A system for letting affordable housing, supported by the government and the Tenant Services Authority, which allows housing applicants more choice by advertising vacancies and inviting applicants to express interest in being the tenant.

CBL Partnership Board

A board made up of a representative from each of the original partner organisations listed on page 8 , a representative from an independent housing association with properties across the partnership area and any new partner invited to join the board.

Common allocation policy

A shared set of rules on how properties will be advertised and let providing consistency between all partner landlords.

Common Housing Register

The single shared list of applicants eligible to use the Choice Based Lettings scheme. In order to bid for a property, the applicant must be on the Common Housing Register.

Direct offer

Where a property is offered to an applicant, under exceptional circumstances, which will not require an applicant to bid.

Emergency prohibition order

These are statutory notices under the Housing Act 2004, where a property represents an immediate hazard to the occupants.

Housing related debt

For the purposes of this policy, debt means monies owed to any other social landlords, such as a local authority, housing association or arms length management company, in respect of current or former tenancies, such as rent, re-chargeable repairs, court costs and support charges.

Local connection

Connection to a particular area because of residency, employment, close family or a main source of support.

Local lettings initiative (LLI)

A time limited policy, which is introduced to take account of local circumstances. Examples of this may be where a new housing development becomes available or where there is severe anti-social behaviour concentrated in a particular area. This means that these properties will be let outside of the policy. Each scheme will establish the criteria that will be used. This criteria will vary dependant upon the circumstances that has led to the LLI. Each new LLI must be signed off by the CBL Partnership Board and published by the relevant partner landlord.

Low cost home ownership

Options enabling home seekers that are unable to afford to buy a property on the open market to get on the property ladder. Schemes include part rent and part buy or buying a percentage of the equity at a discounted price.

LSVT - Large Scale Voluntary Transfer

Former council housing which has been transferred to a housing association or housing com

MAPPA (Multi Agency Public Protection Arrangements)

This is a multi agency approach to re-housing offenders based on risk assessment. The MAPPA process identifies the level of risk the offender poses to the public. Access to the Common Housing Register for applicants subject to MAPPA can only happen when a senior officer has given authorisation based on a risk assessment.

Mutual exchange

Where two or more tenants swap their homes. Each tenant agrees to move into the others home on an 'as seen' basis.

Nomination agreement

An agreement which sets out the way in which local authorities and housing associations work in partnership to help those in housing need' They usually state a percentage of properties that the housing association will make available to applicants nominated by the local authority.

Partner landlord

A landlord that has signed up to the North Yorkshire common allocation policy and will let their vacancies in the North Yorkshire sub region through the choice based lettings scheme.

Participating landlord

A landlord who allocates some of their properties through this policy (formal nominations via a local authority) but have their own allocations policy for their own lettings.

Priority band date

The date when the application changed bands, which maybe a later date than the date on which the application was originally made - this date may be used as a tie-breaker to decide who receives an offer of accommodation.

Reasonable preference category

The phrase used in the Housing Act 1996 to describe those types of housing need that should be given priority in a local authority's allocations policy.

Registration date

The date a complete application, with all required supporting information, is received by one of the partner landlords - this date may be used as a tie- breaker to decide who receives an offer of accommodation.

Resettlement programme

A structured programme for rough sleepers and young people to develop independent living skills.

Sub-regional partnership

A group of local authority areas working together; in this case the North Yorkshire area.

Supported housing

Specific accommodation schemes for particular groups of people, for example people with learning disabilities or mental health issues, whereby support is provided. Some schemes are short term (upto 2 years) with the aim of people moving on to live more indently.

Support package

Some applicants must have a support package in place, if they are to be eligible for the Common Housing Register. A support package enables a vulnerable tenant to live independently. The receiving landlord must be satisfied that the support package is sufficient to meet the applicant's needs and includes with it a strategy for non- engagement by the applicant.

Tie-breaker

The method used to decide between two or more applicants who have the same level of housing need.

Introduction and background

1.1 The North Yorkshire sub-regional Choice Based Lettings Partnership

This document sets out the new housing allocation policy for the North Yorkshire Choice Based Lettings (CBL) Partnership, known as North Yorkshire Home Choice. This policy will replace the existing allocation policies of the local authorities listed below. This represents a completely new approach to selecting new tenants for council and housing association properties. It also offers applicants other options for meeting their housing needs.

CBL is based on the public advertising of available properties, with applicants being able to express an interest (bid) for properties for which they qualify.

The policy, which will be shared by the partners, will transform the way housing is let, allowing applicants an active role in choosing their potential new home. The partners (hereafter 'the partnership') are:

- City of York Council
- Craven District Council
- Hambleton District Council
- Richmondshire District Council
- Ryedale District Council
- Scarborough Borough Council
- Selby District Council
- Broadacres Housing Association (Large Scale Voluntary Transfer Landlord for Hambleton)
- Yorkshire Coast Homes (Large Scale Voluntary Transfer Landlord for Scarborough)
- Yorkshire Housing Group (Large Scale Voluntary Transfer Landlord for Ryedale and Craven)

The contact details for all of these organisations are listed in Appendix 1.

Other housing association operating in the partnership's area, will be encouraged to advertise their vacant properties through the new lettings scheme in line with their current agreements. Should any Housing association advertise all of their true vacancies in accordance with the scheme, they will be viewed as a partner landlord for the purposes of operating this policy.

The partnership will work with these housing associations to improve and develop the policy so as to maximise the number of properties that are advertised to applicants in the future.

1.2 Our vision for the service

'To provide increased choice in housing to residents in North Yorkshire and help to create sustainable, mixed communities where people choose to live.'

The partnership aims to ensure that new applicants, and existing tenants applying to transfer to a new home, are provided with a first class housing service, which gives them an active role in choosing a home which best suits their long-term housing needs and aspirations.

We will achieve this by working together to provide a comprehensive housing advice service, covering a whole range of housing options across North Yorkshire. Local authorities and housing providers will work in partnership to widen the housing choice that they are able to offer and to support all applicants, including those who are vulnerable, to choose where they want to live.

The partnership is committed to tackling homelessness across North Yorkshire. We believe this policy will have a positive impact in the creation of thriving, mixed, safe and sustainable communities across North Yorkshire, through a consistent, coordinated and joined-up approach to delivering a high quality lettings service.

1.3 Aims and objectives

This policy is a Choice Based Lettings policy.

The shared aims and objectives of this policy are:

- to meet the legal requirements for the allocation of social housing as set out in the Housing Act (1996) and Homelessness Act (2002) ensuring that those with the greatest housing needs have those needs met more quickly;
- to empower applicants to make their own choices about where they want to live;
- to encourage and support, balanced and sustainable communities;
- to make the process simple, transparent, fair and easy to use;
- to provide information about the availability of homes to enable applicants to make realistic choices about their housing options;
- to prevent homelessness and reduce placement in temporary accommodation;
- to ensure accessibility for all those in housing need, particularly the more vulnerable; and
- to make effective use of the affordable housing stock, extending choice and mobility across local authority boundaries.

Section 2 sets out who is eligible to join the Common Housing Register.

1.4 Statement on choice

The policy has been drawn up to offer a choice of housing options to the widest number of housing applicants, including those with specialist needs.

Applicants will be given the opportunity to express their choice of accommodation and in time this choice will be maximised to cover a wide range of housing options.

The policy meets the statutory requirements for the allocation of social housing by ensuring that reasonable preference is given to those with the most urgent housing needs.

The partnership will advertise the vast majority of their vacant stock through the choice based letting scheme and advice and assistance will be given to applicants to allow them to make informed choices about the type of accommodation which best meets their housing needs and aspirations.

Applicants will also be able to access information on bidding patterns and supply and demand; this will enable applicants to make informed decisions about which accommodation they want to be offered. The information on the website will also include links to other useful websites.

1.5 Meeting our obligations

This policy has been developed with regard to the codes of guidance issued to local housing authorities in England, in exercising the functions under 167(1A) and 167(2E) of the Housing Act 1996.

Joining the Common Housing Register

The partnership will ensure that the policy is compatible with obligations imposed by other existing legislation, in addition to Part 6 of the Housing Act 1996 as detailed below; this list is not exhaustive.

- The Race Relations (Amendment) Act 2000
- The Disability Discrimination Act 1995 (as amended 2006)
- The Human Rights Act 1998
- The Freedom of Information Act 2000
- Children Act 1989
- Data Protection Act 1998
- Crime & Disorder Act 1998
- Homelessness Act 2002
- The Equality Act 2006

This policy also takes into consideration the following guidance:

- Audit Commission - KLOE 7: Allocations and Lettings
- Equality and Human Rights Commission (Code of Practice on Racial Equality in Housing - September 2006)
- The Code of Guidance (Allocation of Accommodation - November 2002)
- The Code of Guidance (Allocation of Accommodation: Choice Based Lettings - August 2008)
- The Code of Guidance (Fair and Flexible - Dec 2009)

In addition, the partnership will ensure that the policy is compatible with local, sub-regional and regional housing strategies, together with the North Yorkshire homelessness strategy.

1.6 Information sharing, confidentiality and data protection

The partnership will publish an information sharing agreement to support this policy and will ensure that such a policy complies with all legal requirements.

All information received relating to an applicant's housing application will be treated as confidential in accordance with the Data Protection Act 1998. Information will only be shared in accordance with each partner's Data Protection registration and the consent given by applicants as part of the application process. Information will not be given to third parties unless consent has been given by the applicant; however consent will not be required where there is a public safety interest or to prevent fraud.

1.7 Equality and fairness

The partnership will ensure its policies and practices are non-discriminatory and will aim to promote equal opportunity by preventing and eliminating discrimination on the grounds of gender, colour, race, religion, nationality, ethnic origin, disability, age, HIV status, sexual orientation or marital status. The scheme will be accessible, responsive and sensitive to the diverse needs of individuals. The partnership will take measures to ensure that people with disabilities have equal access to housing opportunities with the population as a whole.

A sub group of the Partnership Board, the Equalities Monitoring Group (EMG) has been and will continue, to review the impact CBL will have on the above client groups and others. This group includes voluntary sector and NHS representation. The EMG will oversee and develop the equality impact assessment for the scheme and will strive to ensure that all relevant equality legislation is considered by the scheme and the partnership Board. The partnership Board and the EMG will consider how the needs of people in isolated rural locations can be best addressed. Choice based lettings as an approach, strives to maximise information and support to applicants.

2.1 The North Yorkshire Common Housing Register

The Common Housing Register (referred to as 'the Register' throughout this document) is a key part of the CBL scheme. The Register is a single list of all the applicants who have applied for and been accepted on to the CBL scheme. People who apply to join the Register will have the benefit of applying to all the partner landlords. In order to bid, an applicant must be on the register.

2.2 Who can apply?

Anyone aged 16¹ or over, may apply to join the register, subject to the following restrictions:

- Applicants aged 16 and 17 years are only eligible to join the register if they meet the following conditions
 - They are not a 'looked after' child as defined by s.20 of the Children's Act 1989
 - They must have an appropriate support package to enable them to sustain their residency
 - They must have an identified trustee who can hold any tenancy on their behalf until the age of 18. Trustees can be a person or an organisation, and will not have a financial liability.
- Applicants leaving care will need to have a support package to be eligible to join the register.
- Applicants subject to some aspects of immigration control, who do not have recourse to public funds or who can not prove they have recourse to public funds, may not join the register

Applicants subject to MAPPA arrangements can only access the register with the consent of a senior officer² of the relevant local authority (see also 4.13).

2.3 Applications not accepted due to unacceptable behaviour

Section 160A(8) of the Housing Act 1996 provides that persons can be excluded from the register where the behaviour by the applicant or by a member of his/her household is such that if the applicant had been a secure tenant of the housing authority at the time it would have entitled the housing authority to possession order under s. 84 of the Housing Act 1985 in relation to any of the grounds in Part 1 of Schedule 2, other than Ground 8. Applicants will be excluded where these grounds apply.

The full policy for dealing with applicants who have a history of unacceptable behaviour is attached as Appendix 2.

2.4 Joint applications

Joint applications will be accepted, provided all applicants are eligible, aged 16 or over and intend to occupy the property together as their only or main home. The joint application will be assessed and placed in a priority band using the details of the household with the greatest housing need.

¹ Applications from 16 & 17 years olds who are not known to the relevant social services authority, will result in a referral to said authority.

² The relevant senior officer to be determined by the individual LA and set out within their scheme of delegation.

2.5 Multiple applications

Multiple applications are not allowed. If an application is already registered, the applicant must decide which application they want to keep. The other application will be cancelled. This will also apply to people who are registered as a joint applicant on more than one application.

2.6 Existing tenants and their households

Existing council or housing association tenants can apply to move and will have their priority assessed in the same way as other applicants. Tenants will, however, not normally be allowed to move if:

- they owe any rent or other debts to their landlord;
- they are currently in breach of other tenancy conditions and their landlord has started formal action in respect of these breaches;
- their property has been adapted to their needs; unless someone in the household no longer requires the adaptation or the property they are moving to also includes all the adaptations that they require; or
- they are introductory / starter or demoted tenants.

The partners want to give an incentive to existing longer standing tenants of the partner landlords that would enable them to move home if they want to. This is the 'Good Neighbour' scheme which is explained in Appendix 5.

Some lettings of secure tenancies are exempt from the requirements of part 6 of the Housing Act 1996 and this allocations policy will not apply to:

- Succession on the death of a tenant
- Assignment by way of exchange (a mutual exchange)
- Assignment to a person who would be qualified to succeed if the tenant had died immediately before the assignment
- Transfers of tenancy under the provisions of matrimonial and related domestic legislation.

The partner housing associations who issue assured tenancies may also have additional policies outside the provisions of this allocation policy, which allow people residing in the property to take over the tenancy.

2.7 Applications from employees / members and their close relatives

Applications can be accepted from employees, elected local authority members, housing association board members and their close relatives, provided they are eligible to apply. Applicants must disclose any such status or relationship at the time of applying.

2.8 How to apply

Applicants can apply to join the Register by completing a form. This can be done on-line by accessing the website - www.northyorkshirehomechoice.org.uk - or by completing an application form available from any of the partner organisations. Advice and support in completing the form can be provided, on request, particularly for those who would have difficulty in completing the form because of a disability or a low level of literacy.

The purpose of the application form is to correctly identify the priority band and establish whether the applicant has any needs that require additional support and help in applying for housing.

2.9 Verifying information

During the application process, applicants will be asked to provide supporting evidence to verify their identity and personal circumstances. This may be supplemented by the partner landlords:

- seeking references from former landlords or other persons;
- obtaining supporting information from other organisations; and
- carrying out a home visit.

A failure to respond to request for information as part of the verification process within 28 days will lead to cancellation of the application. The applicant will be notified in writing.

2.10 Confirming registration

Applicants will receive confirmation that their application has been registered together with:

- their registration date³
- the band they have been awarded;
- a priority band date if different from the registration date;
- confirmation of which type of properties they are eligible to bid for; and
- their username and password for the website

Applicants must check the accuracy of this information as it will be used to decide their priority for receiving an offer of housing.

2.11 Changes in circumstances

It is the responsibility of the applicant or their advocate to notify the partnership of any change in circumstances that could affect their application. The application will be re-assessed on the basis of their changed circumstances and placed in the band that reflects their current housing need.

If an application is moved to a higher band as a result of changed circumstances then the priority band date will be the date that the change was notified. This will be relevant for assessing any tie-break (see 4.6 - 4.10)

If an application is moved down a band, the priority band date will be the date the applicant entered the higher band or, if they had previously been in the new band, the date they originally entered that band.

An offer of a property may be withdrawn if it is evidenced that an applicant's circumstances have changed and would have resulted in a reduction of priority within the banding scheme. The applicant's new circumstances will be assessed and appropriate revised banding awarded. The applicant will be notified in writing.

³ Date application received with **all** required supporting information.

2.12 Keeping the Register up to date

All applicants who have not bid for any properties within a 12 month period will be contacted and asked if they want to remain on the Register. A failure to respond within 28 days will mean cancellation of the application. Applicants in the Emergency and Gold bands will be reviewed on a more regular basis to ensure they are not having difficulties with the scheme and to check that they are bidding for suitable properties as they come up.

2.13 Cancelling applications

If an applicant does not respond to confirm they want to remain on the register or provide information to verify their application in the given time period, they will be notified in writing that their application has been cancelled. The application will be re-instated provided the applicant makes contact and provides all the required information to the relevant partner landlord within 28 days of being notified their application is being cancelled.

2.14 Giving false information / deliberately withholding information

It is a criminal offence for anyone applying for housing from a housing authority to knowingly or recklessly give false information or knowingly withhold information which is relevant to their housing application (Section 171 of the Housing Act 1996).

Anyone found guilty of such an offence may be fined up to £5,000 and could lose the tenancy if they have been rehoused as a result of providing false information or deliberately withholding information.

Applicants who are found to have made fraudulent claims in this way will be removed from the Register and will have to re-apply. This decision will be subject to review and the applicant (or their named advocate) will be informed in writing of the decision and of their right to request a review of that decision in writing.

The partnership will consider taking action against a professional organisation that knowingly or recklessly provides false information or deliberately withholds information on behalf of an applicant they are representing.

2.15 Deliberate worsening of circumstances

Whilst the policy is intended to make sure that those with urgent housing needs are re-housed more quickly, it does not want to reward applicants who deliberately worsen their housing circumstances in order to get into a higher band; each case will be assessed individually.

Any applicant who deliberately worsens their circumstances will have their application re-assessed on the basis of the circumstances that applied prior to the worsening of their circumstances. Applicants can seek review as per 2.14.

2.16 Notifications about decisions and the right to a statutory review

Applicants have the following rights concerning decisions about their housing application:

- The right to be notified in writing of any decision not to be registered on the register because of unacceptable behaviour serious enough to make them unsuitable to be a tenant.
- The right, on request, to be informed of a decision about any information which is being taken into account in considering whether to make an offer of accommodation.

Applicants will be notified of these rights in writing whenever a decision is made that affects their registration or status to receive offers of accommodation and they will be informed of their right to submit further information, which may assist the partner organisation in reviewing their case.

Any request for a review must be made within 21 days of the notification of the decision. The review will be carried out in the first instance by the partner organisation that made the decision. The person carrying out the review will be of senior rank to the person that made the original decision and will have had no previous involvement in the original decision.

Where an applicant exercises their further right of appeal after receiving the review decision, the appeal will be heard by an Application Reviews Panel, who will make recommendations to the appropriate body. Further rights of appeal will be outlined to the applicant in their decision letter. (See Appendix 2 for more details).

Assessing housing need

3.1 Legal background

In framing this policy and to ensure that those in greatest housing need are given preference for an allocation of accommodation, the partnership has considered the categories of people that must be given reasonable preference by local authorities, as set out in s167(2) of the Housing Act 1996 and the Homelessness Act 2002. These are:

Reasonable preference

- People who are homeless including people who are intentionally homeless and those who are not in priority need.
- People occupying unsanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions.
- People who need to move on medical or welfare grounds, including grounds relating to disability.
- People who need to move to a particular locality in the district of the housing authority, where failure to meet that need would cause hardship (to themselves or to others).
- This scheme is also framed by local priorities identified by consultation (within the framework of current guidance).

The partnership will ensure that monitoring arrangements are in place in order to monitor lettings outcomes and will review the policy in order to ensure that it meets our key aims and our legal duties.

3.2 Assessing housing need

Applicants will be assessed and given a priority band in accordance with the following categories of housing need:

Emergency band

This band is intended to meet the needs of applicants in extreme circumstances only; it will only contain a tiny number of applicants at any one time and is subject to a time limit.

- Applicants unable to return to their home from hospital because their current home is permanently unsuitable⁴.
- Applicants unable to access key facilities in their home without **major** adaptation works⁵

Note:

- Only applicants with a local connection to the partnership area will be considered for the Emergency band.
- Any applicant in the Emergency band will have their case reviewed by the relevant partner organisation every four weeks, who will have discretion to re-band the applicant.

⁴ Written confirmation from the relevant Social Services Authority Chief Officer will be required, setting out the reasons as to why the applicant can not return to their home.

⁵ Joint assessment between the Social Services Authority and the LA / Partner Landlord will be required, signed off by the relevant officer.

Gold band

- Care leavers, with an agreed support package.
- Applicants who need to move on from an approved accommodation based supported housing programme and the agency supporting them has provided evidence that their programme of support is complete and that they are able to live independently, either with or without support.
- Applicants presently under-occupying a home owned by a local authority or housing association that is situated within the partnership area. They are willing to move to a property with at least two fewer bedrooms.
- Applicants who are a statutory homeless household under part 7 of the 1996 Housing Act who is owed the 'full duty'. (Applicants can be subject to a direct offer if, after a minimum of four weeks of registration in this band, they have not secured an offer of accommodation - see Appendix 3)
- Applicants who are overcrowded and require two more bedrooms to relieve the overcrowding. (See Appendix 4)
- Applicants who are classified as a 'Good Neighbour' (see Appendix 5).
- Applicants who are at risk of homelessness and in priority need (see Appendix 9).
- Applicants with a serious and enduring illness whose health and/or well being is significantly compromised by their home or its environment, as assessed by the relevant trained Housing Officer. (Bids made on this basis must secure a health gain).
- Applicants who need to move to a specific locality (from within or without) the partnership area, so that proven hardship can be prevented.

Silver band

- Applicants who have a health or well being issue, which will be removed or improved by a move as assessed by the relevant trained Housing Officer. (Bids made on this basis of priority must secure a health gain).
- Applicants who are homeless under part 7 of the 1996 Housing Act or are at risk of homelessness, but are not in priority need (see Appendix 3 and 9).
- Applicants who are overcrowded and require one more bedroom to relieve the overcrowding. (See Appendix 4).
- Applicants whose home permanently lacks basic amenities, not due to the failure of the applicant.
- Applicants who share bathroom and /or kitchen facilities with separate households of people who will not be moving with them.
- Applicants who are presently under-occupying a home owned by a local authority or housing association that is situated within the partnership area. They are willing to move to a property with at least one less bedroom.
- Applicants who are intentionally homeless under Part 7 1996 Housing Act.

Bronze band

- All other applicants.

The choice based lettings scheme

4.1 Advertising properties on the choice based lettings scheme

Choice Based Lettings works by allowing applicants to express interest in available properties, which are advertised each week. From those applicants expressing an interest (bidding), the successful applicant will be decided in line with this policy.

The partnership will advertise the majority of their vacant properties as part of the scheme, including properties that have been designed or adapted to meet the needs of disabled or older people.

Each of the partner landlords will have responsibility for preparing the property description and advertising their vacancies on the scheme. Adverts will be clearly labelled to show the property features, local neighbourhood information and the types of household that can bid for it. A photograph will usually be included with the advert (this will illustrate the type of property being offered but may not be the actual property). If there is more than one property of the same type in the same location, for example a new development, only one property will be advertised. The advert will show how many of the same properties are available.

Properties may be advertised during the previous tenant's four week notice period, and may be withdrawn from the scheme if the tenant changes their mind about moving.

Applicants will be informed at registration what types of property they will be able to bid for. There will sometimes be other restrictions in the advert, for example where a property is designated for people over a certain age or for people with a particular assessed need for that type of accommodation. Bids from applicants will only count if they can match the requirements in the advert.

4.2 Adapted properties for people with disabilities

Adapted properties are homes, which have been designed or significantly adapted to meet the needs of people with physical or sensory disabilities. Adapted homes will be advertised as part of the scheme to ensure that applicants assessed as needing this type of accommodation are given the widest possible choice. This is consistent with the duty to promote disability equality.

Adverts will make clear if the property is adapted and will encourage bids from people who need an adapted home. Applicants with disabilities who wish to bid for an un-adapted home are free to do so. However, the partner landlords reserve the right to overlook any successful bid if it is not practicable to adapt the property for the applicant or there is no funding to enable them to do so.

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

4.3 Housing with support schemes, including extra care schemes

Properties that provide accommodation based support services under the Supporting People programme (other than sheltered housing) will not be advertised as part of the scheme. Vacant properties will be directly matched to qualifying applicants who meet the eligibility criteria following a detailed assessment into their housing needs by their service providers.

4.4 The bidding cycle

Available properties will be advertised weekly on the scheme's interactive website. A weekly property sheet, which provides details of the advertised properties, will be made available for collection from the partner organisations' reception points or to download from the website. In some cases applicants will personally receive a suitably edited 'hard copy' of the adverts, on grounds of vulnerability or isolation.

Applicants (or their advocates) wanting to bid can:

- use the website;
- use the automated telephone bidding line;
- send a text message;
- return a coupon by post; or
- Contact a partner organisation in person.

Applicants can bid for up to three properties per week. Depending on the method of bidding, applicants can find out their position on the list at the time they bid, together with the total number of bids already placed against the property. This will enable applicants to test their chances of being successful when placing bids against properties they are interested in.

4.5 Bidding from prison

Applications can be accepted from people in prison, but would normally not be made live as the applicant is clearly unable to take up a tenancy. When the applicant is within four weeks of release, the application will be updated to take account of the anticipated housing circumstances post release and the applicant placed in the appropriate band. The registration date for the application will be the date placed in the band.

The expectation of the partner organisations is that Offender Managers will work with clients prior to and after their release to assist in addressing any barriers to registering. The presumption is that that the use of the statutory homeless route will be avoided and that the Prison Service or Contractor will have in place a re-settlement plan prior to release, which will be jointly developed with Housing Options staff. The details of prisoner release are covered by the 'York Offender Housing Protocol' and the 'North Yorkshire Offender Housing Protocol'.

Under certain circumstances, a tenant of one of the partner landlords, sentenced to more than 13 weeks imprisonment, can receive a 'Direct offer' on release from prison from the landlord who originally housed them. (see Appendix 6)

4.6 Short-listing and selection - Tie breakers - 1 Housing need

At the end of the advertising period, a short-list of eligible applicants who have bid will be produced.

Bids will be placed in band order. Applicants in Emergency band will be ranked first, followed by those in Gold, Silver and Bronze bands.

Bids received will first of all be prioritised according to priority band. This is the measure of an applicant's housing need; this scheme is therefore driven primarily by housing need.

There are five 'tie breakers' in total used to help determine priority between bids. They are; **banding - local connection - occupation - debt - time** in that order.

The 'tie-breakers' are only used as necessary, for example if only two applicants bid for a property, one in Gold, the other in Silver, then the offer goes to the (higher) Gold applicant. If both applicants are in Gold then the process moves to the next 'tie-breaker' and so on.

4.7 Tie breaker 2 - local connection

Applicants will be counted as having a local connection⁶ to the partnership area if they fit one or more of the following categories:

- currently resident in the partnership area (York, Selby, Ryedale, Hambleton, Scarborough, Richmondshire, Craven) and have been resident for at least a period of 6 months; or
- have lived in the partnership area for at least 3 years out of the last 5 years; or
- have an essential need to live close to another person who currently lives in the partnership area, who has been resident for the last six months, so that support can be given or received; or
- have been employed in the partnership area for the last 6 months; or
- have a close family member residing in the partnership area who has done so for at least six months (parent, son, daughter, brother, sister); or
- one of the partner local authorities has accepted a duty to house the applicant from another council under the terms of Housing Act 1996 Part 7.

4.8 Tie breaker 3 - Occupation

The principles of bidding allow applicants to bid for properties that are one bedroom larger or smaller than the eligibility criteria set out in Appendix 7.

Where two or more applicants, equal in respect of band and local connection bid for the same property, then making best use of the size of property will be taken into account and applicants prioritised in the following order:

- those who meet the eligibility criteria
- those who need one bedroom more than the eligibility criteria
- those who need one bedroom less than the eligibility criteria.

4.9 Tie breaker 4 - Debt

Where bidders are 'equal' in terms of their need and local connection etc, previous financial conduct will be taken into account. The applicant with no housing related debt will be successful.

⁶ Time spent in HM Prisons / Bail Hostels does not count towards local connection.

4.10 Tie breaker 5 - Time

If there is still more than one applicant 'tying' after band-local connection-occupation - debt have been considered then the offer will be made to the applicant with the earliest registration or priority band date⁷.

4.11 Exceptions to the tie-breaker order

There may be restrictions on who can be allocated a property. When this is the case, applicants will be advised in the property advert of the specific conditions. These are the likely circumstances of the specific conditions:

Section 106

When a property has been secured using the provisions of Section 106 of the Town and Country Planning Act 1990 there is usually a legal obligation that the successful applicant must have a clear connection to the specific neighbourhood in which the property is situated. This connection may be defined in different ways.

Planning or legal condition

There may be a planning or legal condition on the site which restricts who can live there.

Local lettings initiatives (LLIs)

Where a partner landlord has established a Local lettings initiative.

Charitable status

Some of the partner and participating landlords have charitable status which place restrictions on who can be housed.

Access for lower bands

The two lower bands (Silver and Bronze) will be monitored to identify what percentage of allocations they are receiving. The partnership Board can consider setting a quota for these bands within its annual review process, should customers in these bands be achieving little success in securing housing.

Adapted properties

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

4.12 Overlooking bids

In certain, clearly defined circumstances the top bidder for a property may not receive an offer, and their bid will be overlooked. There are clear monitoring and reporting requirements for this - details are at Appendix 8.

⁷ Where the application relates to an applicant who has completed an accommodation based support programme, their time on the register will be backdated to the date they entered the support programme.

4.13 Direct offers

In exceptional circumstances a property will not be advertised but will be offered directly to an applicant⁸. Such circumstances include:

- Statutory homelessness cases (full duty) in accordance with this policy (See Appendix 3).
- MAPPA cases.
- The offender initiative described in Appendix 6.
- Management transfers in accordance with Appendix 11
- Causes of flood or fire to the partner landlord's own properties, resulting in the tenant needing to be re-housed.
- Where, under the partner landlord's policy, a person can succeed to the tenancy but the property is inappropriate.
- Applicants whose home is subject to demolition or refurbishment by one of the partner landlords.
- Applicants who have fully completed a programme of re-settlement, with a re-settlement project named, approved and identified by one of the partner landlords. Such applicants will be persons who would have been unlikely to sustain a tenancy unless they had been through a re-settlement process.
- Applicants owed a duty by the local authority under the Rent (Agricultural) Act 1976.
- National witness scheme.
- Any other case where the issue is sensitive, specialist or an emergency.

The guiding principle here is that the partner making the direct offer must house the applicant. Direct offers will be appropriate and suitable to the applicants needs.

Direct offers will be reported in lettings feedback (see 4.17).

4.14 Viewing properties and receiving offers

When an applicant has been short-listed, the relevant landlord will arrange an opportunity to view the property. In some circumstances, more than one applicant may be invited to view.

Further verification of circumstances will be undertaken to ensure the applicant is still eligible for the property prior to an offer being made.

Applicants will not be penalised if they refuse an offer of accommodation; however where more than 5 offers of accommodation have been refused, the applicant will be invited to an interview with the partner landlord that originally assessed their application.

If an applicant has refused a direct offer of accommodation, they will only be given a second offer in exceptional circumstances.

Note: Statutory homeless applicants who are owed the main homeless duty will be offered accommodation in accordance with sections 193(7) and 202 of the Housing Act 1996. The statutory duty owed will be discharged where a reasonable offer is refused in these circumstances.

⁸ Direct offers will be approved by the relevant senior officer of each partner. Each partner landlord will provide details to the Partnership Board on a quarterly basis of all properties let under a direct offer including the reasons for the direct offer.

4.15 Time allowed for accepting an offer

Applicants will be allowed 2 days after the viewing to make a decision about whether to accept. If there are extenuating circumstances longer may be allowed. Individual circumstances will be taken into account and applicants with specific needs will be given more time, for example if an assessment for adaptation works is needed or someone with a disability needs more time to consider the move.

4.16 Monitoring

The partnership will monitor the scheme on an on going basis to ensure:

- the scheme is meeting its aims and objectives;
- the policy complies with the duty to give reasonable preference whilst also allowing other groups to access affordable housing;
- the scheme is providing equality of opportunity;
- applicants are satisfied with the scheme, and
- that partner organisations are not subject to disproportionate levels of net inward migration - See Appendix 10.

In addition:

- The partner organisations will routinely undertake specific monitoring of bid patterns, with a view to providing the best possible housing options service. Applicants in the Emergency and Gold bands, or who are inactive or consistently unsuccessful will receive targeted advice and support (see also Section 5).

The outcomes of the monitoring will be used to assess whether any changes need to be made and to continually develop and improve the scheme. Monitoring of the policy will be on going including formal annual review by the partnership.

4.17 Publishing feedback on lettings

Applicants will only be contacted if they are invited to view a property. Lettings results will be published on the website and in the property sheet and will include the following information:

- The property type and neighbourhood.
- The total number of bids made for the property.
- The successful applicant's registration date and/or priority band date.
- Properties where a direct offer was made and the vacancy was not advertised.

4.18 Future development of the scheme

The partnership is committed to continually reviewing its practices and procedures associated with this policy and the scheme, to ensure a consistent and joined up approach in the delivery of a first class lettings service for North Yorkshire. In doing so, the partnership will take account of best practice and feedback from applicants. The partnership will strive to integrate the lettings process with access to emerging education, training and employment opportunities. The partnership will strive to collect and publish data on general patterns of supply and demand to help applicants make informed decisions.

Other housing options

The partnership is committed to offering other affordable housing solutions to those in housing need and to those who may have to wait a considerable time before being successful in receiving an offer of accommodation.

As social housing is in such short supply, the partnership will work with other housing providers to maximise the amount of vacancies advertised through the scheme.

In due course, applicants will have the ability to consider the following housing options in accessing the CBL scheme:

5.1 Private landlords

The scheme will provide for the advertisement of properties which are owned by responsible private landlords. The adverts will make clear that the partnership is not acting as an agent for private landlords; that the properties advertised will be offered as assured shorthold tenancies; and the basis on which successful bids will be considered if it differs from the way tenants for the partner landlords' are selected.

5.2 Housing associations

Housing associations (apart from the partner housing associations) will be encouraged to increase the number of vacant properties they advertise on the scheme. Housing association vacancies that are advertised for nomination will be clearly labelled to say which local authority is the nominating authority.

5.3 Low cost home ownership

The CBL scheme will enable properties for low cost sale to be advertised. Applicants will need to meet certain criteria.

5.4 Mutual exchanges

The scheme will allow for mutual exchanges to be advertised throughout the sub-region in order to give opportunities for tenants to move outside of the CBL scheme. Applicants for mutual exchanges may only exchange with their landlord's permission.

Head office contacts for partners

City of York Council

The Guildhall
YORK
YO1 9QN
Phone: 01904 551550
E mail: housing.registrations@york.gov.uk

Selby District Council

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E mail: housing@selby.gov.uk

Craven District Council

Town Hall
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BD23 1AH
Phone: 01756 700600
E mail: housing@craven.gov.uk

Ryedale District Council

Ryedale House
MALTON
YO17 7HH
Phone: 01653 600666
E mail: lorraine.gould@ryedale.gov.uk

Broadacres Housing Association

Broadacres House
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Scarborough Borough Council

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Hambleton District Council

Civic Centre
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NORTHALLERTON
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E mail: housing@hambleton.gov.uk

Richmondshire District Council

Swale House
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Email: sara.smith@richmondshire.gov.uk

Yorkshire Coast Homes

Brook House
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Phone: 0845 065 56 56
E mail: info@ych.org.uk

Yorkshire Housing

Yorkshire House
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Heslington
YORK
YO10 5ZF
Phone: 01904 75440
E mail enquiries@yorkshirehousing.co.uk

Ineligible applications

(serious unacceptable behaviour)

1. Introduction

- 1.1 The partnership recognises the Government's commitment to encouraging inclusion and social stability and will use this policy to encourage access for all applicants, including those that are socially disadvantaged. This will be achieved by ensuring that each application is treated on its individual merits and by making available mutually agreed programmes of support to vulnerable applicants in conjunction with other statutory and/or voluntary organisations.

2. Statutory and regulatory guidance

- 2.1 The Code of Guidance (Allocation of Accommodation-November 2002) explains in detail how local housing authorities should apply the 'unacceptable behaviour test.' In summary, the test states that to make someone ineligible for an allocation of accommodation, the local authority must be satisfied that the applicant, or a member of his/her household has been guilty of unacceptable behaviour that is serious enough to make him/her unsuitable to be a tenant at the time the application is being considered. The 'test' is whether the behaviour would have entitled the housing authority to a possession order if, whether actually or notionally, the applicant had been a secure tenant.
- 2.2 Officers dealing with the assessment of housing applications will be fully trained and aware of relevant codes of guidance in the application of the statutory unacceptable behaviour test.

3. Assessing ineligibility

- 3.1 The partnership recognises that whilst it wishes to promote balanced and sustainable neighbourhoods, denying access to social housing might result in broader social exclusion for the households involved. Therefore, applicants will not automatically be made ineligible if their circumstances 'fit' a defined category; each case will be judged on its own merits and efforts will be made to resolve any issues, which prevent applicants from joining the Register.

For the purpose of this document, ineligibility means that an applicant has been denied access to the Common Housing Register and is unable to participate in the choice based lettings scheme on the grounds of their (or a member of their household's) unacceptable behaviour.

- 3.2 The partnership will consider an application to join the Register where a history of unacceptable behaviour is proved, if the applicant is attempting to modify that behaviour with the help of a recognised support agency and that agency will continue the support if/when the applicant is housed.
- 3.3 The partnership will ensure that the process for assessing eligibility is both fair and effective in the management of the housing stock. In reaching a decision on whether or not to make an applicant ineligible on the grounds of unacceptable behaviour, all relevant information will be taken into account, including whether the behaviour could have been due to a physical or learning disability or mental health problems.

- 3.4 Where an applicant's behaviour is not serious enough to make them ineligible, it will still be considered in deciding the level of priority received within the priority band. For example, where there are low or moderate rent arrears the applicant would be overlooked for offers of accommodation where there are other competing applicants with the same level of need who do not owe any money.
- 3.5 This policy applies to existing tenants applying to transfer and to new applicants joining the Register.

4. Examples of serious unacceptable behaviour

- 4.1 For the purpose of this document, examples of the type of unacceptable behaviour that will be considered in deciding whether or not to allow an applicant access to the Register include domestic violence, racial harassment, drug dealing, serious noise nuisance, intimidation and any other acts of unacceptable behaviour or serious breaches in tenancy conditions, for example serious rent arrears, which would make the applicant unsuitable to be a tenant.
- 4.2 Applicants who have relevant unspent convictions for serious criminal offences, which may threaten the stability of a community will have their housing needs assessed and all factors will be taken into account before a decision is made regarding their eligibility to join the Register. The partnership will work collaboratively with the police, probation and prison service in an effort to resolve an applicant's ineligibility and improve their chances of being integrated back into the community through a planned and managed approach.
- 4.3 Where an applicant (or a member of the household) has a history of antisocial behaviour or has breached their tenancy conditions, all relevant facts will be considered before a decision is made (as per section 2 above) regarding their eligibility to join the Register. Where antisocial behaviour has been committed by a person who was, but is no longer a member of the applicant's household, the behaviour will be disregarded provided the applicant is not guilty themselves of unacceptable behaviour. The partnership will collaborate with other agencies, such as social services and health services, to try to resolve an applicant's ineligibility.

5. Grounds for lifting ineligible status

- 5.1 The basic principle for lifting the 'ineligible' status will be evidenced material change in the applicant's circumstances. For example:
- Where an applicant has been guilty of unacceptable behaviour, the applicant has demonstrated a material change in their behaviour.
 - The applicant has in place a recognised support package that addresses previous misconduct and will continue once housing has been offered under the scheme.
 - The relevant conviction has become spent.
- 5.2 A fresh application will need to be made by the applicant where they have been previously made ineligible and feel that their behaviour should no longer be held against them as a result of changed circumstances.

Homeless applicants

6. Notifying the applicant of the decision and the right to review

- 6.1 All applicants will be notified if they are deemed ineligible, the reasons for it, the period of ineligibility and their right to request a review of the decision. Applicants will also be notified of what actions they can take to remedy their ineligibility and a signposting/referral service to other support or independent advice agencies will be offered, if applicable.

All applicants have the right to have a review of any ineligibility for the register. Any request for a review must be made within 21 days of the notification of the decision.

The review will be carried out in the first instance by the partner organisation that received the original application. The person carrying out the review will be of senior rank to the person that made the original decision and will have had no previous involvement in the original decision.

Where an applicant exercises their further right of appeal after receiving the review decision, the appeal will be heard by an Application Review Panel.

Each of the ten partners who established the scheme shall provide a representative to the panel, who will consider whether any applicant can have their ineligibility for the register lifted. The panel could be facilitated by one nominated officer, acting for all the partners; a local authority could be represented by its housing association partner and vice versa.

The panel will have regard to the Allocations Code of Guidance 2002 and will consider each case as to its individual merits. If the matter is a statutory one, the Panel will advise the relevant local authority, who will have to make a final determination taking the panel's view into account.

Human Rights legislation means there is a requirement for review processes to be independent. This can be satisfied by the withdrawal of any representative from the organisation that applied the decision under review.

The Applications Review Panel can also consider non-statutory matters such as disputes on banding, worsening of circumstances, priority band etc, where these have not been resolved locally. Again, the panel will provide the relevant body with a recommendation.

A key objective of the partnership is to assist the local authorities in preventing and reducing homelessness by providing a range of housing options through CBL.

Where an applicant presents as literally homeless or threatened with homelessness, robust advice and information will be provided and every effort will be made to resolve their housing situation.

If an applicant is assessed as being homeless **within 28 days** and they are eligible for assistance, in priority need, locally connected to the partnership area and not intentionally homeless, they will be found to be statutorily homeless and will be entitled to one reasonable offer of accommodation, which will be made in accordance with sections 193(7) and 202 of the Housing Act 1996, meaning that the offer will be made in writing and will be subject to the right of appeal. Applicants who are statutorily homeless will be placed in Gold band and will be expected to bid for all suitable properties that have been advertised.

Applicants who are statutorily homeless will be frequently reviewed to ensure they are bidding for suitable properties. If applicants have not been bidding, their officer will contact them at a suitable period of time to establish the reasons why and to address any need for further advice or assistance to enable them to participate effectively in the scheme. **The partnership reserves the right to make a direct offer to a statutorily homeless household after a minimum of 4 weeks if they have not been successful in securing a property through the scheme.** The homeless duty will be discharged if an offer is made as a result of a successful bid on a suitable property.

If an applicant is assessed as meeting all the relevant criteria for being statutorily homeless, but **within a 90 day period**, the partner organisation will explore a number of options to prevent homelessness from occurring. Applicants in these circumstances will be placed in Gold band as a homeless prevention category and will be frequently reviewed to ensure they are bidding for suitable properties. If the applicant has not been bidding, the officer will contact them to establish the reasons why and to address any need for further advice or assistance to enable them to participate effectively in the scheme. The review will also highlight any changes in circumstances as a result of homeless prevention activity, which could alter their homelessness assessment and priority band. A homeless application could be completed at a later stage if the applicant's housing need is not resolved.

Applicants who have made themselves intentionally homeless or who have been assessed as non priority homeless will be entitled to reasonable preference; the same will apply to those who are no longer owed the main homeless duty as a result of turning down a reasonable offer of accommodation that was made in writing and subject to the right of appeal; applicants in these categories will be placed in Silver band.

Defining overcrowding and housing at height

The following assumptions are made on overcrowding:

- That children aged 9 years and above will be seen as requiring a separate bedroom if they are sharing with the opposite sex.
- Couples, married couples and civil partners will be expected to share a bedroom.
- A bedroom (or bedsit) is suitable for two people if it is larger than 10 sq m. A bedroom (or bedsit) will be suitable for a single person if it is less than 10 sq m.
- A room intended as a bedroom but used for another purpose will still be classified as a bedroom.
- Discretion can be exercised if a child requires their own room due to disability.
- Discretion can be exercised if an applicant needs a room for a carer or to facilitate specialist medical treatment.
- Single adults aged 21 or over will require their own room.
- In cases of joint custody of a child or children, recent case law states that only in exceptional circumstances, such as where children have special needs, will it be reasonable for children who already have an existing home with one parent to be provided with another home to live with the other parent.

If an applicant with children wishes to apply for a property with the living accommodation at first floor or above, this is acceptable and is seen as a legitimate applicant choice.

The good neighbour scheme

This is an incentive scheme for secure and assured tenants of the partner landlords who are accepted on to the Housing Register and who have not, in the past three years, breached their tenancy conditions (including having a clear rent account for that period). Such tenants can apply to be “Good Neighbour Standard” applicants.

Good Neighbour Standard applicants will be placed in Gold band.

To qualify for this standard the applicants’ home must be in a good state of repair & decoration and suitable for re-letting without additional work (over and above the relevant safety checks). Tenants must agree to allow their landlord to show other applicants around the property prior to them moving out.

The offender initiative

A tenant of one of the partner landlords, sent to prison for a duration longer than 13 weeks can receive a 'direct offer' on release from prison, provided they meet the criteria below.

- That the tenancy was given up promptly on their imprisonment.
- There were no rent arrears or damage to the property.
- There was no anti-social behaviour related to the conduct of their tenancy.
- That the individual satisfies the acceptable behaviour test on their release.

Property eligibility

The table shows the size of properties that applicants are eligible for based on their household composition.

Some flats and bungalows are classed as sheltered accommodation. This type of accommodation is generally intended for people who are aged 60 or over and/or need support to help them maintain their independence. Applicants will be assessed as to whether they need this type of accommodation.

The following table shows the household composition and property eligibility.

	Bedsit / Studio	1 bedroom flat / maisonette / house	1 bedroom bungalow	2 bedroom flat / maisonette / house	2 bedroom bungalow	3 bedroom flat / maisonette / house	4 bedroom house	5+ bedroom house
One adult	✓	✓	✓					
Two adults		✓	✓					
Three adults				✓	✓			
One / Two adults with one child				✓	✓			
One / Two adults with 2 children, both the same sex or both aged under 9				✓	✓			
One / Two adults with 2 children of different sexes, one aged 9 years or over						✓		
One / Two adults with 3 children						✓		
One / Two adults with 4 children						✓	✓	
One / Two adults with 5+ children							✓	✓

Applicants can bid for properties one bedroom larger or smaller⁹ than the above requirements, However, if required, Tie breaker 3 will prioritise applicants to make best use of the size of the property.

⁹ **Note:** The landlord reserves the right to overlook a successful bid where the offer of the property would result in the applicant being statutorily overcrowded.

Overlooking a successful bid

There will be circumstances where allocations staff will need to, or will have discretion to, overlook a successful bidder. Allocations staff will be provided with procedural guidance on this.

1. The **mandatory grounds** for overlooking a bid are:

1.1 Debt from previous tenancies

This is debt to other social landlords (excluding council tax) usually for arrears of rent or rechargeable repairs. It is debt in respect of former, not current tenancies.

A successful bid must be overlooked if the applicant has housing related debt. An exception to this can only be made if:

- the applicant has a re-payment agreement in place and that agreement has been maintained successfully for thirteen weeks prior to the successful bid being made, and
- the re-payment agreement is current

The guiding principle therefore is that applicants with debt must have a current re-payment agreement, that has been sustained for at least 13 weeks, every time they bid.

1.2 Existing tenants of social landlords

Existing tenants will be overlooked if they are in breach of their tenancy conditions or their property has been specifically adapted as outlined in Section 2.6

1.3 MAPPA

Such applicants are dealt with by a direct offer as per 4.13. Should such an applicant have made a successful bid and the IT system has not filtered out such bids, then staff will overlook the offer.

1.4 Health and safety or illegality

A successful bid that creates a risk to life, serious health and safety risk, or creates a situation that is illegal such as statutory overcrowding.

2. The **discretionary grounds** for overlooking a bid will include:

2.1 Disability

Where a household with disabilities; are potentially being let a property which can not reasonably be adapted for them. It may not be reasonable to adapt properties where a major structural alteration is required such as:

- an extension;
- a through floor lift; or
- door widening.

The need for minor adaptations such as stairlifts, adjustments to baths or showers, grab rail etc should generally not exclude the successful applicant from receiving the offer, however staff will exercise their discretion if funding is not available for these adaptations.

2.2 Adapted properties

Where the successful bidder has secured an adapted property without having any need for that adaptation. Staff can re-advertise for a one further cycle in this instance.

2.3 Terms of the advert

Where the successful bid does not comply with the terms of the advert.

Partners must record any instance when a successful bidder has been overlooked, and report regularly to the partnership Board.

Definition of at risk of homelessness

Risk of homelessness

The following are examples of when an applicant is at risk of homelessness; evidence and engagement with Housing Options/ Housing Advice services are required before an applicant can be seen as 'at risk'. Applicants who have negligently or deliberately placed themselves at risk of losing their home will be subject to the provisions in this policy for deliberate worsening of circumstances (2.15).

- They live in tied accommodation linked to their employment and that employment is coming to an end.
- They have received a valid, legal, written 'notice to quit' from their private landlord giving appropriate notice and the customer has engaged with their local Housing Options/Housing Advice Service. The Officer must be satisfied that the landlord intends to implement the notice.
- One party to a joint secure, introductory, assured or assured shorthold tenancy has given notice, ending that tenancy for the other parties and the landlord is not willing to transfer the tenancy to remaining parties or provide suitable alternative accommodation.
- The tenant of a property has died, remaining parties in the property have no right of succession, and there is no offer of suitable alternative accommodation or transfer of tenancy.
- The valid service of a Compulsory Purchase Order or Emergency Prohibition Order.
- The applicant's home is due to be demolished.
- The applicant has lost their home due to their landlord having the property re-possessed.
- Termination of an Agricultural Tenancy under the terms and administrative processes of the Agricultural Tenancies Act 1976.
- The applicant has been asked to leave by family or friends with whom they live.

Monitoring mobility

Applicants connected to the partnership area are permitted to bid for properties in all seven local authority areas; no other level of local connection is taken into account (other than that outlined below).

This permits social and economic mobility, improves choice and is integral to a sub regional scheme.

Mobility is framed here with some checks and balances:

- The Partnership Board will monitor the impact of mobility, linked to baseline data on the level of letting cross boundary in other sub regional schemes and the current level of cross boundary letting in North Yorkshire.
- Section 106 agreements and other conditions as outlined in 4.11.
- The discretion to transparently establish Local Lettings Initiatives.
- The Partnership Board reserves the right to limit or restrict cross boundary mobility should a particular local authority area exceed a certain level of **net** inward migration. The Board will consider the impact of any net inward migration that exceeds the net level in 2009/10 by more than 5 percentage points, imposing a temporary restriction if it sees fit.

Management Transfer

Management transfer (emergency move)

A management transfer can be agreed for persons in imminent danger and is subject to the discretion of the designated chief housing officer within each partner organisation.

A management transfer will be considered for a tenant of the partner landlords if there is evidence to show that they are experiencing harassment of a serious, targeted and persistent nature (as defined in the table below) which the tenant could not reasonably have prevented or avoided through their own actions and where there are no other appropriate ways of resolving the problem without resulting in a serious risk of harm.

serious	<ul style="list-style-type: none"> ● violence used; or ● threats of violence which is evidenced and likely to be enacted; or ● extensive property damage, making the property uninhabitable; or ● harassment based on race, sexuality or disability.
and targeted	<ul style="list-style-type: none"> ● specifically aimed at the individual or household; or ● related exclusively to the property; or ● not experienced by others in the immediate neighbourhood.
and persistent	<ul style="list-style-type: none"> ● a series of repeated and recent incidents over a defined period of time and / or a likelihood of repetition assessed by police / other agency.

The aim of a management transfer will be to move the household to a place of safety. If the request is accepted the applicant will be made one direct offer. The offer can be for any area within the current partner landlords stock.

The offer will usually be to a “like for like” property. Any further housing needs (usually overcrowding) will be addressed through the allocation policy and prioritisation in accordance with 3.2. If the tenant is already registered for a transfer on the basis of other housing needs they will retain their existing registration/priority band date.

To: Scrutiny Committee
Date: 20 November 2011
Author: Chris Smith, Lead Officer- Data & Systems
Lead Officer: Karen Iveson, Executive Director

Title: April 2011 – September 2011
2nd Interim Corporate Plan Progress Report

Summary:

This report provides details of Access Selby key performance indicators following the 2nd quarter of reporting for the financial year 2011/12, and recommends appropriate action where required.

Recommendation:

The Scrutiny Committee receives the report and note the 2nd quarter performance. It is recommended that accountable officers take the necessary action to ensure the performance indicators achieve the set targets set at the beginning of the financial year.

Reason for recommendation:

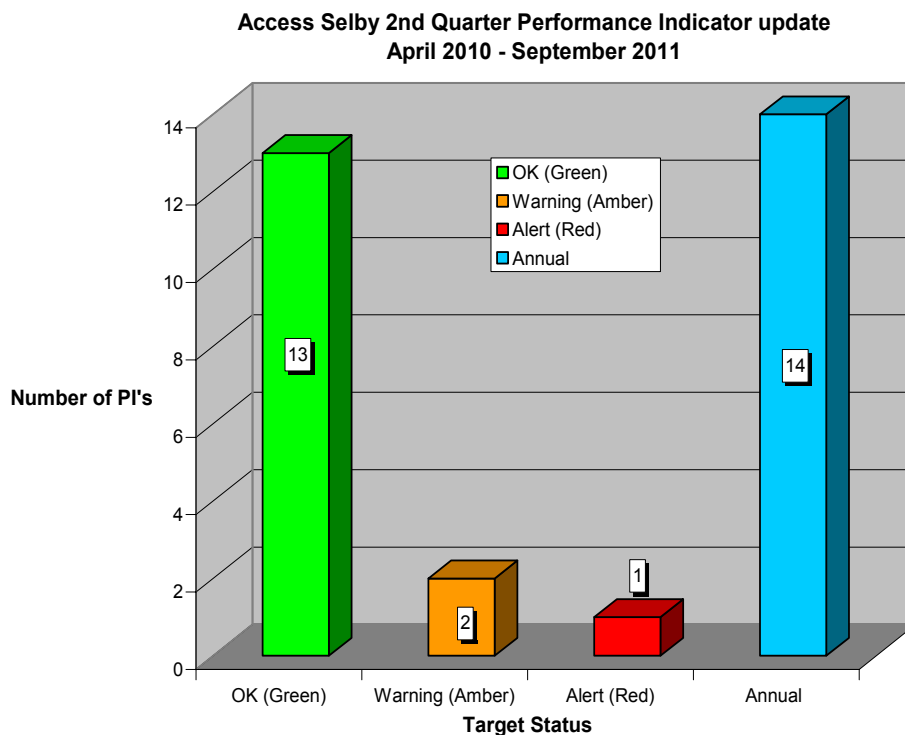
The ongoing management of performance and improvement data assists the Authority in achieving its strategic themes and priorities.

1. Introduction and background

- 1.1 Performance indicator exceptions for the relevant period together with appropriate commentary from officers are shown at Appendix A.
- 1.2 A total of thirty key performance indicators have been created and divided into four themes: *customer and community, learning and growth, process and finance*. These four themes form the basis of the 'balanced scorecard' approach, and are designed to support the long-term sustainability of the organisation.

2. The Report

- 2.1 A total of ten indicators will be monitored monthly with six indicators measured quarterly and fourteen indicators measured annually.
- 2.2 Performance is measured on the traffic light sequence through the COVALENT performance management system. The 'data only' indicators highlighted in Appendix A relate to indicators where either we are calculating a baseline figure throughout the 1st year and have no target set or the target is based around a milestone.
- 2.3 Based on the 16 performance indicators that hold reported data following the 2nd quarter of reporting we are above target on 13 indicators with 3 indicators reported below target.



- 2.4 The reported indicator for average time taken to re-let local authority housing is currently below target. Current performance at the end of Quarter 2 is still of concern. A BPI project has been undertaken accompanied by the implementation of an action plan to tackle this issue. Quick wins have been identified and are being implemented with immediate effect. A refined process has been agreed and this is to be rolled-out to relevant officers in mid-October 2011.
- 2.5 The percentage of new benefit claims and changes processed within 5 days is below target although performance has improved on August 2011 performance. The training of new staff, maternity leave and a staff vacancy has all contributed to the performance of the business unit throughout the 2nd quarter. Assessment staff have worked

additional hours throughout September 2011 to reduce the outstanding work and this will continue throughout October 2011.

- 2.6 The percentage of urgent repairs to council owned properties completed within the agreed timescales has failed to meet target by 0.60%. This represents a slight decrease in performance on Quarter 1 reporting. Following a BPI on 'Void Properties', resources will be re-directed to ensure an increase in performance for re-let' times and also our response to 'Urgent Repairs'.
- 2.7 On a positive note, the reported performance indicators for customer satisfaction at the contact centre, non urgent repairs completed, council tax and rent debt recovered and planning applications considered within time limit are all above the targets set at the beginning of the financial year.

3. Legal/Financial Controls and other Policy matters:

- 3.1 Subject to the actions determined by councillors to address weakness identified, there are no financial implications arising from the contents of this report.
- 3.2 Any actions identified for improvements to performance would need to be properly assessed for financial implications and, if required, approval for any additional funding sought and such issues would be highlighted in the budget exceptions report elsewhere on the agenda.

4. Conclusion:

- 4.1 Access Selby have made good progress through quarter 2 in ensuring the systems available can capture and extract the data needed to measure the key performance indicators.
- 4.2 It is recommended that accountable officers take the necessary action to ensure the performance indicators achieve the set targets set at the beginning of the year. Guidance has been issued to relevant officers to ensure more consistent commentary. In addition, Business Managers have contributed to commentary in this report for the first time, which will no doubt result in the emergence of a standardised presentation style to aid clarity in future.
- 4.3 The importance of data quality within this process and other data collection programmes cannot be ignored and has to remain a corporate risk. It is paramount that we are confident in the data supplied from internal and external sources, so it can be relied upon for informed decision making purposes.







Appendices: Appendix A:
2nd Interim Corporate Plan Progress Report

2nd Interim Corporate Plan Progress Report: April 2011- September 2011 (2nd Quarter)

Report Type: PIs Report
Report Author: Data & Systems
Generated on: 04 October 2011















PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				







Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Business Manager Summary Comment
SDV_001	% of satisfied customers	Aim to Maximise	85.00%	97.43%				Quarterly	<p>What this means? This indicator relates to data collected from the satisfaction surveys collected through the Contact Centre in respect of customer contact through the phones and face to face.</p> <p>How are we doing?</p> <p>Performance has been historically high and has improved year on year since 2008/09 (94%). The trend for 2011/12 throughout organisational restructure has been maintained.</p> <p>Customer satisfaction performance is well above the North Yorkshire Benchmarking Group average of 78.00% for 2010-2011.</p> <p>Moving forward</p> <p>AS business plan contains a work stream to develop a customer pledge & satisfaction testing across the business and a project plan has been developed to achieve the business plan target; April 2011. The project is currently on track.</p>
SDV_002	% of contact 'right first time'	Aim to Maximise	70.00%	87.58%				Quarterly	<p>What this means?</p> <p>This figure concerns the number of calls passed through the Contact Centre to a back office 'service specialist'. This PI links to planned BPI on the Contact Centre commencing October 2011.</p> <p>How are we doing?</p> <p>Currently performing above target at 87.58%</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Business Manager Summary Comment
									<p>This strong performance links with SDV001.</p> <p>Not measured previously.</p> <p>Moving forward</p> <p>This links to the BPI of Contact Centre and associated review of Community Officer roles, commencing October 2011.</p>
SDV_003	% satisfied with street cleanliness	Aim to Maximise	60.00%					Annually	<p>What this means? Data is collected on the number of complaints received on street cleansing which is a measure of satisfaction.</p> <p>How are we doing? In August 2011, 13 complaints were received. There has been a reduction in the number of complaints since April 2011 as follows: 32 in April, 36 in May, 21 in June and 16 in July</p> <p>For Comparison in 10/11 April – 65 May – 58 June – 51 July – 32 August - 28</p> <p>Moving forward? Street cleansing – Discussions are being held with Enterprise to plan the next annual satisfaction survey. The timetable for the survey will be reported in at the end of Q3.</p>







Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Business Manager Summary Comment
SDV_004	% satisfied with leisure facilities provided on behalf of the Council	Aim to Maximise	60.00%					Annually	<p>What this means? WLCT carryout an annual survey to test user satisfaction.</p> <p>How are we doing? For 2010/11 the % Customers satisfied with the service was 69.7%</p> <p>Moving forward Project Plan developed to further develop satisfaction testing. and presented for consideration by Access Selby Board 05/09/11, roll out October 2011 - March 2012.</p>
SDV_005	Satisfaction with professional advice both to the Core and within the SDV	Aim to Maximise	60.00%					Annually	<p>These are new measure to understand satisfaction with services provided to the Client and within Access Selby. A Project plan has been agreed and phased roll out to March 2012. Results will be reported Qtr 3. The output links to the assessment against the Customer Pledge, due to be reported March 2012.</p> <p>Questions to cover the following areas</p> <ul style="list-style-type: none"> • Response time • Quality of response • Confidence in response/support • Overall satisfaction with each service area
SDV_006	% of customer satisfaction with planning service received	Aim to Maximise	60.00%					Annually	<p>This is a new area of measurement. Complaints with planning service received are recorded and progressed in accordance with the Corporate Complaints policy</p>










Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Business Manager Summary Comment
SDV_007	% of vulnerable residents signposted to relevant support agencies after direct contact with the Council	Aim to Maximise	85.00%	100%				Quarterly	<p>What this means? Currently recorded as signposting to 'external bodies' unable to define 'vulnerable'. Not previously measured.</p> <p>How are we doing? Currently all customers are appropriately signposted.</p> <p>Moving forward Linked to Contact Centre BPI and systems enhancement commencing October 2011. Subsequent project plan & timescales to be scoped at commencement of BPI.</p>
SDV_008	Average time taken to process disabled facilities grants applications	Aim to Minimise	130 days	116 days				Quarterly	<p>What this means? This measure concerns the time taken to process disabled facilities grants for vulnerable residents and takes account of the prescribed application process pre-requisites and the full range of relatively minor to more complex adaptations to meet the needs of vulnerable residents.</p> <p>How are we doing? Improved performance during second quarter (end of 1st quarter performance = 143 days). Selby Home Improvement Agency has focused specifically on processing DFG applications for vulnerable clients during this period. End of year performance for 2010/11 = 143 days (Monthly/quarterly)</p> <p>Moving Forward? Home Improvement Agency will continue to focus on DFG as a vulnerable client group.</p>










Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Business Manager Summary Comment
SDV_009a	% or repairs to council-owned properties completed within agreed timescales (URGENT REPAIRS)	Aim to Maximise	85.00%	84.40%				Monthly	<p>What this means & How are we doing? Performance for Q2 is an improvement on Q1 when we achieved 83.74</p> <p>Moving forward? %. Efforts will now be focussed on utilising the whole resource within Assets to achieve performance targets across the range of indicators and may require resources on 'non-urgent repairs' to be re-directed to 'Urgent' repairs and 're-letting of properties'.</p>
SDV_009b	% or repairs to council-owned properties completed within agreed timescales (NON-URGENT REPAIRS)	Aim to Maximise	80.00%	90.83%				Monthly	<p>What this means & How are we doing? This represents an increase in performance on Q1 when we achieved 90.52%.</p> <p>Moving forward Performance in this area is very high and following a BPI on 'Void Properties' resources will be re-directed to ensure an increase in performance on 're-let' times and also our response to 'Urgent Repairs'.</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Business Manager Summary Comment
SDV_010	Average time taken to re-let local authority housing	Aim to Minimise	28 days	45 days				Monthly	<p>How are we doing? This is a slight improvement in performance on Q1 when we achieved 47 days, however current performance at the end of Q2 is still of concern.</p> <p>Moving forward</p> <p>A BPI project has been undertaken accompanied by the implementation of an action plan to tackle this issue. A refined process has been agreed and this is to be roll-out to relevant officers in mid-October. This will enable monthly performance monitoring against the new way of working. Some immediate changes are being implemented with immediate effect particularly around gaining early access to properties to assess work required To enable more efficient allocation of resources</p>
SDV_011	Production of CEF-area performance profiles	Aim to Maximise	Delivery of annual profiles					Annually	<p>What this means? This measure indicates issues raised in CEF areas and resources deployed to meet calls for service. This is a retrospective look.</p> <p>How are we doing? This is a new measure</p> <p>Moving forward To develop relevant ICT to deliver integrated systems to produce performance profiles of services delivered and issues resolved by CEF area. This links to projects within the Access Selby Work Programme, specifically the Business Intelligence work stream commencing October 2011.</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Business Manager Summary Comment
SDV_012	% of employees attaining behavioural competency key milestones	Aim to Maximise	75.00%					Annually	Access Selby performance framework produced and planned launch October 2011 of performance contracts. These will include assessment against role related competencies. This information will be managed by Human Resources to build a profile of the work force and competencies achieved.
SDV_013	% increase in employees confidence and perception of the organisation	Aim to Maximise	Establish Baseline					Annually	This is a new measure. Project Plan developed and presented for consideration by Access Selby Board 05/09/11 and CMT 4/10/11. Phased roll out October 2011 - March 2012 Staff survey delivered October 2011.
SDV_014	Inspection of premises in accordance with statutory code of practice	Aim to Maximise	100.00%	100.00%				Monthly	Food Inspections: High Risk Premises (Risk Rated A or B) - 14 premises out of 14 inspected = 100% Health and Safety Inspections: High Risk Premises (Risk Rated A or B1) - 7 premises out of 7 inspected = 100% PPC Inspections High Risk Premises (Risk Rated >80) - 0 out of 0 inspected = 100% Moving forward? Inspection programme on track to achieve target. Demand is comparable to previous years.

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Business Manager Summary Comment
SDV_015	% Response to Environmental Health enquiries and complaints	Aim to Maximise	100.00%	100.00%				Monthly	<p>How are we doing?</p> <p>YTD 100% - 23 out of 23 food and safety complaints responded within target.</p> <p>Sub regional target is 95% through North Yorkshire Quality Management System (ISO accredited). Selby performance in 2010/11 was 100%. New Environmental Health business area has maintained this performance by implementing new working practices in respect of proactive & reactive work streams. Demand is comparable to previous years.</p>
SDV_016	Number of high risk enforcement issues resolved	Aim to Maximise	50.00%	100.00%				Quarterly	<p>What this means? This indicator relates to the number of high risk enforcement issues resolved.</p> <p>How are we doing?</p> <p>For management purposes, a number of Management Indicators have been derived to illustrate customer service levels & team productivity. All enforcement cases are to be initially actioned within 3 working days of receipt. The enforcement team has actioned 75.70% of high risk enforcement cases for the period 01st August - 30th September 2011 within 3 working days. 64.7% of 'Medium Risk' cases were actioned within 3 working days.</p> <p>Moving forward? Continued management of case demand and team development to enable cross skilling in dealing with enforcement issues.</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Business Manager Summary Comment
SDV_017	Investigate significant fly-tipping incidents	Aim to Maximise	100.00%	100.00%				Monthly	All the reported fly-tipping incidents within the district were investigated by a council official therefore achieving 100% of investigated incidents YTD.
SDV_018	% of new benefit claims and changes processed within 5 days upon receipt of complete application	Aim to Maximise	85.00%	84.38%				Monthly	<p>How are we doing? September 2011 saw a greater throughput of cases at 2.8% more than August 2011 and 14.4% more than in July 2011. The short term trend shows that the % processed within 5 days increased from 80.2% to 82.07% - the average days to process all items being 3.7 days.</p> <p>Moving forward?</p> <p>The long term trend shows a decline. However this is being tackled with additional resources with the aim of bringing the value back up to the PI value.</p>
SDV_019	% of Council Tax debt recovered	Aim to Maximise	58.39%	58.50%				Monthly	<p>How are we doing?</p> <p>On Target. The figures indicate a downward trend both in the short term and longer term. However the decreases are small and are affected by the period of the year when the data is collected.</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Business Manager Summary Comment
SDV_020	% of Council Rent debt recovered	Aim to Maximise	95.09%	95.85%				Monthly	<p>How are we doing? Collection rate is higher than YTD figure for September 2010 by 0.06% and ahead of target by 0.76%.</p> <p>Moving forward Work closely with Housing to support new tenants and work with the Contact Centre and partner agencies to provide payment advice and guidance.</p>
SDV_021	% of applications considered within time under scheme of delegation	Aim to Maximise	65.00%	87.23%				Monthly	<p>What this means? & How are we doing? The team had performed excellently by exceeding the set target. The short and long term figures show a downward trend in the team's performance.</p> <p>Moving forward This is as a consequence of an increase in the team's workload with applications having risen by approximately 10% over the previous reporting period.</p>
SDV_023	% of invoices paid on time	Aim to Maximise	75.00%	81.22%				Monthly	<p>What this means & How are we doing? Performance has reduced by 4% since July 2011, and also reduced by 9% on the same period in 2010-2011. A 2 week reminder has been introduced alongside an officer report that identifies individuals who fall below the set target and can be chased to ensure payment within the set time limits.</p> <p>Moving forward Clarification of Lead Officer budgets and responsibilities need to be confirmed through 1-2-1 with Accountancy</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Business Manager Summary Comment
SDV_024	% compliant with revised fees and charges	Aim to Maximise	Establish Baseline					Annually	This is subject to a report to Access Selby Board December 2011 and April 2012.
SDV_025	% internal rate of return on commercial assets	Aim to Maximise	5.00%					Annually	Work continues to baseline in this area. This is linked to SDVC_027 income generation.
SDV_026	Reducing internal costs on non operational sites	Aim to Maximise	2.00%					Annually	Work continuing to put in place mechanisms to capture this data throughout the reporting period.
SDV_027	% increase in income generation	Aim to Maximise	Proposals for income generation submitted					Annually	Work in progress to develop this. Report to board January 2012.
SDV_028	Efficiency and productivity improvements (Delivering within Cost Envelope)	Aim to Maximise	Delivering within agreed cost envelope					Annually	This is a requirement of all business areas in challenging and setting budgets and carrying out BPI projects.
SDV_029	% increase in productivity	Aim to Maximise	10.00%					Annually	Productivity and efficiency improvements are key deliverables of transformation projects. Projects to April 2012 will have targets set.
SDV_030	% efficiency gain in commissioned services, whether financial or added value	Aim to Maximise	By Yr 3 – 10% on 2010-2011 costs					Annually	At time of contract review and letting new contracts efficiency improvements will be negotiated, hence target by year 3.



Report Reference Number SC/11/13

Agenda Item No: 9

To: Scrutiny Committee
Date: 22 November 2011
Author: Aimi Brookes, Senior Contract Officer
Lead Officer: Janette Barlow – Director of Customer and Business Support

Title: Access Selby Service Provision – Wigan Leisure and Cultural Trust (WLCT)

Summary: It was agreed, at a Scrutiny Committee meeting, to include on the work programme - Access Selby Service Provision and that WLCT (Abbey Leisure and Tadcaster Leisure Centres) should be considered at the 22 November 2011 meeting.

Recommendation:

Councillors scrutinise the provision of Services within the remit of Access Selby – WLCT.

Reason for recommendation

The Committee ensures the contribution of Scrutiny is effective in supporting service improvement and delivery against district wide and Council priorities.

1. Introduction and background

- 1.1 In September 2009, the Council entered into a ten year contract with Wigan Leisure and Culture Trust (WLCT) to provide a leisure service across the District.
- 1.2 We are now two years in to this new arrangement and the first formal annual review has just taken place. The review focused on the achievements of the service but also highlighted some key strategic objectives moving forward particularly how WLCT can help the council meets its Living Well priorities.

2. The Report

- 2.1 In terms of performance WLCT have made significant progress in a number of areas, for example the refurbishment of Abbey Leisure

Centre and the work at Tadcaster Leisure Centre, which has significantly increased gym membership from 6750 in 2010/11 to 7850 by October 2011.

- 2.2 WLCT are making full use of Covalent, which, alongside regular performance review meetings is allowing the Council to monitor the progress that they are making against their key objectives.
- 2.3 Amongst the priorities for WLCT for the coming 12 months are the re-launch of the GP referral scheme and the introduction of the new Learn to Swim programme, both of which aim to increase participation and improve health in line with the Councils 'Living Well' priority.
- 2.4 2012 is obviously a significant year with the forthcoming London Olympics and WLCT will be developing a programme of activities leading up to the games, in conjunction with the CEF Groups, to create a sporting legacy through sustainable participation once the games have ended.
- 2.5 The refurbishment of the All Weather Pitch at Abbey Leisure Centre is another major project for the next 12 months with the work due to be completed by June 2012.
- 2.6 In the contract with WLCT the Council holds landlord responsibility for Abbey Leisure Centre, Tadcaster Leisure Centre and Selby Park. An indicative 10 year planned maintenance programme was agreed during the tender period, which is reviewed each year when the Council refreshes its Medium Term Financial Plan and rolling Capital Programme. Year 1 and 2 of the programme have been carried out which has seen, amongst other things, the refurbishment of the leisure centres. Year 3 of the programme has recently been agreed by the Executive and includes the replacement of the roof at the Abbey Leisure Centre.
- 2.7 Questions raised by Councillors:

Cllr	Question
Rod Price	Cognisant of the press report re the Selby Hockey Club, what measures is the WLCT undertaking to be inclusive in it's provision of facilities for all major sports played in Selby?

3. Conclusions

- 3.1 The Council and WLCT have developed a very positive Partnership during the life of the contract to date and significant progress has been made in a number of key areas including the refurbishment of the Centres and the increase in membership and participation.

- 3.2 There are a lot of further improvements planned for the next 12 months and regular performance monitoring will help to ensure that the progress made so far continues and that the planned maintenance and other programmes remain on track.

Contact Officer

Aimi Brookes, Senior Contracts Officer, Access Selby
abrookes@selby.gov.uk

To: Scrutiny Committee
Date: 22 November 2011
Author: Simon Parkinson, Lead Officer – Community Support
Lead Officer: Simon Parkinson

Title: Access Selby Service Provision – Customer Contact Centre

Summary: It was agreed, at a Scrutiny Committee meeting, to include on the work programme - Access Selby Service Provision and that Customer Contact Centre should be considered at the 22 November 2011 meeting.

Recommendation:

Councillors scrutinise the provision of Services within the remit of Access Selby – Customer Contact Centre.

Reason for recommendation

The Committee ensures the contribution of Scrutiny is effective in supporting service improvement and delivery against district wide and Council priorities.

1. Introduction and background

1.1 The Customer Contact Centre provides the front facing first contact for the majority of customers who wish to access district council services. The service is split between face to face contact on the ground floor and a call centre facility on the first floor.

1.2 The Customer Contact Centre opening hours are as follows;

Face to Face: Monday, Tuesday, Thursday, Friday 9.30am – 4.00pm
Wednesday 10.00am – 4.00pm.

Call Centre: Monday, Tuesday, Thursday, 8.30am – 5.00pm
Wednesday 10.00am – 5.00pm.
Friday 8.30am – 4.30pm.

1.3 The Contact Centre received calls and visits relating to all council services and predominantly local taxation, housing management, benefits, revenues, environmental health, council house repairs and planning.

- 1.4 There is a dedicated councillor phone line which receives around 80 calls a month. In October the average waiting time for this phone line to be answered was 30 seconds.
- 1.5 There are 19 FTE staff that are split between Face to Face and Call Centre duties on a rota basis. Flexible systems of working allows for quick movement between both services where demand dictates. The centre is managed by 2 FTE Supervisors whose duties also include supervision of the Community Officer and the Support Service Teams.

2. The Report

2.1 The service aims to meet the following performance targets;

- a) SDV001 - % of Satisfied Customers: Satisfaction survey forms are offered to all face to face and call centre customers. Approximately 75% of customers take a form. The satisfaction target is 85%. The year to date figure is well above target at 97%. This indicator currently only deals with satisfaction with the initial contact centre response.
- b) SDV002 - % contact 'right first time': This relates to the number of calls passed from the contact centre to the back office specialist due to the necessary information not being available from the contact centre staff. The target 'right first time' response is 70%. The year to date figure is well above target at 87%. The challenge to answer all calls 'right first time' continues to grow as new services are added to the CCC portfolio. A programme of training by specialist staff forms an integral part of Contact Centre processes.
- c) Number of abandoned calls (calls unanswered after 20 seconds or more). The Call Centre has received around 13,000 telephone calls a month since the move to the new Civic Centre. Prior to August calls averaged around 11,000 per month. Since the restructure there has been an increase in the number of Benefit calls being dealt with at the Contact Centre. These calls tend to take longer to complete due to their complexity. The target for abandoned calls is 10%. The year to date performance is just below target at 11.67%.
- d) Average waiting time before customer seen by advisor (face to face). The Contact Centre advisors receive around 2,300 face to face customers each month. This number has remained steady throughout the year and has not been significantly affected by the restructure. The target waiting time is 10 minutes. The year to date performance is just below target at 10.5 minutes.

2.2 The Contact Centre accepts debit and credit card payments for a variety of services. Cash payments are no longer received following a business decision by full council in April 2010. Data showed that few residents made cash payments at the Contact Centre, but to offer the service cost the Council money because of the security needed to keep cash on site and transfer it to a bank, with additional costs in terms of the time it took staff to deal with cash transactions. It was estimated at the time that the ceasing of cash payments would save approximately £12,000 per year.

2.3 A Business Performance Review of how the Customer Contact Centre currently operates has commenced in November. This review will look at all areas of service delivery and recommend improvements where necessary. The review is being led by the Access Selby Transformation Team and will involve Business Managers, Lead Officers, Supervisors and staff at the Contact Centre. It will dissect current call centre and face to face working practices and seek to reconstruct these to deliver sustainable improved performance.

2.4 Running alongside this review, the current Supervisor roles are being extended to cover the remit intended of them in the recent re-structure. The Supervisor duties in relation to the Community Officer team have increased over the last few weeks and will continue to develop over the coming months. The BPR of the Customer Contact Centre is vital to ensure the necessary service improvements are implemented alongside the re-alignment of Supervisor duties.

2.5 Questions raised by Councillors:

Cllr	Question
Rod Price	In the light of the economic situation there will prospectively be an increase in customers wanting to complete their business with SDC in cash is there any chance that provision will be made for cash transactions at Access Selby?
Dave Peart	Residents have concerns over the waiting times at both the service desk and on the telephone can this be improved?

3. Conclusions

3.1 The Customer Contact Centre provides the front facing first contact for the majority of customers who wish to access district council services. It is vital therefore that performance matches the expectations of our customers.

3.2 A Business Performance Review of how the Customer Contact Centre currently provides its service has recently commenced. This review will look at all aspects of service delivery and recommend improvements where necessary.

Contact Officer

Simon Parkinson
Lead Officer – Community Support

Scrutiny Committee Work Programme 2011/12

Date of Meeting	Topic	Action Required
21 June 2011	Time of Meetings	Agreed to start at 5:00pm for six month trial
	Work Programme	Agreed
	Year End Performance	Noted
27 July 2011	Transport Provision – i) April 2011 Round of Cuts to Bus Services and impact on Communities	To scrutinise the provision of transport across Selby District
	New Homes Bonus	To scrutinise the impacts on Selby District
20 September 2011	Access Selby Service Provision i) Waste Collection and recycling.	To scrutinise an aspect of service provision by Access Selby
	Crime and Disorder Review	To review with representatives from the Police, the levels of crime and disorder across Selby District
	1 st Quarter Interim Corporate Plan Review	To review performance against the Corporate Plan
	New Homes Bonus	To review how the New Homes Bonus Scheme works

	Section 106 Agreements	To review how Section 106 money is allocated and spent.
22 November 2011	Choice Based Lettings	To review the new system for letting homes in Selby District.
	2 nd Quarter Corporate Plan Report	To review performance against the Corporate Plan
	Crime & Disorder Update	Update report from NYPA and the CSP
	Access Selby Service Provision <ul style="list-style-type: none"> • Customer Contact Centre • WLCT 	To scrutinise an aspect of service provision by Access Selby To scrutinise the service provision of Abbey Leisure Centre / Tadcaster Leisure Centre and performance
3 February 2012 TBC	Nigel Adams MP (virtual meeting)	To ask questions of the Selby and Ainsty MP regarding issues of concern for councillors.
	Countryside Management Strategy	Deferred from 22 November. To continue reviewing the countryside management strategy
20 March 2012	Access Selby Service Provision <ul style="list-style-type: none"> • Access Selby (SDV) 	To scrutinise the service provision by Access Selby
	Communities Selby	To scrutinise Communities Selby and the engagement process
	Health Service Provision	To discuss the provision of Health Services across the district.
	Crime & Disorder Update	Update report from NYPA and the CSP
	3 rd Quarter Corporate Plan Report.	To review performance against the Corporate Plan

	Scrutiny Annual Report 2011/12 and Work Programme 2012/13	To discuss the Scrutiny Annual Report for 2011/12 and to agree the draft work programme for 2012/13
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- Please note that any items 'called in' will be considered at the next available meeting.
- Councillor Call For Action will also be considered as the next available meeting.