



Meeting: **POLICY REVIEW COMMITTEE**
Date: **MONDAY, 16 DECEMBER 2019**
Time: **5.00 PM**
Venue: **COMMITTEE ROOM - CIVIC CENTRE, DONCASTER ROAD, SELBY, YO8 9FT**
To: **Councillors A Lee (Chair), K Arthur (Vice-Chair), J Cattnach, M McCartney, J Shaw-Wright, T Grogan, M Jordan and R Packham**

Agenda

1. Apologies for Absence

2. Disclosures of Interest

A copy of the Register of Interest for each Selby District Councillor is available for inspection at www.selby.gov.uk.

Councillors should declare to the meeting any disclosable pecuniary interest in any item of business on this agenda which is not already entered in their Register of Interests.

Councillors should leave the meeting and take no part in the consideration, discussion or vote on any matter in which they have a disclosable pecuniary interest.

Councillors should also declare any other interests. Having made the declaration, provided the other interest is not a disclosable pecuniary interest, the Councillor may stay in the meeting, speak and vote on that item of business.

If in doubt, Councillors are advised to seek advice from the Monitoring Officer.

3. Minutes (Pages 1 - 12)

To confirm as a correct record the minutes of the meetings of the Policy Review Committee held on 15 October and 12 November 2019.

4. Chair's Address to the Policy Review Committee

5. North Yorkshire Choice Based Lettings (Allocations Policy) (PR/19/14) (Pages 13 - 30)

To consider and comment on the North Yorkshire Choice Based Lettings (Allocations Policy).

6. Private Sector Housing Assistance Policy (PR/19/15) (Pages 31 - 50)

To consider and comment on the Private Sector Housing Assistance Policy.

7. Tenant Participation Strategy 2019-2022 (PR/19/16) (Pages 51 - 78)

8. Work Programme 2019-20 (Pages 79 - 84)

To consider the Committee's work programme for 2019-20.

Janet Waggott

Janet Waggott, Chief Executive

<p>Dates of next meetings (5.00pm) Tuesday, 14 January 2020</p>
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Enquiries relating to this agenda, please contact Victoria Foreman on 01757 292046 vforeman@selby.gov.uk.

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Minutes

Policy Review Committee

Venue:	Committee Room - Civic Centre, Doncaster Road, Selby, YO8 9FT
Date:	Tuesday, 15 October 2019
Time:	5.00 pm
Present:	Councillors A Lee (Chair), K Arthur (Vice-Chair), M McCartney, M Jordan and R Packham
Officers present:	Stuart Robinson – Head of Business Development and Improvement, Martin Grainger – Head of Planning, June Rothwell – Head of Operational Services, Phil Hiscott – Property Management Team Leader, Rachel Robinson – Principal Planning Enforcement Officer, Vicky Foreman – Democratic Services Officer
Others present:	0
Public:	0
Press:	0

22 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors J Cattnach, T Grogan and J Shaw-Wright.

23 DISCLOSURES OF INTEREST

There were no disclosures of interest.

24 MINUTES

The Committee considered the minutes of the meeting held on 10 September 2019.

RESOLVED:

To approve the minutes of the Policy Review Committee

meeting held on 10 September 2019 for signing by the Chair.

25 CHAIR'S ADDRESS TO THE POLICY REVIEW COMMITTEE

There was no Chair's address to the Committee.

26 DRAFT COUNCIL PLAN 2030 (PR/19/8)

The Committee received the report of the Council's Head of Business Development and Improvement, which provided an update on the development of the next Council Plan, specifically of the draft council priorities, objectives and headline priority actions for 2020-30. The Committee were asked to consider and comment on the draft plan.

Officers explained that the Council Plan set the overarching policy direction for the Council including the long term vision, priorities and the high level actions to deliver on those priorities. The current plan would run to 2020, so it was timely to review, revisit and refresh the plan so as to ensure current budget discussions were aligned with the revised priorities.

Members noted that the current Corporate Plan set out a vision to "*make Selby district a great place*". This vision was supported by three key priorities, to do business, to enjoy life and to make a difference. These were underpinned by a Council delivering great value which was formally incorporated as the fourth priority at the 2018 update.

The proposals to refresh the plan had been informed by the following:

- progress on delivering the Corporate Plan 2015-20, including the quarterly performance reports;
- a desire to continue good work and plans already in place – an evolutionary approach;
- contextual information on what it is like to live in the Selby district as presented in the "State of the District 2019";
- feedback from others, including external reviews (e.g.: IIP; LGA) and the views of stakeholders (e.g.: staff survey; residents; businesses);
- service plans; and
- the national policy context.

Members indicated that they had found Appendix B of the report useful, and asked a number of questions in relation to the plan on issues including broadband and mobile coverage in some parts of the district, health matters, carbon reduction and the public consultation on the plan.

Officers explained that the County Council were leading on the broadband and mobile infrastructure across the county, but that Selby District Council was working in partnership with them on this issue. Elements of work to be undertaken by the Council's Economic

Development and Planning Teams would also touch on this issue, for example, through the development of the new Local Plan.

The Committee noted that the updated draft of the plan would be considered by the Scrutiny Committee at its meeting at the end of November 2019. Officers explained that the version before the Committee was subject to change, due to the public consultation being undertaken on the document. The Committee wished to make it clear that they endorsed the draft plan as an approach to the formulation of the final plan, subject to changes made due to comments received during the public consultation.

RESOLVED:

The Committee considered and commented on the Draft Council Plan 2030, and agreed that the proposed plan should be endorsed as an approach to the final version, subject to changes arising out of the public consultation.

27 PROPOSALS FOR ESTABLISHING A POLICY REVIEW LOW CARBON WORKING GROUP (PR/19/9)

The Committee received the report of the Council's Head of Business Development and Improvement, which looked to progress Councillor R Musgrave's proposal at Council on 17 September 2019 that the Council establishes a Policy Review Working Group to lead on the development of the Council's approach to the challenges of low carbon.

Officers asked the Committee to discuss and agree terms of reference which would set out options for the scope of the group. The report also provided Members with details of current projects and suggested potential opportunities for further action to address climate change. Members noted that the scope of the group should be focused on what the Council was realistically able to do.

Members suggested that a climate change workshop for parish councils would be useful in the future, and queried whether an earlier carbon neutral target than 2050 should be set by the Council.

Members agreed that all members of the Policy Review Committee should be on the Low Carbon Working Group, and asked Officers to identify potential dates for the first meeting. The Committee also agreed that the first meeting should be used to further develop and scope the aims of the Low Carbon Working Group.

RESOLVED:

- i) To agree that the membership of the Low Carbon Working Group be made up of all Members on the Policy Review Committee.**
- ii) To ask Officers to identify and circulate potential**

dates for the first meeting.

- iii) That the first meeting be used to continue to develop and scope the aims of the Low Carbon Working Group.**

28 DRAFT HRA BUSINESS PLAN AND ACTION PLAN 2020-2025 (PR/19/10)

The Committee received the report of the Head of Operational Services which asked Members to consider and comment on the draft version of the HRA Business Plan and accompanying Action Plan 2020-2025.

Officers explained that the draft HRA and Action Plan had been considered by the Executive on 5 September 2019, and was approved for consultation. The HRA detailed the Council's ambitions over the next five years and beyond as to how it managed and looked to improve the housing stock, ensuring as much as possible that the needs of residents were met.

Members felt that more time and effort needed to be put into maintaining the environment around Council housing (i.e. grass cutting etc.), as this had a tangible effect on how people felt about their local areas or neighbourhood.

Members also emphasised the importance of looking after the Council's housing stock with decent homes standard repairs and refurbishment where needed; Officers explained that there was an eight to ten year backlog of work that was being worked through, and with the new proposed HRA standards would begin to improve. It was hoped that within fifteen years the standard of Council homes would be much better.

The Committee acknowledged that it had been difficult to recruit and retain tradespeople to work on Council properties, as the Council was not able to pay rates that were as competitive as private companies, which added to the backlog of work.

Officers that explained that some tenanted properties were well kept and did not require much remedial work; others were left in a very bad state and needed a great deal of repair and refurbishment. There was also the ongoing issue of some tenants not giving permission to the Council to come into their properties to do regular maintenance, which added to problems in the long term. The Council was only able to enter a property without permission to undertake works that were required for health and safety purposes.

Members noted that improving energy efficiency was being considered, with more effective heating systems and better insulation being explored.

The Committee were informed that some private properties had been purchased by CPO and were currently being refurbished; other options

included the purchase of S106 properties and use of the Homes England grant to be put towards refurbishment.

Members expressed their interest in the Council's affordable housing policy and asked if this could be brought to the committee for consideration, and felt that the Council should be more aggressive in its purchase of housing in order to compete with housing associations. Officers agreed that the policy could be brought back to the committee, but that due to the demands of current work on the Housing Development Programme and the availability of Officer resources, this may not be for around six months.

RESOLVED:

- i) The Committee considered and commented on the draft HRA Business Plan and Action Plan 2020-2025.**
- ii) The Committee welcomed the increased expenditure in the HRA Business Plan to address the large backlog of repairs to properties and the aim of bringing all Council properties up to a high standard.**
- iii) The Committee accepted that the living conditions of the Council's tenants were rightly the priority, but stressed the need to improve the external environment in Council owned areas. The maintenance of Council owned areas was being considered by a Task and Finish Group established by full Council.**
- iv) The Committee recommended that the views expressed in their debate on the HRA be forwarded to the Task and Finish Group, and given due consideration during its work.**

29 EMPTY HOMES PERFORMANCE MONITORING (PR/19/11)

The Committee received the report of the Housing and Environmental Health Service Manager, which asked the Committee to consider and comment on the report and its contents.

Officers explained that the North Yorkshire Empty Property Strategy and local Selby District Action Plan was agreed and adopted in January 2018. The North Yorkshire Empty Property Strategy aimed to reduce the number of long term empty homes through a coordinated approach and the local Action Plan sets out how the Council will target empty homes across the district, and how owners would be encouraged and supported to bring Empty Homes back into use.

Members noted that the new Empty Homes Officer had been very

effective since being appointed and progress was being made across the district in bringing empty homes back into use.

Members queried how long the Empty Homes Strategy had been in place and the work being done to prevent properties becoming long term empty (i.e. over two years). Officers informed Members that the strategy and been in place since 2017, and that the empty property figures flexed on a month by month basis. Officers agreed to send the latest term empty property figures to the Committee after the meeting.

The Committee acknowledged that the present annual target of the number of empty homes to be brought back into use was 20. It was explained that empty properties were likely to be an ongoing problem, but that there were ways to deal with them, such as Compulsory Purchase Orders. This process could prove to be lengthy but Officers were of the opinion that tackling empty homes was of value in the long term.

Members noted that there were a number of long term empty properties in Tadcaster, which was affecting the area's viability for regeneration; however, Officers confirmed that there were ongoing negotiations with land and property owners in the town in an attempt to tackle this.

RESOLVED:

- i. **The Committee considered and commented on the report.**
- ii. **To ask Officers to send the latest long term empty property figures to the Committee after the meeting.**

30 PLANNING ENFORCEMENT AND THE PLANNING ENFORCEMENT MANAGEMENT PLAN REVIEW (PR/19/12)

The Committee received the report of the Council's Planning Development Officer, which asked Members to consider the report which set out a six month update following the introduction of the Planning Enforcement Management Plan in February 2019.

Officers explained that the Planning Enforcement Management Plan (PEMP) had been agreed at Leadership Team and reported to Policy Review Committee in February 2019, and introduced to the service thereafter. Having an agreed PEMP was recommended as best practice in the National Planning Policy Framework (NPPF), to set out the tests and drivers for the service within the regulatory framework, and establish outcomes based on government guidance on Planning Enforcement action. It identified the performance timescales and prioritisation of investigations to give clarity for Members and residents and to enable the effective management of resources.

Members noted that in addition to the PEMP the implementation of the workflow data system Enterprise was planned to capture and measure performance in the Enforcement Team. The database would enable

reporting of performance against key indicators aligned with the priorities and timescales set out in the PEMP. Alongside the PEMP further resource had been allocated to Planning Enforcement in July 2019 running to October 2019 to address the high number of backlog (400+) cases, in addition to a running number of more recent cases of approximately 200. The PEMP and additional resource was intended to reduce workload and better manage workflow, improve public and Member perception and reduce formal complaints.

Officers acknowledged that there were further improvements to be made, but that there had been substantial improvements in the service. An enforcement sub-group of Planning Committee would be established in the coming weeks to assist with the monitoring and performance of the service. Members were also pleased to note that a bid for funding worth £50k had also been successful, which would be put towards tackling enforcement issues in the green belt.

The Committee felt that in general the enforcement service at the Council had improved, and agreed that the benefits of having the plan were shown in the results. Some Members explained that Councillors needed to be mindful of the difficult regime in which Enforcement Officers had to work.

Members expressed the importance of ensuring that the levels of staff and resources were maintained in order for the improvements within the service to continue.

The Committee agreed that some further Member information and training on planning enforcement would be useful, and that all Members should be encouraged to read the PEMP.

RESOLVED:

- i. To note the report.**
- ii. To ask Officers to arrange further information and Member training on planning enforcement.**
- iii. That all Members should be encouraged to read the Planning Enforcement Management Plan.**

31 WORK PROGRAMME 2019-20

The Committee considered the 2019-20 work programme as set out in the agenda. Members discussed on the aims and interests of the Committee, and proposed the following changes to the work programme for 2019-20:

- To request further information from the relevant Officer on the licensing items scheduled for the January 2020 meeting, i.e. how long it would take to consider each.

- That the Private Sector Housing Assistance Policy be considered at the December 2019 meeting, to tie in with consideration of North Yorkshire Home Choice.
- Members asked that the Affordable Housing Policy be added to the work programme, and that the Democratic Services Officer speak to colleagues from Housing as the previously discussed timescale of six months before it could be considered seemed too long.
- Members requested that when Officers brought reports about revising or changing existing policies to the Committee that the reports highlighted clearly what changes were proposed, in order to streamline the process for Members.
- The Committee also agreed that the Chair of the Committee should review and agree items that were added to the work programme.

RESOLVED:

To note the work programme for 2019-20 and agree that the amendments as set out above be made by Officers.

The meeting closed at 6.55 pm.

Minutes

Policy Review Committee

Venue:	Committee Room - Civic Centre, Doncaster Road, Selby, YO8 9FT
Date:	Tuesday, 12 November 2019
Time:	5.00 pm
Present:	Councillors A Lee (Chair), K Arthur (Vice-Chair), J Cattnach, J Shaw-Wright and R Packham
Officers present:	Aimi Brookes (Contracts Team Leader) and Palbinder Mann (Democratic Services Manager)
Others present:	C Pearson
Public:	0
Press:	0

32 APOLOGIES FOR ABSENCE

Apologies were received from Councillors Grogan and Mary McCartney.

33 DISCLOSURES OF INTEREST

There were no declarations of interest.

34 CHAIR'S ADDRESS TO THE POLICY REVIEW COMMITTEE

There was no address from the Chair.

35 POLICIES FOR THE COLLECTION OF WASTE AND RECYCLING

The Contracts Team Leader presented the report which summarised the draft policies and sought their views to inform proposals that would be presented to the Executive on 9 January 2020.

The Contracts Team Leader explained that from May next year, the Council would be moving from a kerbside box collection service for

recycling to a wheelie bin collection service. The Committee were asked to consider each of the policies outlined in the report and the following discussion took place:

Recycling and Green Waste Contamination

The Contracts Team Leader explained that currently if any recycling was contaminated then it would not be taken by the collection crew and a card would be left informing the residents. With regard to the proposed policy, the Committee was informed that a tag would be left on the bin if there was contamination and if residents repeatedly contaminated within a rolling three month period then the bin would be removed from their property and replaced with clear plastic sacks allowing the collection crew to view what was inside.

A query was raised regarding magazines wraps made out of different materials such as potato starch and whether they could be recycled through green waste. The Contracts Team Leader explained that certain materials may be classed as recyclable however that did not necessarily mean the Council's processor could break them down. It was agreed to check with the Council's processor whether this material could be broken down.

Dry Recycling Bin Size / Excess Recycling

The Contracts Team Leader explained that the standard size of the bin being issued by the Council was 240 litres with a possibility if there was higher amounts of recycling to increase to a 360 litre bin or two 240 litre bins. It was also noted that in certain circumstances, residents could request a smaller 140 litre recycling bin.

With regard to excess recycling, the Committee was informed that with the exception of large cardboard boxes which had to be flattened down, all recycling had to be contained within the relevant recycling bin and no additional waste would be taken.

In response to a query raised around communal areas, the Contracts Team Leader explained there would be bespoke plans for each communal area.

Concern was raised at the possibility of the number of bins being left outside properties and becoming an eyesore. The Contracts Team Leader explained that they were aware of which areas may have this issue and were looking into solutions.

A query was raised regarding whether there would be guidance issued for planning applications to ensure space for bin storage was created in future developments. The Contracts Team Leader explained that the existing guidance document for developers would be updated as a result of the changes. It was also noted that the team were currently consulted on applications which involved the development of more than 3

properties.

A query was raised on whether communities with small spaces could have a mutual agreement to share recycling bins to save space. The Contracts Team Leader explained that this was possible and if Members were aware of any areas where space would be an issue, they should let the team know.

In response to a query concerning what would happen to communal properties that were not able to store the bins, the Contracts Team Leader explained that for such areas, they would need to remain on the two weekly collection cycle.

Assisted Collection Service

The Contracts Team Leader explained that assisted collections were offered to residents who were unable to take their bins out to be collected. Concerns were raised at the criteria proposed which had to be met if a resident wanted an assisted collection. It was felt this would make it more difficult for residents to request assisted collection and it was proposed and seconded that this criteria was removed from the policy. Upon being put to the vote, this was agreed.

Residual Waste Bins

The Contracts Team Leader explained that the policy proposed a reduction in the size of residual bins from 240 litres to 180 litres following benchmarking conducted with other authorities. It was also noted that the new recycling bins would result in 45% more capacity for residents compared to the previous system. The Committee was informed that residents could still apply for larger bins if they were producing large quantities of non-hazardous medical waste or there were more than six people living in the property.

Discussion took place on the proposals and it was suggested that a voluntary move for residents to smaller bins should be implemented. The Contracts Team Leader explained that under the proposed policy all new or replacement bins would be 180 litres and the 240 bins would be phased out, however this would take a number of years.

Lane End Collections

The Contracts Team Leader explained that this policy set out how the Council collected waste from remote or rural properties. The Committee was informed that currently collection vehicles had to travel through poorly maintained and un-adopted roads to collect waste and this was proving difficult for vehicles. Therefore, the proposal was to move to lane end collections for areas with less than three properties however if there were more than four, then the collections could continue depending on if the criteria was met.

Concern was raised if there were frail or elderly people who were living in rural locations and were unable to move their bins for collection. The Contracts Team Leader explained that a number of other authorities had adopted similar policies and if there were any individuals who needed support then this would be done on a case by case basis.

The Committee suggested that any affected properties by the new proposal should be consulted on the changes and also made aware of the policy on assisted collections. After being proposed and second, this was put to the vote and agreed.

Missed Collections Policy

The Contracts Team Leader explained that currently there were no restrictions on timescales for residents to report a missed bin collection however it was noted that most residents reported these within 48 hours. The Committee was informed that the new proposed policy would set a deadline of 5pm on the second working day after the collection day to report a missed bin collection.

In response to a query on missed bin collections due to access, it was proposed that the last paragraph be amended in the policy to include wording related to access problems.

RESOLVED:

To note the draft waste and recycling policies and to provide the following comments as part of the policy development process;

- **To remove the additional criteria outlined in the proposed Assisted Collection Service policy.**
- **To consult all affected properties by the proposed Lane End Collections policy.**
- **To include wording in the last paragraph of the proposed Missed Collections policy relating to missed collections due to access issues.**

36 WORK PROGRAMME 2019-20

It was suggested that the next meeting currently scheduled for 10 December 2019 be moved to the week after due to the Parliamentary election.

RESOLVED:

To move the next meeting of the Committee to the week after due to the Parliamentary election.

The meeting closed at 6.32 pm.

Agenda Item 5



Report Reference Number: PR/19/15

To: Policy Review
Date: 16 December 2019
Author: Sarah Thompson, Housing and Environmental Health Service Manager
Lead Executive Member: Cllr Chris Pearson, Lead Member for Housing Health and Culture
Lead Officer: Julie Slatter, Director of Corporate Services and Commissioning

Title: North Yorkshire Choice Based Lettings (Allocations Policy)

Summary:

The North Yorkshire HomeChoice Policy is our allocations policy. This is the policy we use to allocate our council owned housing and links to the wider sub-regional Housing Strategy and Tenancy Strategy, the Homelessness Strategy and our own Tenancy Policy.

The allocations policy is delivered in partnership with other local authorities and registered providers across North Yorkshire and is focused on meeting housing need, making the best use of stock and supporting sustainable tenancies.

This report considers the objectives of the policy and provides an update for members demonstrating how these are being met.

Recommendations:

That Policy Review consider and comment on the report.

Reasons for recommendation:

To provide the Policy Review Committee with information relating to the Allocation Policy.

1. Introduction and background

- 1.1 In 2011, Selby District Council adopted a new housing allocations policy and scheme called 'North Yorkshire HomeChoice', a shared allocations scheme that operates across all the North Yorkshire Authorities (except Harrogate), City of York Council and includes the main Registered Providers operating in the area.
- 1.2 North Yorkshire HomeChoice is a Choice Based Lettings scheme that works by the public advertisement of all available social housing vacancies, allowing applicants to select the home they are interested in through a bidding process.
- 1.3 **Key elements of the existing allocations scheme are:**
- A single unified 'housing register' that covers the whole partnership area.
 - A single policy for determining eligibility to the register and/or determining the level of priority of applicants.
 - Prioritisation of bids for advertised properties on the basis of priority banding.
 - Bids for properties are ranked in order of housing need (e.g. priority banding); local connection to the partnership area; household size and time waiting on the register.
- 1.4 The current code of guidance on allocations, 'Allocation of accommodation: guidance for local housing authorities in England,' was issued on 29 June 2012. It encourages authorities to make use of the flexibilities afforded by the Localism Act 2011 to ensure that social homes go to people who need them the most. The biggest change was to ensure that social housing is only allocated to 'qualifying persons' and housing authorities were given the power to determine what classes of persons are or are not qualified to be allocated housing. Full details are available in Appendix (i)
- 1.5 The choice-based lettings model of allocating social housing remains the most commonly used system but as demand outstrips supply there is increasing pressure on allocation systems that are designed to decide who gets access to this limited resource. Although as a Local Authority we must comply with some broad nationally set rules, it is up to us to decide who qualifies to join the waiting list and how much priority they get.
- 1.6 The Policy contains details of who qualifies and who is determined not to qualify for North Yorkshire HomeChoice. A full list of who does not qualify is available in Appendix (ii) and includes applicants who have no local connection to the partnership area, those found guilty of unacceptable behaviour and anyone with current rent arrears.
- 1.7 The Policy restricts access to the housing register to those people who have a recognised local connection to the partnership area. A local connection is defined by s.199 Housing Act 1996 because of normal residence of their own choice, employment, family or special circumstances.

- 1.8 Applicants have their housing application assessed and are allocated a band in accordance with their assessed housing need. Bands in order of priority are: Emergency, Gold, Silver and Bronze. Full details of the banding are available in Appendix (iii).
- 1.9 In 2012 the Joseph Rowntree Foundation (JRF) was invited by the North Yorkshire Home Choice partners to undertake an evaluation of the impact of the North Yorkshire Home Choice Policy following its first year of operation. This evaluation was funded by JRF and undertaken by the University of Birmingham.
- Overall their findings were very positive:
- Applicants welcome the increased choice offered by the scheme.
 - Applicants found the new system more open and transparent than the old 'points based' systems.
 - Applicants find the system provides more information about properties and lettings.
 - Applicants who were successfully housed found the allocations system fair and easy to understand.
- 1.10 In 2019, a Selby District Council survey, jointly developed with the SDC Tenant and Leaseholder Scrutiny Panel, found that 87% of new tenants were either very or fairly satisfied with North Yorkshire HomeChoice and the service they received through this process.

2. The aims and objectives

The Policy sets out the key aims and objectives of the partnership and has due regard to the Tenancy Policy which commits to targeting resources to those in greatest need, improve access to home ownership, make best use of stock, support tenants into work through signposting and maintaining sustainable communities.

The report reviews the aims and objectives of the North Yorkshire HomeChoice Allocations Policy below.

2.1 To meet legal requirements

In its role as a Local Housing Authority the Council has a legal duty to have an allocation policy that determines how lettings of social housing within the district are undertaken and it is a requirement that reasonable preference is given to certain categories of applicants and these are:

- People who are homeless.
- 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).

The priority bandings offered by North Yorkshire HomeChoice reflect the reasonable preference requirements.

The current code of guidance on allocations, 'Allocation of accommodation: guidance for local housing authorities in England,' was issued on 29 June 2012. The guidance encourages authorities to make use of the flexibilities afforded by the Localism Act 2011 and Local Authorities must have due regard to this guidance when framing their policies. In 2013 the North Yorkshire Home Choice Policy was reviewed and some of those flexibilities were introduced.

Some of the key policy changes introduced at this time included:

- An income/savings cap.
- A restriction on homeowners joining the register.
- Applications limited to those with a local connection to the partnership area (with the exception of Military personnel and those owed a duty under homelessness legislation).
- The flexibility to restrict bids for rural settlements to those with a local connection to the parish.
- A size criteria was introduced, meaning that applicants were only able to bid on properties that met their assessed bedroom need, and not one bedroom more.
- Applicants who had deliberately worsened their circumstances could be disqualified for 12 months.

2.2 To develop a common approach in allocating social housing through a shared housing register.

The introduction of North Yorkshire HomeChoice in 2011 came about partly as a result of government recommendations that local authorities should develop and adopt sub-regional allocation schemes.

North Yorkshire HomeChoice is overseen by a Board and an Operational group both made up of representatives from the partner organisations. This provides a strong governance structure that ensures that Policy implementation is consistent and transparent.

City of York Council currently act as the lead partner for North Yorkshire HomeChoice and act as the 'host' for the partnership. The post of CBL coordinator is employed by City of York Council but is jointly funded by the partnership and undertakes work on behalf of the North Yorkshire HomeChoice partnership. This post administrates the scheme, manages the review process, manages any training needs and supports staff across the partnership area.

The current costs associated with North Yorkshire HomeChoice are split equally between the partner agencies including the cost of the Civica IT system. This system will link directly to our new Housing Management IT system and this will create efficiencies in how we work.

If Selby District Council were no longer part of North Yorkshire HomeChoice a new stand-alone allocations system would need to be procured and this would have financial implications.

100% of the properties of registered provider partner landlords are being advertised through NYHC, which is higher than the percentages offered through nomination agreements, increasing the supply of social housing across the district and providing more options for applicants. All properties are advertised at the same time each week and each week there is a wide range of properties available to bid on.

It is important that applicants and the wider community understand how social housing is allocated and they can see that the allocation system is fair and the authority is complying with its allocation scheme. The North Yorkshire HomeChoice portal allows us to publish information relating to bids and allocations centrally.

2.3 Make the housing process accessible, transparent, fair and easy to use

Prior to the introduction of North Yorkshire HomeChoice, Selby District Council operated a points based allocations system. Choice Based Lettings puts an onus on the applicant to seek out a suitable property and in doing so encourages proactive engagement.

Simple bandings are easier to understand than the points systems of previous schemes, and priorities are linked to easily understood concepts, such as health needs, time in band, overcrowding etc

To help applicants place a bid, information on who is eligible to apply is included in the adverts, and the system restricts bidding outside of this.

North Yorkshire HomeChoice is available on-line but support is available to those who struggle to access the system; including weekly newsletters and an automated bidding process.

To ensure transparency, data is readily available for customers as to the outcome of each advert, demonstrating the level of demand and the priority of the successful applicant. This can help us to manage customer expectations and encourages applicants to explore other options.

2.4 Prevent homelessness and reduce placement in temporary accommodation

People who are homeless are given reasonable preference and awarded priority banding within the current allocations policy, in line with legislation.

Homelessness legislation has changed and the Homelessness Reduction Act requires applicants to take steps to prevent or relieve their homelessness and the onus North Yorkshire HomeChoice puts on applicants to make their own housing choices, supports this.

Once an applicant is owed a main homeless duty a direct offer of housing can be made which allows a planned and swift move on from temporary accommodation.

Priority banding is also awarded to applicants who have gone through a period of intensive resettlement, when their support provider can evidence they have developed the skills required for independent living.

2.5 **Make effective use of available housing stock and provide greater choice by extending mobility across partner local authority boundaries**

Effective use of housing stock

Since 2013, new rules aimed at making better use of stock and improving mobility levels in the social housing sector were implemented that cut the entitlement to housing benefit for social housing tenants deemed to have a 'spare' bedroom. The measure meant that working age people living in social housing who are entitled to housing benefit would only be entitled to help based on the household composition and the size of accommodation they are considered to need. The North Yorkshire Home Choice Policy allows applicants to bid on properties that match their assessed needs; the table below shows 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 under 10 regardless of sex				✓	✓			
One / Two adults with 2 children/adolescents of the same sex up to the age of 20				✓	✓			
One / Two adults with 2 children/adolescents of the same sex one 21 plus						✓		
One / Two adults with 3 children						✓		
One / Two adults with 4 children						✓	✓	
One / Two adults with 5+ children							✓	✓

This approach ensures that Selby District Council are making the best use of their stock and, alongside the financial assistance of the Tenants Transfer Incentive Scheme offered by SDC, ensures those who are underoccupying properties are prioritised to downsize to something more manageable.

Allocating properties in this way also takes account of affordability to tenants, ensuring they are not impacted by legislative changes, such as the removal of the Spare Room Subsidy or higher rents. This, in turn, reduces the financial risk to Selby District Council.

One of the challenges of this approach is that it can impact negatively on the sustainability of some tenancies, as families outgrow their property, resulting in overcrowding. This is mitigated to a certain extent by the priority banding awarded to tenants who are overcrowded within the North Yorkshire HomeChoice Allocations Policy, and also the Good Tenant Scheme which awards priority to those who have sustained and not breached their tenancy for a period of three years.

Mobility

One of the benefits of the sub-regional partnership is the ability to apply for housing across the wider partnership area. This has allowed Selby applicants to move out of the district to take up job opportunities and be closer to friends and family. Migration can be a cause of concern and there can be a perception that local applicants are missing out on housing opportunities due to high levels of inward migration.

In response to this issue a number of changes were put into place in 2013 including a restriction on eligibility to join the register to households without any local connection to the partnership area. The flexibility to restrict lettings for small rural settlements to those with a specific connection to the parish was also introduced.

Since July 2019, all Selby District Council properties in towns and villages across Selby district (with the exception of Selby and Tadcaster) have been let using the rural restriction described above. This approach awards cascading priority to those with a connection to the parish followed by the connection to the wider partnership area.

S106's and Local Lettings Initiatives operate using a similar cascading priority, with the latter put in place for all social/affordable rent new build properties across the district that are advertised through North Yorkshire HomeChoice, including those of registered provider partner landlords and Selby and District Housing Trust.

This approach means that Selby District Council are meeting housing need at a local level, which is particularly important in rural areas where there is often a shortage of social and affordable housing for people to access. However, a by product of this blanket approach to prioritising local people is that less priority is given to those with high housing need across the district and

partnership. This situation is likely to be exacerbated for single person households requiring one bedroom, as stock is limited across the district.

On the whole, the use of a rural restriction in letting properties is well received by local residents, particularly in areas of high demand and where there is a low supply of social housing. However, there have been applicants who are homeless, or in hospital and unable to return home (Emergency band) who, as a result of not having a local connection, have not been successful in securing accommodation where previously they would have been.

Data is currently being collected regarding properties allocated under the rural restriction criteria and a full analysis will take place when 6 months of data is available. However, when considering some wider allocation figures over a 12 month period (1st October 2018 -1st October 2019), there is strong evidence that, through North Yorkshire HomeChoice, Selby District Council housing is predominately being let to residents of Selby district regardless of the rural restriction.

Of the 267 tenants housed within this period, 82% had a local connection to Selby district, with 70% living in district immediately prior to the move. Furthermore, 43% of the overall number had a local connection to the specific parish, with 39% living in the parish immediately prior to moving.

The figures demonstrate that the majority of Selby District allocations are to those with a local connection to Selby District and that the allocations policy is able to meet the housing need of those with a specific connection to the Selby District. Out of the 46 applicants that were housed in the Selby district and had a local connection to the wider partnership area, 39 were from York.

City of York Council have made the decision to leave the partnership and this will reduce Selby's net migration significantly as York applicants will no longer be eligible to apply for North Yorkshire HomeChoice without a local connection to the remaining partnership area

2.6 Provide information about the availability of homes to enable applicants to make realistic choices about their housing options

Nationally, some Council's, using the new flexibilities created by the Localism Act, have chosen to limit access to their housing registers to any household with no recognised need and are removing the bronze banding (or equivalent). The bronze category is considered the category for those without a 'housing need' and for a lot of those applicants there is little or no chance of receiving a successful allocation of housing. However, as demand varies across the partnership area, a decision was made in 2013 to retain this.

Across Selby District our lowest demand properties are bungalows, three-bed houses and first floor flats and between October 2018 and October 2019 31% of allocations were to applicants in the bronze band.

Number of current active applicants

Selby	Emergency	Gold	Silver	Bronze	Total
Number of applicants	3	54	339	276	672

The benefits of Choice Based Lettings can include greater customer choice, and the onus is on the applicant to seek out suitable properties – rather than the landlord targeting potential tenants. Choice Based Lettings can raise unrealistic expectations in high demand areas therefore retaining the bronze band and allowing applicants without a housing need to bid for properties provides us the opportunity to let lower demand stock and prevents hard to let properties remaining empty.

2.7 Encourage and support, balanced, sustainable communities where people choose to live

Local letting initiatives may be introduced by partners to respond to local housing need and demand within a specific build or area. They are used to ensure best management of housing stock and to support rural areas with regards to demand and affordability and ensuring balanced sustainable communities. There are currently 17 local lettings initiatives active in the Selby district and these all include cascading criteria with priority going to applicants from the immediate parish and then wider district.

North Yorkshire Home Choice advertises council and partner housing association properties for rent and shared ownership properties for sale. There are currently 34 landlords participating in the North Yorkshire Home Choice Scheme giving applicants a wide choice of housing options which can increase interest in social housing among new groups of eligible customers who haven't previously considered the tenure. This is useful for providers who have low levels of demand.

On occasions we need to address specific issues in an area and may advertise a property as a 'sensitive let'. This allows us to bypass applicants at the top of the list so as to avoid a lifestyle clash. It is important that sensitive lettings are objective and clearly evidence based to enable us to communicate the reason for the approach to applicants and the wider community.

2.8 Advertise available properties providing the opportunity to make informed choices and actively find a home

The Choice Based Lettings system offers much more choice for applicants than the previous points based system did and now applicants are much more active participants in the allocations system.

Information about property demand, the chances of a successful bid and eligibility criteria is readily available. The outcome of the process is published to show the level of demand for a property and the priority of the successful applicant to help the applicant make an informed choice.

3. Alternative Options Considered

None

4. Implications

4.1 Legal Implications

This report is providing information only therefore there are no specific legal implications associated with this report.

4.2 Financial Implications

This report is providing information only therefore there are no specific financial implications associated with this report.

4.3 Policy and Risk Implications

This report provides information to allow the Policy Review Committee to provide comments. At this stage there are no further policy or risk implications.

5. Conclusion

The Council's Allocations Policy meets the national Code of Guidance on allocations. The Policy is choice-based which remains the most commonly used system nationally. The Policy is supported by tenants as evidenced by the survey jointly developed by the Council and the Tenant and Leaseholder Scrutiny Panel which found 87% of new tenants were satisfied with the HomeChoice service and process.

The Policy meets legal requirements; has a common approach; is accessible; transparent and easy to use. It helps the Council to prevent homelessness and makes effective use of Council housing stock.

6. Background Documents

['Allocation of accommodation: guidance for local housing authorities in England.'](#)

[North Yorkshire HomeChoice Policy](#)

7. Appendices

Appendix (i) – Guidance from the Allocation of accommodation

Appendix (ii) – North Yorkshire Home Choice eligibility and qualification

Appendix (iii) – Assessing Housing need

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Appendix (i)

Guidance from the 'Allocation of accommodation'

The guidance states that an allocation policy must:

- Determine priorities between applicants
- Set out operational procedures for letting property
- Have regard for homelessness strategies and tenancy strategies

Key requirements include:

- Authorities have to consider each application and whether or not they qualify. They may only allocate accommodation to people who are defined as 'qualifying persons.'
- In framing qualification criteria, authorities will need to have regard to their duties under the equalities legislation, as well as give priority to people in reasonable preference categories.
- Councils should consult with housing associations with which they have nomination agreements over new schemes or major changes in policy
- A summary of the allocation scheme must be published.

Reasonable preference must be given to the following categories of people:

- People who are homeless within the meaning of Part 7 of the 1996 Act (including those who are intentionally homeless and those not in priority need).
- People who are owed specific homeless duties by any housing authority under section 190(2), 193(2) or 195(2) of the 1996 Act.
- People occupying insanitary or overcrowded housing or otherwise 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.

The guidance also states:

- Authorities should avoid allocating social housing to people who already own their own homes. Where they do so, this should only be in exceptional circumstances.
- Authorities are required to have an allocation scheme for determining priorities, and they must allocate in accordance with that scheme.
- Authorities should consider the importance of giving tenants who under-occupy their accommodation appropriate priority for a transfer.
- Authorities are also strongly encouraged to take into account the needs of all serving or former Service personnel when framing their allocation schemes, and to give sympathetic consideration to the housing needs of family members of serving or former Service personnel who may themselves have

been disadvantaged by the requirements of military service and, in particular, the need to move from base to base.

- An allocation scheme must be framed so as to give applicants the right to be informed of certain decisions and the right to review certain decisions.
- At the end of 2018, supplementary guidance was also issued to councils in England concerning the allocation of social housing to victims of domestic violence. The key recommendation is that local authorities should exempt from local connection qualification requirements those living in a refuge or 'other form of safe temporary accommodation' in their district, who have escaped domestic abuse in another council area.

Appendix (ii)

North Yorkshire Home Choice eligibility and qualification

An applicant may be ineligible for an allocation of accommodation under s.160ZA (2) or (4) Part 6 Housing Act 1996.

Persons from abroad may not be allocated accommodation under Part 6 if he or she is a person from abroad who is ineligible for an allocation under s.160ZA of the 1996 Act.

- A person subject to immigration control- such a person is not eligible for an allocation of accommodation unless he or she comes within a class prescribed in regulations made by the Secretary of State (s.160ZA(2))
- A person from abroad other than a person subject to immigration control regulations may provide for other descriptions of persons from abroad who, although not subject to immigration control, are to be treated as ineligible for an allocation of accommodation (s.160ZA(4))
- A person subject to immigration control that would make them ineligible for an allocation of housing and/or where the Secretary of State may by regulations prescribe other classes of persons from abroad ineligible for an allocation of housing.
- Applicants who do not have recourse to public funds or who cannot prove they have recourse to public funds or those not habitually resident
- Some applicants subject to Multi Agency Public Protection Arrangements (MAPPA) may not qualify to join the register where the risk is deemed too high via a MAPPA meeting. Applicants who have been assessed, approved and accepted as qualifying by a senior manager of the relevant partner local authority may be restricted to a specific local authority or area or subject to a direct let and any property offer will be subject to approval by the necessary agencies.

Eligibility will be confirmed at the point of application, during the housing process and at the point of offer. Where there has been a change in legislation or change in circumstances and a person is found to be no longer eligible for social housing and/or the housing register the application will be closed

Persons who may not qualify include those:

- Applicants aged 16 and 17 years who do not meet the following criteria;
 - they are a looked after child under section 20 Children's Act 1989 or are care leavers with a relevant support package and Trustee and are ready for independent living as agreed with Social Services and confirmed by the Local Authority Housing department, OR

- they must have an appropriate support package in the area they wish to live to enable them to sustain their residency and 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 organization, and will not have a financial liability.
- Persons or a member of the household that has been found guilty of unacceptable behavior serious enough to make them an unsuitable tenant
- Persons or members of the household with a record of anti-social behaviour issues that have caused or likely to cause serious nuisance and annoyance to neighbours or visitors, such as drug dealing, noise nuisance, violence or intimidation, domestic violence or acts of racism, breach of tenancy or using a property for illegal or immoral purposes. Please refer to appendix 2 for more information.
- Who have current rent arrears either to a social housing provider or private landlord. Who are currently in breach their tenancy conditions and their landlord has started formal action
- Who have a history of substantial rent arrears and/or breaches of tenancy and there is no evidence of a change in behaviour
- Who have outstanding housing related debt where no acceptable repayment arrangement has been made
- Tenants on an introductory/starter/demoted tenancy
- Who have no local connection to the partnership area,
- Who own their own home or reside with a household member who is a home owner whether they reside in it or not and who are not in housing need
- Who have a combined household income and/or savings of £60,000 or over and/or who have significant capital assets which would enable them to meet their own housing need
- Who have deliberately worsened their housing circumstances with the intent of increasing priority
- Who knowingly or recklessly give false information and/or knowingly withhold information
- Who refuse 3 suitable property offers following bidding or a single direct offer of accommodation
- disqualified applicants or members of their household during the period of disqualification
- Persons subject to MAPPA where the risk is deemed too high
- Households within the first year of a social housing tenancy/new property/mutual exchange unless there is a key change in circumstances which makes the current property unsuitable to remain in and the move is assessed, supported and approved by a senior manager.
- Applicants assessed as needing support to hold and maintain a tenancy and no support in place

In certain defined circumstances the qualification criteria may not apply, these include; Homeless applicants owed a main duty under Part 7 of the Housing Act 1996, (as amended Homeless Reduction Act 2017), accepted households under MAPPA, the National Witness Protection Scheme, and persons fleeing domestic violence or hate crime. These cases will be individually assessed and where supported and approved by a Senior Housing Manager may be considered as qualifying for the housing register. Restrictions may be applied and these can include bidding restrictions on the property and/or area of choice an accepted applicant can bid on and/or a single direct offer of accommodation which can be into social, housing association or private rented landlord accommodation

Appendix (iii)

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 small 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 unsuitable.
- Applicants unable to access key facilities in their home without **major** adaptation works
-

Gold band

- Care leavers at point of leaving care home or supported housing with an agreed support package relevant to offer, and are ready for independent living.
- 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 (Resettlement category)
- Applicants presently under-occupying a home owned by a local authority or housing association that is situated within the partnership area. They are moving 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 will only be able to bid for a
- property in the Local Authority area which has accepted the duty to
- house
- Applicants who are overcrowded and require two more bedrooms to relieve the overcrowding
- Applicants who are at risk of homelessness and in priority need
- 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 direct health gain as a result of a move).
- Applicants who need to move to a specific locality so that proven hardship can be prevented. Applicants can only bid to a local authority area with close proximity/accessible to a family member or employment.

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 and meet potentially homeless criteria, but are not in priority need
- Applicants who are overcrowded and require one more bedroom to relieve the overcrowding.
- 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 and who will move to a property with one less bedroom.
- Applicants who are intentionally homeless under Part 7 1996 Housing Act.
- Applicants placed in temporary accommodation under Housing Act 1996 and pending a decision.
- Applications from foster carers, those approved to adopt, or those persons being assessed for approval to foster or adopt, who need to move to a larger home in order to accommodate a looked after child or a child who was previously looked after by a local authority child

Bronze band

- All other applicants.



Report Reference Number: PR/19/15

To: Policy Review
Date: 16 December 2019
Author: Sarah Thompson, Housing and Environmental Health Service Manager
Lead Executive Member: Cllr Chris Pearson, Lead Member for Housing Health and Culture
Lead Officer: June Rothwell, Head of Operational Services

Title: Private Housing Assistance Policy

Summary:

The Private Housing Assistance Policy 2018-2023 was approved by Executive on 12 April 2018. The aim of the policy was to improve housing conditions across the Selby District and to help people manage their own health and wellbeing and live independently for as long as possible. To support this aim a number of new discretionary grants and loans were introduced and this report focuses on the implementation of this new financial support.

Recommendations:

That Policy Review consider and comment on the report.

Reasons for recommendation:

To provide the Policy Review Committee with performance information relating to the implementation of the Private Housing Assistance Policy.

1. Introduction and background

- 1.1** The Selby District Council Private Housing Assistance Policy 2018-2023 (the Policy) is made under Article 3 of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 Statutory Instrument No.1860 (the RRO). The RRO radically changed the way in which government sought to encourage private home improvement in England and Wales.

The RRO swept away much of the prescriptive nature of previous legislation (The Housing Grants, Construction and Regeneration Act 1996) and replaced it with a general power allowing local authorities to provide "assistance" "in

any form” “to any person”, to improve, repair, adapt or rebuild residential premises.

The RRO reflects the view that it is primarily the responsibility of private owners to maintain their own property but it recognises that some owners, particularly the elderly and most vulnerable, do not have the necessary resources to repair or improve their homes. Local authorities therefore have an important role to play in providing assistance in these cases.

1.2 Through a mix of support, financial assistance and enforcement, the Policy seeks to:

- Help owner-occupiers to maintain and repair their homes
- Assist people whose independence may be at risk to remain in or return to their homes
- Boost domestic energy efficiency and reduce the number of households in fuel poverty
- Encourage private landlords to provide good quality and well managed properties for their tenants
- Maximise the use of the existing housing stock to increase housing choice across the district.

1.3 The award of any financial assistance under this Policy is subject to the availability of funding having regard to the capacity of the approved budget and this may vary on an annual basis. All financial assistance (excluding Mandatory Disabled Facilities Grant) is provided at the discretion of the Council.

1.4 The current policy was approved and adopted in April 2018 and it introduced some discretionary grants and loans to help deliver the policy aims.

2. Private Housing Assistance

2.1 Disabled Facilities Grants (DFG)

How the grant works

2.1.1 This grant is available to help private sector owner occupiers and tenants adapt their home to help meet the needs of a disabled occupant. Typical work might include the provision of a stair-lift, the replacement of a bath with a level access shower or provision of ramps to entrance doors. Eligibility of the grant is based on an assessment of the disabled person’s need carried out by an Occupational Therapist.

2.1.2 The DFG funding allocation is currently contained within the Better Care Fund which is paid to upper tier local authorities. Within two tier areas the housing authority (i.e. Selby District Council) and the social care authority (North Yorkshire County Council) have established new working relationships to manage the DFG funding as the legal responsibility for provision of DFG remains with the local housing authority.

- 2.1.3 DFG is a mandatory entitlement and the Council cannot refuse an application which fulfils the eligibility criteria. They are, however, subject to a legal maximum grant limit of £30,000 and to a mandatory Test of Resources to determine the level of any financial contribution to be made by the applicant.
- 2.1.4 Whilst the Mandatory DFG is subject to a test of resources, the Council is now using discretionary powers to provide a Discretionary DFG without a test of resources for all works costing under £5,000. Eligibility for the grant is still based on an assessment of the disabled person's needs carried out by the Occupational Therapist but overall the time taken to process the application is reduced.
- 2.1.5 In addition, we may offer further financial assistance where the cost of eligible works exceeds the legal maximum DFG limit of £30,000.

Administration

- 2.1.6 Since April 2018 the full administration including the means testing, design and procuring of the contractors to complete works transferred back in house and is delivered directly by Selby District Council. The staff members who transferred were incorporated into the Lifeline Service in August 2018 to maximise efficiency and promote both services.

Key results

- 2.1.7 The introduction of the Discretionary DFG and the move to bring the service in house has reduced the time taken to process the grants and improved results for the customer.
- **44** individuals and their families have directly benefited from the discretionary policy removing the test of resources up to £5,000
 - The average cost of the Discretionary DFG (no means test) DFG is £4,150
 - The process from approval to completion significantly improved and is down from 127 to 79 days (*adaptation completed in an average of 15.8 weeks, 7 weeks sooner than previous years*)
 - Completions up by 137% - *up from 24 to 57 in the year (taking into account the additional approvals in 2018/19 to total completions for the year will be 68, 183% increase)*

Year	Total budget Available	Total budget spent	Applications approved in the year	DFGs completed in year	Under 5k approved in year	Working days from application to completion
2016/17	£358,870	£276,600	N/A	42	N/A	129
2017/18	£448,206	£179,173	N/A	24	N/A	127
2018/19	£668,203	£440,093	68	57	48	79
2019 -YTD	£644,629	£221,347	32	26	18	65

The projected spend for 2019/2020 is **£477,000**

2.2 Repair Assistance Scheme (RAS) Loan

How the loan works

2.2.1 The Repair Assistance Scheme is a discretionary loan available to homeowners to provide urgent or emergency repairs to alleviate imminent health and safety hazards. Loans are available up to **£6,000**.

2.2.2 The loan is available to those unable to afford monthly repayments and is repayable upon sale of the property. The loan amount is subject to a Test of Resources to determine the level of any financial contribution to be made by the applicant.

Administration

2.2.3 Following completion of the works a charge is added to the property and it is repaid on sale. Any loans repaid are recycled.

Key results

2.2.4 In **19/20** the available budget is **£30,000** and in the first half of the year **6** RAS Loans have completed and have been used to repair defective boilers, improve inadequate kitchen facilities and rectify damp.

2.2.5 **Actual spend**

Year	Budget	Actual	Repayments	Total spend
2018/19	£30,000	£10,322	£12,407	-£2,085
2019 -YTD	£30,000	£28,841	£8,251	£20,591

2.3 Empty Home Grant/Loan

How the grants and loans work

2.3.1 The Empty Homes Loan is available to help home-owners bring their long-term empty properties back into use. The property must be in a location and be of a type and size that the Council deem to be appropriate to the housing

needs of the district. Any property owner can apply for a grant or a loan but the conditions attached differ depending on which product they choose.

2.3.2 Owners can borrow up to £15,000 per property interest free, with no repayments during the loan period, no interest charges and no charges for early repayment. Loans are available if the relevant person is the freeholder of the empty property or a leaseholder with at least 50 years remaining on the lease. A charge is added to the property and repaid at point of sale.

2.3.3 An Empty Homes Grant of up to £15,000 per property is available to owners who agree to let the property throughout a five year period. It must be let at an affordable rent to tenants with a local connection on a minimum twelve month fixed-term, assured shorthold tenancy. A charge is added to the property.

Key results

2.3.4 Empty Homes Grants and loans are proving a successful financial tool to bring long term empty homes back into use. The grant also offers wider benefits and in addition to directly increasing the availability of affordable housing, it is proving the most successful way of discharging homeless duties into the private sector.

2.3.5 18/19

The new Empty Homes grants and loans were introduced with the Policy in April 2018 and take up was initially slow but in 2018/19 **3** properties were brought back in to use through a grant or a loan and total spend was **£27,020**.

2.3.6 19/20

Following promotion of the Empty Homes Programme and our Housing Options Tenant Find service we have had increased interest in Empty Homes Grants and Loans.

In 2019/20 we have already brought **3** properties back into use through the use of grants and loans and a further grant is approved and in progress.

To date we have spent **£27,461** and a further **£15,000** is approved and committed therefore the total committed spend is **£37,461**.

2.3.7 Actual spend

Year	Loans (Total spend)	Grants (Total spend)	Total number of Empty Homes brought back into use	Total Spend
2018/19	£8,225.67	£18,794.33	3	£27,020
2019 - YTD	£6,000	£21,461	3	£27,461

2.3.8 At this stage we have not received any repayments for any Loans paid. Grants are not usually repayable but are subject to conditions.

2.3.9 We are currently considering further grant and loan applications that would bring another 5 units into use and therefore the total projected spend for 19/20 is **£77,461.**

3. Implications

3.1 Legal Implications

This report provides information on the implementation of the Private Assistance Policy therefore there are no specific legal implications associated with this report.

3.2 Financial Implications

Although there are no specific financial implications associated with this report it should be noted that any discretionary grants and loans are subject to the approved budget and availability of funding.

5. Conclusion

5.1 The aim of the Private Housing Assistance Policy was to improve housing conditions across the Selby District and to help people manage their own health and wellbeing and live independently for as long as possible.

Through the use of Discretionary Disabled Facilities Grants we have reduced the time taken to process the grant and have thereby improved the service our customers have received and helped meet their needs quicker.

The Repair Assistance Loans and Empty Homes Grants and Loans have directly improved housing conditions in private sector and brought previously empty properties back into use.

6. Appendices

Appendix A - Private Housing Assistance Policy 2018/23

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PRIVATE HOUSING ASSISTANCE POLICY

2018-2023

FORWARD

The Selby District Council Private Housing Assistance Policy 2018-2023 (the Policy) is made under Article 3 of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 Statutory Instrument No.1860 (the RRO).

The RRO radically changed the way in which government sought to encourage private home improvement in England and Wales. The RRO swept away much of the prescriptive nature of previous legislation (The Housing Grants, Construction and Regeneration Act 1996) and replaced it with a general power allowing local authorities to provide “assistance” “in any form” “to any person”, to improve, repair, adapt or rebuild residential premises.

The RRO reflects the view that it is primarily the responsibility of private owners to maintain their own property but it recognises that some owners, particularly the elderly and most vulnerable, do not have the necessary resources to repair or improve their homes. Local authorities therefore have an important role to play in providing assistance in these cases.

The policy works within the current legislative and financial framework to contribute to providing a decent home for all current and future residents of Selby District through various advice, support and assistance mechanisms whilst aiming to give priority to those most vulnerable households.

The policy will continue to evolve as existing commitments are fulfilled and local, regional and national research and policy developments take place and will be reviewed and updated accordingly.

1.0 INTRODUCTION

1.1 Policy Aims

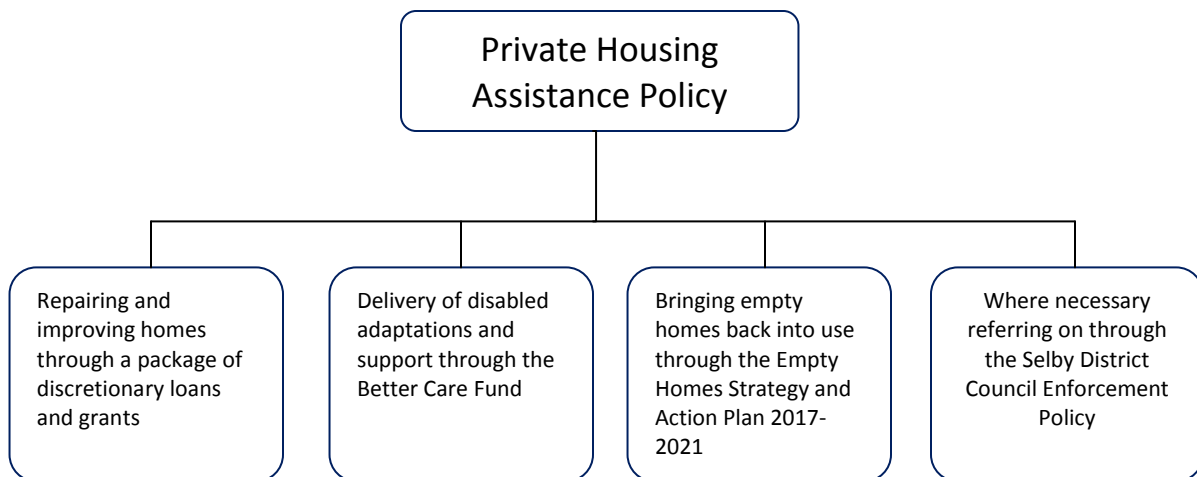
1. To improve housing conditions across the District;
2. To help people manage their own health & wellbeing and live independently in their communities for as long as possible.

Prosperous and sustainable communities need good quality homes that are decent and safe and that meet the needs of the people who live in them. The location, type and quality of the homes people occupy can have a significant impact on all aspects of their lives.

The aim of this policy is encourage the improvement in private housing choice and quality across the district through the use of support and assistance mechanisms, whilst ensuring that where appropriate and necessary enforcement action is taken in line with the Council's Corporate Enforcement Policy.

1.2 Policy context

This Policy provides the overarching focus for the Council's private housing assistance service and sits at the forefront of much that we want to achieve;



It also links to the following specific policies at a National, Sub-regional and a local level.

National

Integration and Better Care Fund Policy Framework 2017 to 2019

This document sets out the policy framework for implementation of the statutory Better Care Fund in 2017 to 2019 and seeks to outline how best to deliver the Better Care Fund at a local level and in partnership with others.

Cutting the cost of keeping warm – a Fuel Poverty Strategy for England (2015)

A strategy that sets out how the government will deliver their fuel poverty target to ensure that as many fuel poor homes as is reasonably practicable achieve a minimum energy efficiency rating of Band C, by 2030.

Sub-regional

York, North Yorkshire & East Riding Housing Strategy 2015-2021 - This strategy sets out the nine sub-regional priorities for housing growth and delivery. Selby District Council is committed to jointly delivering on the following priorities within the theme “Understanding and Improving the Quality of our Housing Stock”.

Priority 5: Continue to make best use of existing stock and ensure it is of a decent quality to meet the needs of our communities.

Priority 6: Ensure all homes have a positive impact on health and well-being and are affordable to run.

North Yorkshire Empty Property Strategy & action plan – This strategy aims to reduce the number of long-term empty homes across the sub-region through a co-ordinated approach and has for key objectives:

- Developing new, and strengthening existing partnerships
- Improve the quality and consistency of empty property management
- Improve the range of assistance available to owners
- Improve the quality of advice and information available to owners

North Yorkshire Joint Health & Wellbeing Strategy 2015-2020 - The vision of this strategy is that “people in all communities in North Yorkshire have equal opportunities to live long healthy lives. It gives direction and sets out priorities for Board partners organisations to include in their own strategies and plans.

Local

Locally, the Private Sector Housing Assistance Policy links to the **Selby District Council Corporate Plan 2015-2020** through Priority 2 -To enjoy life, by ensuring

more housing needs are met; empty homes are brought back into use; and more affordable properties are developed.

Selby District Council Housing Strategy Action Plan - Our local housing delivery plan includes the following relevant key priority areas:

Priority 2 – Ensure that our housing stock reflects the needs of communities across all areas of Selby district

Priority 3 – Ensure that our housing stock meets the diverse needs of our communities at all stages of their lives

Priority 5 - Continue to make best use of existing stock and ensure it is of a decent quality to meet the needs of our communities

Priority 6 – Ensure all homes have a positive impact on health and well-being and are affordable to run

Priority 7 - Continue to reduce Homelessness

Priority 9 – Provide appropriate Housing and Support for those with Specific Needs

Selby District Council Empty Homes Action Plan – Our local action plan sets out our approach to bringing empty homes back into use and includes the following relevant areas:

- Proactively working with landlords to help them resolve any issues that are preventing an empty property from being returned to the market for sale or rent
- Supporting landlords or home owners to access funding or grants for improvement work, where this will enable the property to be brought back into use
- Mutually-agreed purchase of a property to enable the Council or another housing provider to bring the property back into use

1.3 Legal Context

Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 (RRO)

The RRO radically changed the way in which government sought to encourage private sector home improvement in England and Wales. The RRO swept away much of the prescriptive nature of previous legislation (See below), instituting a general power allowing local authorities to provide “assistance” “in any form” “to any person”, to improve, repair, adapt or rebuild residential premises.

The Housing Grants, Construction and Regeneration Act 1996 - Much of this Act has been repealed by the RRO in order to remove the “burdens upon local authorities in the exercise of their functions in relation to the provision of financial and other assistance for, or in connection with, the improvement, repair and renovation of housing.”

The remaining legislative framework contained within this Act provides the basis for the provision of Disabled Facilities Grants and loans.

The Housing Act 2004 - The Housing Act covers the national minimum standard for housing standards (currently the Housing, Health and Safety Rating System) and also covers the mandatory and discretionary licensing for houses in multiple occupation (HMOs).

2.0 THE POLICY

2.1 This policy outlines how Selby District Council, through a mix of support, financial assistance (and enforcement*), will seek to;

- ❑ Help owner-occupiers to maintain and repair their homes;
- ❑ Assist people whose independence may be at risk to remain in or return to their homes;
- ❑ Boost domestic energy efficiency and reduce the number of households in fuel poverty;
- ❑ Encourage private landlords to provide good quality and well managed properties for their tenants;
- ❑ Maximise the use of the existing housing stock to increase housing choice across the district.

* Enforcement protocols are covered in the Council’s Enforcement Policy.

2.2 Encouragement and Support

We will provide information and advice to assist any person to improve, repair, adapt or rebuild residential premises. In doing so, we may enter into partnership arrangements with others, including partner local authorities, health and fuel poverty related organisations and with the voluntary sector.

We recognise the importance of education and encouragement when working with private sector landlords and owners of empty properties to uphold legislative requirements and to improve standards and increase housing choice.

Where possible we seek to resolve issues between landlord and tenant in order to achieve tenancy sustainment and reduce homelessness due to the termination of tenancies.

We also seek to help owners of empty properties overcome difficulties in selling, renovating and ultimately re-occupying empty homes.

The Council will provide support in a number of ways including by:

- Ensuring the availability of information and advice on the Council's website;
- Providing advice in person;
- Engaging with groups and forums to provide advice to the community and private sector landlords;
- Working in partnership to distribute information and advice.

2.3 Financial Assistance

It is the responsibility of owners to maintain and improve their properties at their own expense. However, the Council recognises that there may be occasions when it is both necessary and appropriate to provide financial assistance to support this work. All financial assistance given is subject to funding being available and terms and conditions relevant to the type of assistance being applied for.

The Council will consider all enquiries for financial support and may choose to offer assistance through one or through a mix of the following support options.

2.3.1 Disabled Facilities Grants (DFG):

This grant is available to owner occupiers and tenants* to help adapt their home to meet the needs of a disabled occupant. Landlords may also apply for a DFG on behalf of a disabled tenant.

The aim of a DFG is to remove or help overcome any obstacles which prevent the disabled person from moving freely into and around the dwelling and enjoying the facilities and amenities in it. Typical work might include the provision of a stair-lift, the replacement of a bath with a level access shower or provision of ramps to main entrance doors.

Eligibility for grant is based on an assessment of the disabled person's need carried out by an Occupational Therapist.

DFG is a mandatory entitlement and the Council cannot refuse an application which fulfils the eligibility criteria. They are, however, subject to a legal

maximum grant limit of £30,000 and to a mandatory Test of Resources to determine the level of any financial contribution to be made by the applicant.

The DFG funding allocation from Department of Communities and Local Government is currently contained within the Better Care Fund (BCF) which is paid to upper tier local authorities. Within two tier areas the housing authority (i.e. Selby District Council) and the social care authority (North Yorkshire County Council) have established new working relationships to manage the DFG funding as the legal responsibility for provision of DFG remains with the local housing authority.

2.3.2 Discretionary Adaptations Assistance

Whilst the Mandatory DFG is subject to a test of resources, the Council will use its discretionary powers to provide a Discretionary DFG without a test of resources for all works costing under £5,000. Eligibility for the grant is still based on an assessment of the disabled person's needs carried out by the Occupational Therapist. This is expected to speed up the process for installation of the most common adaptations such as stairlifts and level access showers.

In addition, we may offer further financial assistance where the cost of eligible works exceeds the legal maximum DFG limit of £30,000. In these circumstances the applicant may be eligible for an interest free loan of up to £10,000 to top-up the DFG. Other options for additional funding (ie: charitable funding) will also be considered in such cases.

2.3.3 Repairs Assistance Scheme (RAS) Loan

The Repair Assistance Scheme is a discretionary loan available to homeowners to provide urgent/emergency repairs to alleviate imminent health and safety hazards. Loans are available up to £6,000. The loan is available to those unable to afford monthly repayments and is repayable upon sale of the property.

Loans are available if the relevant person is the freeholder of the property or is a leaseholder with at least 50 years remaining on the lease. The loan amount is subject to a Test of Resources to determine the level of any financial contribution to be made by the applicant.

2.3.4 Empty Homes Grant/Loan

The Empty Homes Loan is available to help home-owners bring their long-term empty properties back into use. The property must be in a location and be of a type/size that the Council deem to be appropriate to the housing needs of the

district. Owners can borrow up to £15,000 per property interest free, with no repayments during the loan period, no interest charges and no charges for early repayment. Loans are available if the relevant person is the freeholder of the empty property or a leaseholder with at least 50 years remaining on the lease.

An Empty Homes Grant is available to owners who agree to let the property throughout a five year period at an affordable rent to tenants with a local connection on a minimum twelve month fixed-term, assured shorthold tenancy. Freeholders of an empty property or a leaseholder with at least 50 years remaining on the lease may receive up to £15,000 per property

2.3.5 Energy Repayment Loan

The Energy Repayment Loan aims to help homeowners undertake work within their properties to address excess cold. Owner Occupiers can borrow between £500 and £3000 interest free. The loan is subject to monthly repayments. This loan is funded from recycled regional housing board funding which may be topped up by Selby District Council funding. The loan is administered by The Homes and Loans service which is operated by Sheffield City Council, on behalf of the Local Authorities across the Yorkshire and The Humber regions.

Loans are available if the relevant person is the freeholder of the property and also occupies the property at the time of application.

2.3.6 In-direct Financial Assistance

Where appropriate we may use discretionary financial powers to support partners in the delivery of regional/sub-regional shared housing objectives the Council will use these powers to:

- a) Work in partnership with the Better Homes Programme to source and bid for funding under the banner of “Better Homes Yorkshire”. All initiatives will be made available to residents through signposting to the relevant Better Homes Yorkshire delivery partner.
- b) Support the North Yorkshire Health & Wellbeing Strategy and to Support joint commissioning schemes to address housing and health impacts

3.0 RESOURCING THE POLICY

- 3.1 It is generally agreed that the primary responsibility for repairing and maintaining homes must rest with the property owner. However, the Council may use a mixture of its own capital funding, Better Care funding and appropriate third

party grant funding to provide financial support to those households or individuals who require our help and support.

3.2 Several agencies across the district will work closely together to help encourage and support this investment.

3.2.1 **Selby District Council**

- Provides general advice and information to owners, landlords and tenants regarding legal rights and responsibilities and home maintenance issues;
- Provides wider planning and neighbourhood management services to create safe and sustainable communities;
- Provides advice and help to elderly, disabled and vulnerable people to remain independent in their own homes by identifying necessary repairs, and carrying out work through the Council's grant and loan initiatives.
- Supports and promotes the work of partnership organisations to deliver housing improvements;
- Implements enforcement powers granted under the Housing Act 2004, used as a last resort, to ensure owners maintain properties to relevant standards, address anti social or nuisance behaviour and tackle long term empty properties.

3.2.2 **Yorkshire and Humber Homes and Loans Service**

- Administers the regional loan scheme on behalf of the Council.
- Uses it's expertise to develop new loan products to target regional housing priorities.

3.2.3 **Better Homes Yorkshire**

- Promotes energy efficiency and provides free, impartial, locally relevant advice on what people can do in their home to reduce energy costs and to access available energy efficiency financial support.

3.2.4 **North Yorkshire Adult and Community Services**

- Provides specialist guidance and financial top-up support through the Occupational Therapist service towards the administration of the Disabled Facilities Grant.
- Provides minor disabled adaptations and equipment as necessary.
- Provides a range of Telecare services.

3.2.5 North Yorkshire Fire and Rescue Service

- Provides fire safety checks for vulnerable households.
- Assists with the inspection of Houses in Multiple Occupation (HMOs) and helps deliver the North Yorkshire Fire Safety Standard.

4.0 GENERAL PROVISIONS RELATING TO THE POLICY

4.1 This Private Housing Assistance Policy has been developed to comply with the Regulatory Reform (Housing Assistance)(England and Wales) Order 2002 and Government guidance and to provide the necessary framework to deliver key housing aims of the Council. The Council will ensure that services identified within it are directly accessible through the Council and/or our partner organisations.

4.2 The following general provisions will apply throughout the policy:

- Before any financial assistance is provided, Selby District Council will set out in writing to each person the terms and conditions relating to such assistance.
- A person's ability to contribute towards or repay any assistance is taken into account.
- Clear details will be given in writing to any applicant for financial assistance of any fees and charges that will be levied prior to any works commencing.
- Risk and fraud is minimised by following Government's Housing Renewal Guidance and working closely with the North Yorkshire Audit Team.
- Financial assistance would not normally be available to improve, adapt or repair living accommodation of Registered Social Landlords (RSLs) on the basis that RSLs should have robust business plans which will ensure their properties meet the Government's Decent Homes Standard. The only exception to this provision will be in the provision of assistance through mandatory Disabled Facilities Grant. Applications for Disabled Facilities Grant will be considered from RSL tenants. However in such instances Selby District Council will expect the RSL to have explored all alternative solutions prior to encouraging such an application.
- Payments of financial assistance will normally be made on full and satisfactory completion of works with the discretion to make interim

payments for actual work undertaken resting with the Authority. To safeguard against fraud, payments will normally be made direct to the contractor. However, Selby District Council reserves the right to make payment to the applicant in certain circumstances.

4.3 Complaints Procedure

- 4.3.1 A complaint is defined as an expression of dissatisfaction, however made, about the standard of service, administrative actions or lack of such action by Selby District Council or their member of staff affecting an individual customer or group of customers.
- 4.3.2 Any individual is entitled to exercise their right to complain regarding their dissatisfaction with the services that they have received from Selby District Council. All complaints about services will be dealt with in line with the Council's Corporate Complaints procedure.

4.4 Appeals Procedure

- 4.4.1 The appeal process is available to anyone who is dissatisfied with an officer's decision made in line with the Private Housing Assistance Policy. The process will also apply in cases where Selby District Council is seeking repayment of financial assistance under conditions which were set out at the time the assistance was given, but the person from whom the repayment is being sought wishes Selby District Council to consider waiving the repayment.
- 4.4.2 Appeals on issues relating to Energy Repayment Loans should be made in writing to Selby District Council, stating the nature of and the reasons for the appeal. The appeal will then be considered by the Special Cases Panel of the Homes and Loans Service. The Regional Loans Manager will notify the appellant of the outcome of the appeal giving full reasons for the decision.
- 4.4.3 Appeals on issues relating to all other assistance schemes should be made in writing to Selby District Council, stating the nature of and the reasons for the appeal. The facts of the case will be reviewed by the relevant Head of Service and Service Manager who will notify the appellant of the outcome of the appeal giving full reasons for the decision.

4.4.4 In all cases Selby District Council may request any additional information as necessary from the appellant for a fully informed decision to be made on the matter.

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Report Reference Number: PR/19/17

To: Policy Review Committee
Date: 16 December 2019
Author: Victoria Foreman, Democratic Services Officer
Lead Executive Member: Councillor Chris Pearson, Lead Member for Housing, Health and Culture
Lead Officer: June Rothwell, Head of Operational Services

Title: Tenant Participation Strategy 2019-2022

Summary:

The Policy Review Committee is asked to consider and comment on the updated Tenant Participation Strategy 2019-2022. All social housing tenants and leaseholders have a right to be consulted and to be involved in tenant participation activities. The Council's previous Tenant Participation Strategy was written in 2010 and required update, taking into account recent Government direction and modern methods of engagement. A draft version of the Strategy has now been consulted on with our tenants, and a final version is ready for approval.

Recommendation:

The Committee is asked to consider the content of the report and make any comments on the Council's updated Tenant Participation Strategy 2019-2022.

Reasons for recommendation

The Committee is asked to acknowledge that whilst tenant participation is not new to the Council, we want to build on current opportunities and increase our expertise and reputation in this field. Approval of this plan would provide the Council with a real opportunity to further develop a genuine partnership with both our tenants and leaseholders, working with them to shape the future of our housing service.

1. Introduction and background

1.1 Please see the summary and introduction and background sections of the Executive report considered attached at Appendix A.

2. The Report

2.1 Please see section 2 of the Executive report attached at Appendix A.

3. Alternative Options Considered

None.

4. Implications

4.1 Legal Implications

Please see section 4.1 of the Executive report attached at Appendix A.

4.2 Financial Implications

Please see section 4.2 of the Executive report attached at Appendix A.

4.3 Policy and Risk Implications

Not applicable.

4.4 Corporate Plan Implications

Please see section 4.4 of the Executive report attached at Appendix A.

4.5 Resource Implications

None applicable.

4.6 Other Implications

Not applicable.

4.7 Equalities Impact Assessment

Please see section 4.7 of the Executive report attached at Appendix A.

5. Conclusion

5.1 The Policy Review Committee's comments and observations on the Tenant Participation Strategy are welcomed.

6. Background Documents

None.

7. Appendices

Appendix A – Tenant Participation Strategy 2019-2022 Executive Report

Appendix B – Summary of Consultation Feedback

Appendix C – Tenant Participation Strategy 2019-2022

Appendix D – Action Plan 2019-2022

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Report Reference Number: N/A

To:	Executive Briefing
Date:	13th November 2019
Status:	Non Key Decision
Ward(s) Affected:	All
Authors:	Sarah Thompson, Housing and Environmental Health Service Manager and Hannah McCoubrey, Housing Strategy Officer
Lead Executive Member:	Cllr Chris Pearson, Lead Executive Member for Housing, Health and Culture
Lead Officer:	June Rothwell, Head of Operational Services

Title: Tenant Participation Strategy 2019-2022 (Final version)

Summary:

All social housing tenants and leaseholders have a right to be consulted and to be involved in tenant participation activities. The Council's previous Tenant Participation Strategy was written in 2010 and required update, taking into account recent Government direction and modern methods of engagement. A draft version of the Strategy has now been consulted on with our tenants, and a final version is ready for approval.

Recommendations:

That Executive Members approve the final Tenant Participation Strategy 2019-2022.

Reasons for recommendation:

Whilst tenant participation is not new to the Council, we want to build on current opportunities and increase our expertise and reputation in this field. Approving this plan provides the Council with a real opportunity to further develop a genuine partnership with both our tenants and leaseholders, working with them to shape the future of our housing service.

1 Introduction and background

- 1.1** The Council's previous Tenant Participation Strategy was published in 2010. However, the ways in which we involve and communicate with our tenants has changed, providing us with the opportunity to improve our approach to tenant engagement in new and refreshed Strategy. Since April 2017, the Council has dedicated additional staffing resource to tenant engagement, providing a 0.5FTE Tenant Participation Officer role. This provides us with the resource to further cement and improve our relationships with tenants - providing new, diverse and modern approaches to tenant engagement.

- 1.2** The Council has been a member of TPAS since 2015 and we aim to achieve our objectives by following the TPAS Community Engagement Standards:
- Engagement Strategy: Ensure our tenant engagement links directly to business plan objectives.
 - Resources for Engagement: Engagement must be adequately resourced to ensure it is effective in delivering planned outcomes.
 - Information and Insight: We should provide access to information at the right level, at the right time, and in the right way.
 - Influence and Scrutiny: Ensure tenants, leaseholders and communities can influence appropriately.
 - Community Engagement: We should engage with communities and local stakeholders to develop projects and plans to meet jointly identified needs.
 - Valuing Engagement: Ensure our tenant engagement outcomes will benefit stakeholder organisations, tenants, leaseholders and communities.
- 1.3** Since approval of the Strategy's consultation draft by Executive Members on 1st August 2019, the Council has undergone a period of consultation with our tenants, gathering their thoughts on the draft. A summary of this feedback is provided in Appendix A. Slight changes (detailed below) have consequently been made in response to this feedback and the final version of the Strategy is attached in Appendix B.

2 The Report

- 2.1** Consultation of the draft Strategy took place online via a survey, was presented to our Tenant's Scrutiny Panel, and discussed at Selby's Tenant and Resident Association (TARA). Tenants were also offered two drop-in sessions at local Community Centres around the District, where they could discuss the Strategy in more detail. The overwhelming message was of support in regards to the Strategy and its content, but constructive feedback has also helped to shape its final version, taking into account our tenant's thoughts and comments.
- 2.2** The main alteration made was to try and make the Strategy more succinct, as whilst all consultees agreed the information included was important and required, there were some concerns that the Strategy may be too long. An additional task was also included in our Action Plan following recent work that took place between our Tenant Scrutiny Panel and the Tenant Participation Advisory Service (TPAS), and the subsequent recommendations made by TPAS that came from this.
- 2.3** With this in mind, our final Tenant Participation Strategy 2019-2022 will demonstrate how the Council will work in partnership with its tenants and leaseholders to shape and deliver a high quality housing service within the District. It will build on the good initiatives already in place, but also recognise the need to modernise and improve our approach to tenant involvement. It will also set out the standards we work towards in order to ensure that tenants remain involved and consulted at whatever level they choose to be. This includes providing tenants with a 'Menu of Engagement' which outlines the various engagement opportunities available to tenants/leaseholders and the level of commitment each requires.

- 2.4** The Strategy will run for three years with review opportunities in each year to further develop our approach to engagement. We acknowledge that, as the environment we do business in evolves and changes, as too does the customer base we serve; and we will make every effort to engage all types of tenant, including those most vulnerable and frequently under-represented.
- 2.5** Taking into account our previous good work and TPAS recommendations, the Strategy puts forward four overarching aims, which are:
- 1) To set out how we will encourage tenants to become actively involved and empowered in the decision making processes of Selby District Council.
 - 2) To develop an innovative and modern approach to tenant participation at Selby District Council to achieve diversity in the participation opportunities we offer and the voices we hear.
 - 3) To demonstrate that tenants are part of our continuous improvement process and ensure all Council staff actively participates with the engagement agenda.
 - 4) To promote an honest and trustworthy relationship between Selby District Council and our tenants and leaseholders; focusing on a free exchange of information and ideas.
- 2.6** The Strategy also recognises that there are a number of barriers experienced by tenants and leaseholders which can limit their ability to engage with us. However, we must try and overcome these barriers if we are to ensure the aims and objectives of the Strategy are met. Consequently, the Council is clear in what resources it can offer, and as well as dedicated staffing, commit to offering practical solutions to make tenant participation a viable option for as many tenants and leaseholders as possible.

3 Alternative Options Considered

None

4 Implications

4.1 Legal Implications

The Regulatory Framework for Social Housing in England (April 2012), states that registered providers must ensure that tenants are given a wide range of opportunities to influence and be involved in the formulation of their landlord's housing related policies and strategic priorities. This includes housing service delivery, service standards, scrutiny, management of homes and repairs.

4.2 Financial Implications

The Housing Revenue Account provides a budget of £26,950 per year for Tenant Participation. This is deemed adequate at present in fulfilling the Strategy's aims and objectives.

Engaging with tenants will however allow us to identify their aspirations in regards to their properties. Although the costs of engagement can be managed within budget, there could be wider financial implications in regards to managing tenant's priorities on stock condition; identified via increased

engagement and potentially impacting on capital investment within our housing stock. This investment programme will be addressed in the Housing Revenue Account Business Plan.

4.3 Policy and Risk Implications

N/A

4.4 Corporate Plan Implications

The Strategy supports Priority 3 of the Corporate Plan – making Selby District a great place to make a difference. This priority focuses on supporting communities to have an active and influential role in working with us to deliver the right services.

4.5 Resource Implications

There are no additional implications.

4.6 Other Implications

N/A

4.7 Equalities Impact Assessment

An Equality, Diversity and Community Impact Screening was completed on 18 June 2019.

5 Conclusion

All social landlords have a responsibility to involve local people in the issues that affect them. Approving the Tenant Participation Strategy 2019-2022 provides a starting point for the next three years, building on the Council's good work and furthering developing and delivering meaningful engagement; where tenants and leaseholders will have a range of participation opportunities which will ultimately lead to service improvement.

6 Background Documents

Selby District Council's Tenant Participation Strategy 2010

7 Appendices

Appendix A) Summary of consultation feedback

Appendix B) Tenant Participation Strategy 2019-2022

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Appendix A

Summary of feedback: Tenant Participation Strategy 2019-2022

In total, we received feedback from around 40 tenants. This was a mix of online surveys and discussions with our tenants at local Community Centre drop-in events and attendance at a local TARA. This also includes feedback from our Tenant Scrutiny Panel. Below is a summary of the feedback provided:

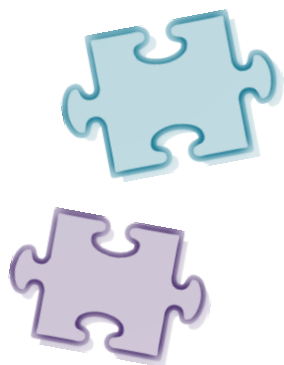
Survey Results

- 70% of respondents felt the draft was easy to read and understandable. Only 1 respondent did not, and the rest were undecided.
- 68% said the information within the draft was useful and the rest were undecided.
- Of the 4 practical objectives included in the draft:
 1. Providing development and training opportunities for tenants: this was the most split of the objectives with 43% saying this was very important to them and 46% saying important. 2 respondents were undecided on its importance and 2 did not think it was important (this was the only objective which received this vote).
 2. Improving communication and transparency: this was overwhelmingly popular, with 84% of respondents saying this was very important to them, and the rest saying it was important.
 3. Increase and improve feedback methods for communication: 78% of respondents felt this was very important, 16% felt it was important and 2 respondents were undecided.
 4. Provide a wide range of accessible engagement opportunities: 60% felt this was very important and 32% important. 3 respondents were undecided.
- Of the comments made:
 - Respondents stressed the importance of listening to tenants, making improvements and trying to get younger tenants more involved.
 - Some felt the draft may be a little long, but that the information was needed.
 - Respondents felt the information was clear and nicely presented.

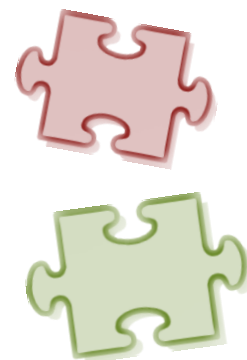
Interviews

- Tenants were happy with the objectives of the strategy, but showed some scepticism as to whether the actions within the strategy would be implemented (not specific to this strategy, but more a general comment on strategies and plans that the Council look to implement).
- Tenants felt we offered the right amount of options for them to get involved with tenant engagement activities, and especially liked the short surveys. They also liked the idea of us taking a modern approach to try and hit different demographic groups. However, they felt we did not publicise the options available as much as we could (which we hope the Menu of Engagement will combat).

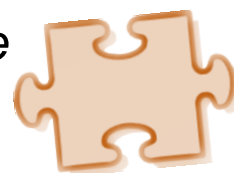
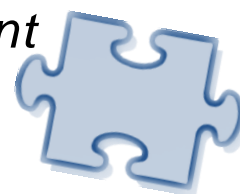
- In terms of the services we currently offer, one of the most popular was the Neighbourhood Officer surgeries, where tenants can meet with the officer at a local venue and ask questions.
- They had positive things to say in regards to SDC's website, stating it was easy to use and liked the capability to translate to other languages.
- They also liked the idea of having a Tenant's Forum, as this would allow tenants to meet each other and discuss matters which affect them. They liked the idea of hearing from different tenants in different areas of the district, as they may have a different point of view.
- They also like the idea of tenant participation being more informal, as long as results are achieved from the meetings etc.
- One issue noted by some tenants which affected their want to engage with us was a lack of effective communication between various teams, such as Property Services, external contractors and NYCC. Poor communication understandably frustrated tenants and created a feeling of apathy.



Tenant Participation Strategy 2019-2022



‘Selby District Council is committed to tenant involvement and empowerment, listening, believing, understanding and working in partnership with its tenants to ensure the continuous improvement of its services.’



Contents

1. Foreword.....	i
2. Introduction.....	1
3. What is tenant participation?	2
4. Our vision	3
5. Delivering the vision – Action Plan	6
6. Tenant Engagement diagram	8
7. Opportunities for engagement	9
8. Resources – Fighting the barriers.....	10
9. Contact us and get involved	11



Foreword

By Councillor Chris Pearson, Member of the Executive and Lead Councillor for Housing, Health and Culture.

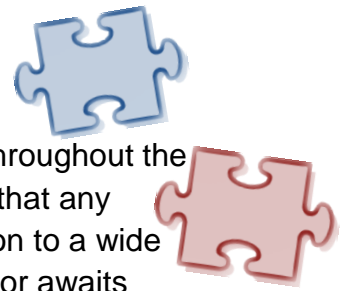


Tenant involvement should be central to the housing service that Selby District Council delivers; and whilst this practice is not new to us, we remain keen to build on current opportunities and increase our expertise and reputation in the field.

Acknowledging the recent Government focus on tenant participation, we have a real opportunity to develop a genuine partnership with both our tenants and leaseholders, working with them to shape the future of our housing service.

Notably, this strategy has been developed by tenants working in partnership with the Council and we would therefore like to thank everyone who took part in the consultation and helped to develop this document.

Our new Tenant Participation Strategy will consequently set out how, over the next three years, Selby District Council will look to further cement and improve our relationships with tenants - providing new, diverse and modern approaches to tenant engagement.



1. Introduction

- 1.1 Tenant participation within the field of social housing has evolved throughout the years; and as an organisation, Selby District Council acknowledge that any effective engagement strategy must be developed with consideration to a wide range of local and national factors. Notably, the social housing sector awaits potentially radical reforms with the introduction of the Government's green paper 'A New Deal for Social Housing' published in August 2018. Tenant engagement is a central theme running throughout this consultation paper, and a rebalance of power between tenant and landlord would appear its primary intention.
- 1.2 Successful tenant participation should consequently deliver benefits for all those involved, that being the landlord, its staff, and its tenants. It should create a culture of respect and partnership, with benefits often including fewer complaints, higher tenant satisfaction and shared accountability when making decisions.
- 1.3 With this in mind, our new **Tenant Participation Strategy 2019-2022** will demonstrate how the Council will work in partnership with its tenants and leaseholders to shape and deliver a high quality housing service within the district. It will build on the good initiatives already in place, but also recognise the need to modernise and improve our approach to tenant involvement. It will also set out the standards we work towards in order to ensure that tenants remain involved and consulted at whatever level they choose to be. Tenant views are key to the continual development of our service and such consultation has supported the drafting of this strategy and its objectives.
- 1.4 This strategy will run for three years with review opportunities in each year to further develop our approach to engagement with our tenants and leaseholders. All social landlords have a responsibility to involve local people in the issues that affect them, and moving forward, we aim to engage our tenants flexibly by offering a range of different involvement opportunities. We acknowledge that, as the environment we do business in evolves and changes, as too does the customer base we serve; and we should make every effort to engage all types of tenant, including those most vulnerable and frequently under-represented.



2. **What is tenant participation?**

- 2.1 The overall aim of tenant involvement is to understand the needs, aspirations and experiences of Council tenants and to improve services as a result of this. Selby District Council has been a member of the Tenant Participation Advisory Service (TPAS) since 2015 and we aim to achieve our objectives by following the TPAS community engagement standards set out below:

Engagement Strategy: Building the right foundations is critical for effective engagement. We need to make the most of our tenant involvement strategy by ensuring that tenants are involved in the key issues affecting them and our business.

Resources for Engagement: We need to identify the right support to enable effective engagement. Planned investment is essential and ensures our tenant involvement maximises our effectiveness in delivering our

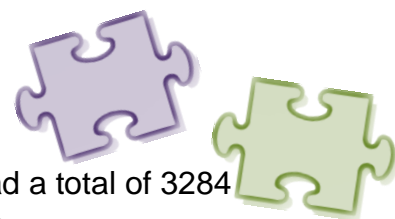
Information and Insight: We must commit to gathering, using and providing the right information to ensure our engagement is fully maximised. This will mean the information we gather truly reflects our tenants leaseholders and communities.

Influence and Scrutiny: Creating suitable levels of influence and scrutiny drives business performance, helping to streamline our services and systems. This ensures tenants have an accountable role in our decisions, performance and conduct.

Community Engagement: We need to use a range of methods for effective wider engagement and work with communities to understand the issues they feel are a priority. This is about being creative in empowering communities and helping them address issues that are wider than

Valuing Engagement: Measuring effects and showing the value of our engagement, helps to arrive at cost-effective solutions for the both the organisation and local community, and ensures continued support for future

3. Our vision



Background

- 3.1 At the end of 2018/19's financial year, Selby District Council had a total of 3284 tenants, spread over our general stock, garages, and homeless accommodation. We also have 156 leaseholders. The views of these tenants and leaseholders have always been of central importance to the Council and we are keen to ensure that tenant participation remains essential in shaping our housing service delivery.
- 3.2 Our previous Tenant Participation Strategy was written in 2010 and there is an acknowledgement that the ways in which we involve and communicate with our tenants has changed. Our mission statement at the time stated that:



- 3.3 Notably, whilst much has changed within the Council's housing service since this time, this commitment has not and remains as valid now as it did in 2010. Our mission statement in 2019 therefore remains the same.

National Standards

- 3.4 All Council and Housing Association landlords are required to meet the National Standards for housing services which provide a framework for:
- Tenant involvement and empowerment standard** - how we involve tenants in decisions about their home, neighbourhood and community; and how we deal with and learn from tenant complaints and customer care, especially considering tenants with additional support needs.
- Home standard** - how we look after our tenant's homes, including day-to-day repairs and the quality of accommodation.
- Tenancy standard** - how we manage tenancies, including allocating empty homes and rent collection.

Neighbourhood and Community Standard - how we manage estate and community, including neighbourhood management, local area co-operation and anti-social behaviour.

Value for Money Standard - how we make sure that the services we provide are cost efficient.

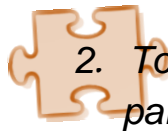
Governance Standard – how we ensure we are making the correct decisions and governing appropriately.

Strategy Aims and Objectives

3.5 The above standards have been carefully considered when formulating the overall aims of this Tenant Participation Strategy 2019-2022. They are:



1. *To set out how we will encourage tenants to become actively involved and empowered in the decision making processes of Selby District Council.*



2. *To develop an innovative and modern approach to tenant participation at Selby District Council to achieve diversity in the participation opportunities we offer and the voices we hear.*



3. *To demonstrate that tenants are part of our continuous improvement process and ensure all Council staff actively participate with the engagement agenda.*



4. *To promote an honest and trustworthy relationship between Selby District Council and our tenants and leaseholders; focusing on a free exchange of information and ideas.*



- 3.6 To meet these aims, four specific objectives were created following collaboration between Council staff and our tenant Scrutiny Panel. The objectives agreed are to:

Objective 1

Provide development and training opportunities for tenants via local engagement and increase local offer for tenants throughout the district.

Objective 2

Improve communication and transparency between tenants and Selby District Council, helping to facilitate more positive relationships between individual service areas and tenants.
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Objective 3

Increase and improve feedback methods for customer communication, better understanding what tenants want from Selby District Council in regards to tenant participation, in order to meet these needs.
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Objective 4

Provide a wide range of accessible engagement opportunities for our tenants, focusing on improving our online offer and new forms of communication.

4. Delivering the vision – Action Plan

4.1 Below are the key priorities that we have agreed in order to improve our offer of tenant participation over the next three years. These will form the basis of the Tenant Participation Strategy Action Plan 2019-2022 (Appendix A).

Aim 1:	Priorities:
To set out how we will encourage tenants to become actively involved and empowered in the decision making processes of Selby District Council.	<ul style="list-style-type: none">• Investigate whether our tenants want a designated disability group as part of our engagement offer to them.• Pilot a 'Tenants Forum' in relation to 2020's Annual Report (allowing all tenants involved in tenant engagement to come together and scrutinise the Council's housing service delivery).• Improve advertisement of tenant engagement opportunities and events district wide, including publishing our first 'Menu of Engagement' and an updated 'Tenants Handbook.'• Explore data profiling opportunities at Selby District Council to ensure we understand our entire customer cohort and their needs in regards to tenant participation.

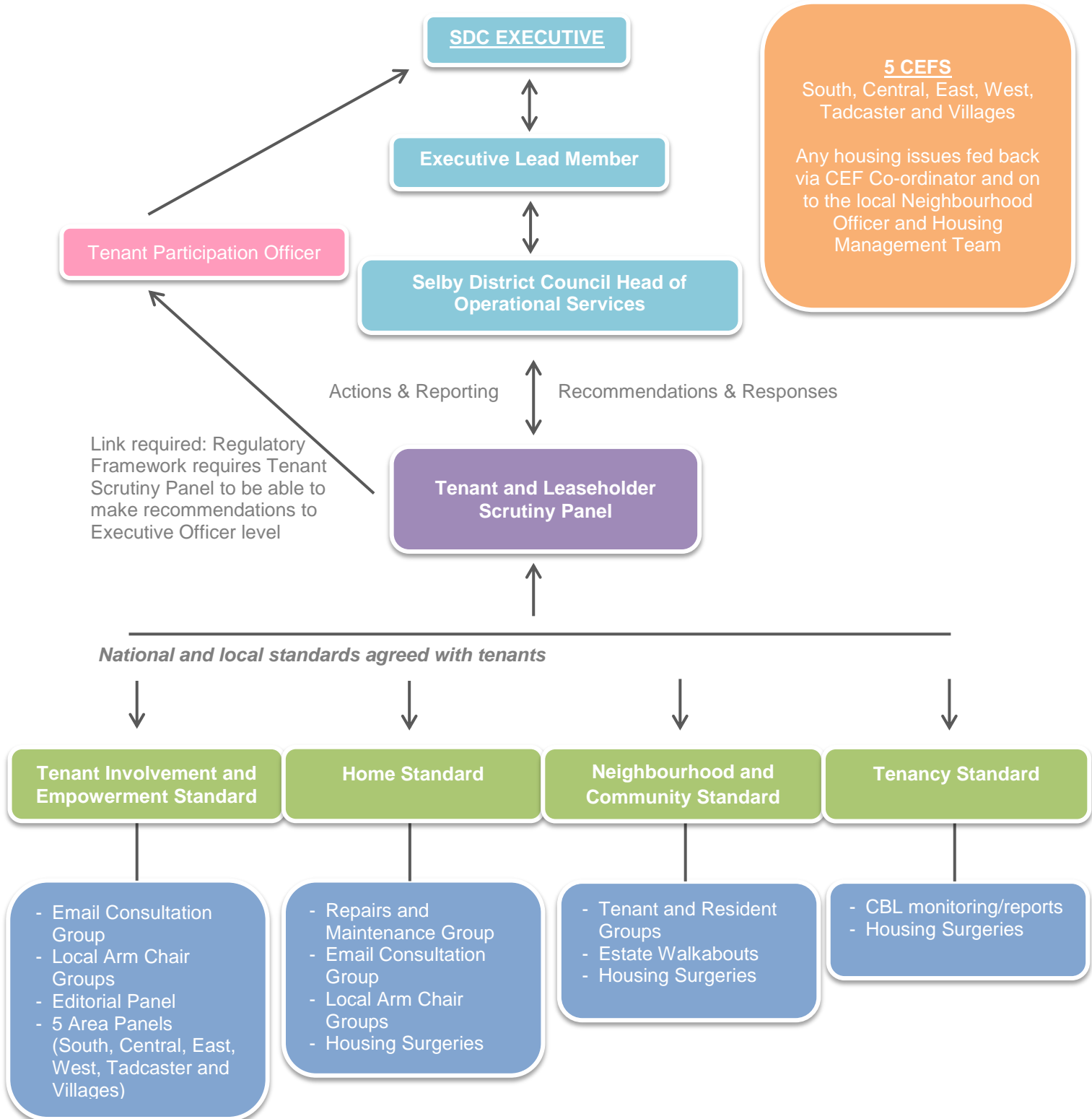
Aim 2:	Priorities:
To develop an innovative and modern approach to tenant participation at Selby District Council to achieve diversity in the participation opportunities we offer and the voices we hear.	<ul style="list-style-type: none">• Ensure Selby District Council remain up to date with all current legislative requirements and best practice in relation to tenant engagement.• Look to increase innovative and modern ways to communicate with our tenants, focusing particularly on online communication forms, such as our 'armchair' surveys.• Assist both tenants and staff with the adoption of our new online 'Tenant Portal' when it goes live (estimated to be 2020).• Ensure we communicate with all tenants via their preferred method and appropriately meet their needs. This includes providing communication in various languages and formats.

Aim 3:	Priorities:
<p>To demonstrate that tenants are part of our continuous improvement process and ensure all Council staff actively participate with the engagement agenda.</p>	<ul style="list-style-type: none"> • Improve and increase Selby District Council staff attendance at relevant tenant engagement events, such as the Repairs and Maintenance Group. • Maintain TPAS membership and continue to provide a dedicated staff resource for tenant engagement, ensuring they are also trained appropriately. • Ensure tenant engagement information is readily available to our Customer Services staff via the 'Campaign' system and that this information is passed appropriately to our tenants in absence of the Tenant Participation Officer. • Increase the effectiveness of our Tenant's Scrutiny Panel by devising new and appropriate processes, making it result driven.

Aim 4:	Priorities:
<p>To promote an honest and trustworthy relationship between Selby District Council and our tenants and leaseholders; focusing on a free exchange of information and ideas.</p>	<ul style="list-style-type: none"> • Continue to develop our professional network with other local authorities and registered housing providers in order to share good practice in regards to tenant engagement. • Investigate whether a 'Tenant Complaints Panel' would be beneficial to Selby District Council and its tenants, exploring how this would work and what resources it would require. • Establish what kind of engagement offer would be desired by Selby District Council's leaseholders and ensure this offer is made and maintained.

5. Tenant Engagement diagram

5.1 This diagram illustrates the various participation opportunities available to our tenants and details how this engagement and the information gathered from it, feeds into the Council's wider structure.



6. Opportunities for engagement

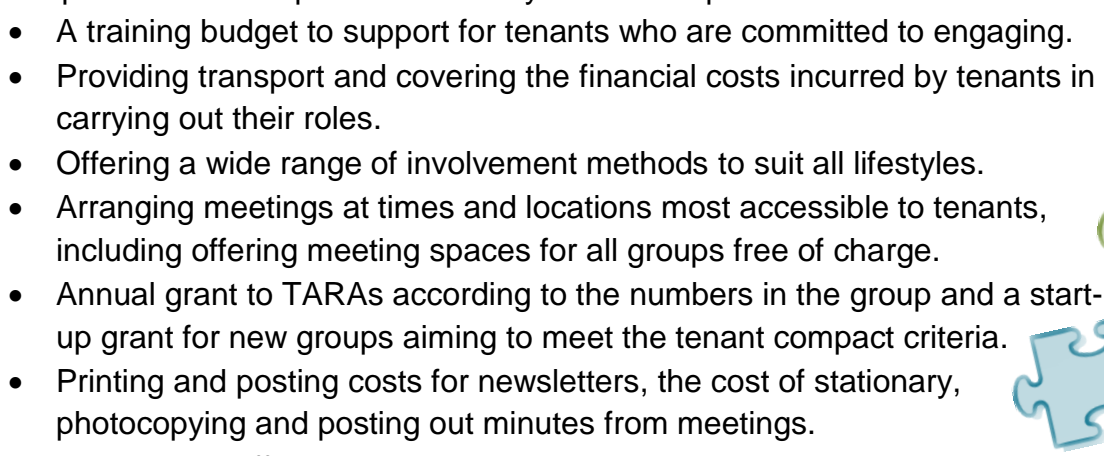
- 6.1 Below are a number of opportunities available to our tenants with detail as to how they may want to get involved, in relation to the model above. This 'menu' provides tenants with a list of key participation options, allowing them to decide the extent of their involvement with Selby District Council.

Menu of Engagement		
Opportunity	Regularity	Detail
Scrutiny Panel	Monthly	Work within a small team to analyse and provide recommendations in relation to a specific area of the Council's housing service.
Repairs and Maintenance Group	Quarterly	A core group, who represent all tenants, to drive improvement in our Property Services and ensure we are meeting the standards we have set.
Estate Walkabouts	Quarterly	Join a resident led walk through your local area, with Officers from various services, to highlight issues and develop an action plan for improvement.
Editorial Panel	Quarterly	Develop, review and suggest content for the Open Door tenant and leaseholder newsletter.
Local Tenant Groups	Quarterly	Attend meetings in your local area to discuss local issues and build friendlier communities.
Online Surveys	As and when	Provide invaluable feedback as part of a consultation into new services we are developing or proposed changes to those we already have.
Armchair Consultation	As and when	If meetings aren't for you, armchair consultation is! Help us improve from the comfort of your own home, via email or telephone consultation.
Focus Groups	As and when	Help us develop policies and procedures, implement legislation or respond to government proposals by being a member of a focus group.

7. Resources – Fighting the barriers

7.1 To enable tenants and leaseholders to be fully engaged, the Council recognise there must be adequate resources available. Factors which stop a tenant from participating are important to both acknowledge and try to overcome and we recognise there are many barriers which prevent tenants from engaging with us, including: lack of training or confidence, issues with transport, travel and child-care arrangements, and time constraints.

7.2 We are therefore committed to offering practical solutions to make tenant participation a viable option for as many tenants as possible. Resources include:

- 
- A training budget to support for tenants who are committed to engaging.
 - Providing transport and covering the financial costs incurred by tenants in carrying out their roles.
 - Offering a wide range of involvement methods to suit all lifestyles.
 - Arranging meetings at times and locations most accessible to tenants, including offering meeting spaces for all groups free of charge.
 - Annual grant to TARAs according to the numbers in the group and a start-up grant for new groups aiming to meet the tenant compact criteria.
 - Printing and posting costs for newsletters, the cost of stationary, photocopying and posting out minutes from meetings.
 - Dedicated staff resource and time.
 - Access to expert organisations, such as TPAS, as and when required.

7.3 Selby District Council is responsible for planning, developing, monitoring and reviewing tenant involvement activities. We look to provide support to tenants trying to develop new and existing groups, in order to improve service delivery. Our overall aim is to support and empower any engagement activity to the point where it is self-sufficient and can run without direct Council involvement.

7.4 The Council are keen to utilise new and modern ways of engagement. The introduction of a new housing management system and corresponding 'Tenant Portal' will consequently improve the way we connect with our tenants and increase our digital offer to them. This portal will not only allow tenants to self-serve, but provide us the ability to advertise further engagement opportunities and ensure tenants are fully consulted on any important changes to the service.

7.5 Selby District Council also revised its equality and diversity objectives in April 2017, to ensure all Council policies are non-discriminatory. We are committed to treating all tenants and residents with respect and fairness, and will tackle discrimination and harassment when required; ensuring our services are accessible for all, irrespective of race, religion, disability, gender, age or sexual orientation. Integral to our strategy is the need to ensure all individuals have equal opportunity to engage with us.

8. Contact us and get involved

8.1 If you are a tenant or leaseholder of Selby District Council and would like to get involved in any of the tenant participation opportunities we offer, you can contact us in multiple different ways.

8.2 By post, you can write to us at:
Tenant Participation Officer,
Selby District Council,
Civic Centre,
Doncaster Road.
Selby.
YO8 9FT

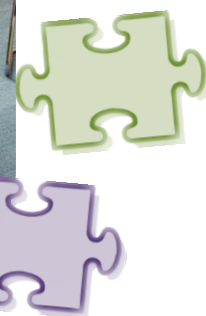
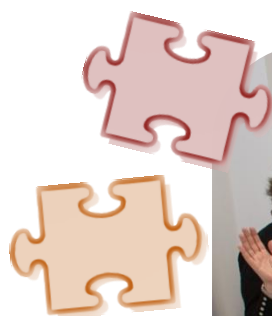


8.3 You can email us at:
info@selby.gov.uk

8.4 You can follow us on Twitter/Facebook.

8.5 You can make a face-to-face customer enquiry, either via one of our Customer Services representatives, or by speaking to your Neighbourhood Officer.

8.6 Tenant participation is a chance for you to have your voice heard and have a real say in how the Council delivers its services throughout the Selby district. Your voice matters – get involved!



Appendix A

Tenant Participation Strategy: Action Plan 2019 – 2022

Aim:	Actions:	When will we do it by?	Who will do it?	What will success look like?
1	Investigate whether our tenants want a designated disability group as part of our engagement offer to them.	December 2019	Tenant Participation Officer	Consultation with tenants completed as to their requirement/want for a designated disability group, and any recommendations taken forward.
1	Pilot a 'Tenants Forum' in relation to 2020's Annual Report (allowing all tenants involved in tenant engagement to come together and scrutinise the Council's housing service delivery).	October 2020	Tenant Participation Officer	Tenants Forum will have successfully taken place and considerations as to whether this should become an annual event.
1	Improve advertisement of tenant engagement opportunities and events district wide, including publishing our first 'Menu of Engagement' and an updated 'Tenants Handbook.'	Continuing	Tenant Participation Officer Communication Team	Tenants feel they are fully aware of the various engagement opportunities available to them.
1	Explore data profiling opportunities at Selby District Council to ensure we understand our entire customer cohort and their needs in regards to tenant participation.	June 2020	Tenant Participation Officer Housing Strategy Officer	SDC tenants are profiled and segmented appropriately in order to capture each individual customer cohort base and their needs in regards to tenant engagement.

Aim:	Actions:	When will we do it by?	Who will do it?	What will success look like?
2	Ensure Selby District Council remain up to date with all current legislative requirements and best practice in	Continuing	Tenant Participation Officer	SDC is at the forefront of tenant engagement in the region and remains up to date with all current

	relation to tenant engagement.			legislative requirements.
2	Look to increase innovative and modern ways to communicate with our tenants, focusing particularly on online communication like our 'armchair' surveys.	Continuing	Tenant Participation Officer	SDC offer new ways to engage with their tenants online and increase the amount of tenants submitting online feedback.
2	Assist both tenants and staff with the adoption of the new online 'Tenant Portal' when it goes live (estimated to be 2020).	July 2020	Tenant Participation Officer Business Transformation Team	Tenants and SDC staff are comfortable using the new tenant portal and feel it benefits tenant engagement activities.
2	Ensure we communicate with all tenants via their preferred method and appropriately meet their needs. This includes providing communication in various languages and formats.	Continuing	Tenant Participation Officer	SDC hold a register of tenants who would prefer communication in another format and ensure this is adhered to.

Aim:	Actions:	When will we do it by?	Who will do it?	What will success look like?
3	Improve and increase Selby District Council staff attendance at relevant tenant engagement events, such as the Repairs and Maintenance group.	December 2019	Tenant Participation Officer Property Services Team	A member of the Council's Property Management team will attend every Repairs and Maintenance meeting and feedback to senior management when appropriate.
3	Maintain TPAS membership and continue to provide a dedicated staff resource for tenant engagement, ensuring they are also trained appropriately.	Continuing	Tenant Participation Officer	SDC will continue to be a member of TPAS and benefit from this membership. SDC will continue to dedicate staff time and resources to tenant engagement activities.

3	Ensure tenant engagement information is readily available to our Customer Services staff via the 'Campaign' system and that this information is passed appropriately to our tenants in absence of the Tenant Participation Officer.	Continuing	Tenant Participation Officer Customer Services	Customer Services staff will be confident in relaying tenant engagement information to tenants in the absence of the Tenant Participation Officer.
3	Increase the effectiveness of our Tenant's Scrutiny Panel by devising new and appropriate processes, making it result driven.	Continuing	Tenant Participation Officer Tenant Scrutiny Panel	A Tenant Scrutiny Panel who provide clear and effective recommendations to improve the Council's housing service.

Aim:	Actions:	When will we do it by?	Who will do it?	What will success look like?
4	Continue to develop our professional network with other local authorities and registered housing providers in order to share good practice in regards to tenant engagement.	Continuing	Tenant Participation Officer	SDC network will have grown and engagement activities improved due to the sharing of this good practice.
4	Investigate whether a 'Tenant Complaints Panel' would be beneficial to Selby District Council and its tenants, exploring how this would work and what resources it would require.	April 2020	Tenant Participation Officer Housing Strategy Officer	A review will have taken place as to the usefulness of a 'Tenants Complaints Panel' and any recommendations taken forward.
4	Establish what kind of engagement offer would be desired by Selby District Council's leaseholders and ensure this offer is made and maintained.	January 2020	Tenant Participation Officer	SDC leaseholders will have been consulted on their requirements in regards to tenant engagement, and any recommendations taken forward.

Draft Policy Review Committee Work Programme 2019-20

Date of Meeting	Topic	Action Required
11 June 2019	Work Programme 2019-20	To review and amend the committee's work programme for 2019-20 as required.
	North Yorkshire Home Choice – Choice Based Lettings	To receive information regarding the impact of changes to the North Yorkshire Home Choice, i.e. withdrawal of City of York Council from the scheme, and the effect this will have on Selby District.
	Taxi Licensing Policy	To receive an update on the refresh of the Council's Taxi Licensing Policy.
23 July 2019	Work Programme 2019-20	To review and amend the committee's work programme for 2019-20 as required.
	Empty Homes Strategy	To examine the Council's Empty Homes Strategy.
10 September 2019	Air Quality Action Plan	To examine the Air Quality Action Plan and any progress made against it a year on from its adoption in September 2018.
	Housing, Affordable Housing and Housing Need at SDC – An Overview	To receive a presentation and accompanying report giving an overview of the housing service at Selby District Council, including affordable housing and housing need.
	Work Programme 2019-20	To review and amend the committee's work programme for 2019-20 as required.

	Medium Term Financial Strategy	To comment on the Medium Term Financial Strategy.
15 October 2019	Work Programme 2019-20	To review and amend the committee's work programme for 2019-20 as required.
	Draft Council Plan 2030	To consider and comment on the Draft Council Plan 2030.
	Housing Revenue Account Business Plan	To comment on the HRA Business Plan, following consideration and (recommended) approval of the Business Plan for consultation by the Executive on 5 September 2019.
	Empty Homes Targets Benchmarking	To consider targets for empty homes with additional benchmarking information from other local authorities.
	Planning Enforcement Management Plan	To review and comment on the implementation of the Planning Enforcement Management Plan following 6 months of operation.
	Universal Credit Update	To receive an update on the implementation and running of Universal Credit. Update moved to April 2020 due to availability of figures from central government.
	The Low Carbon Agenda / Proposals for establishing a Policy Review Low Carbon Working Group	This report looks to progress Councillor Musgrave's proposal at Council on 17 September that the Council establishes a Policy Review working group to lead on the development of the Council's approach to the challenges of low carbon. It requests that Members discuss and agree a Terms of Reference, which sets out options for the scope of the group. It also provides Members with details of current projects and suggests potential opportunities for further action to address climate change.

12 November 2019	Work Programme 2019-20	To review and amend the committee's work programme for 2019-20 as required.
	Policies for the Collection of Waste and Recycling	To note the draft waste and recycling policies and to provide any comments or recommendations as part of the policy development process.
	North Yorkshire Home Choice	To consider the current North Yorkshire Home Choice arrangements for Selby and discuss the Council's future involvement in the scheme.
	Private Sector Housing Assistance Policy	To review the Private Sector Housing Assistance Policy adopted by the Executive in April 2018.
	Tenant Participation Strategy 2019-2022	To consider and comment on the Tenant Participation Strategy 2019-222 before submission to the Executive in January 2020.
	Work Programme 2019-20	To review and amend the committee's work programme for 2019-20 as required.
14 January 2020	Work Programme 2019/20 and Work Programme Planning for 2020/21	To review and amend the committee's work programme for the rest of the 2019-20 year as required, and begin to plan the Committee's Work Programme for the 2020-21 year.
	Financial Budget 2020-21	To review and comment on the Council's proposed 2020-21 Financial Budget.
	Car Parking Policy/Strategy	To review and receive an update on the Car Parking Policy/Strategy originally adopted in 2017.

10 March 2020	Statement of Licensing Policy (Alcohol)	To consider the revised Licensing Policy ahead of full Council in April.
	Animal Licensing Policy	To consider the revised Animal Licensing Policy.
7 April 2020	Work Programme Planning for 2020-21	To review and finalise the Committee's Work Programme for the 2020-20 year.
	Annual Report of the Policy Review Committee 2019-20	To review and approve the Annual Report 2019-20 of the Policy Review Committee.
	Housing Development Strategy	To review the Housing Development Strategy, adopted in 2013.
	Universal Credit Update	To receive an update on the implementation and running of Universal Credit.

The following **provisional** dates are also in the Democratic Services calendar for provisional meetings if required: **10 December 2019 and 10 March 2020.**

Other potential items for 2019-20 and beyond: (*It is for the Committee decide when they feel it would be appropriate to consider these matters, i.e. at which meetings*)

- **PLAN Selby** – will be re-added to work plan when new timetable for consideration is known.
- **Taxi Licensing Policy** – add back on to the work programme if referred back to the Committee by the Executive.
- **Recycling** – It may be better for Scrutiny Committee to look at this - elements could be considered by Policy Review Committee but it would need to be at the right point. A Task and Finish Group has been established to consider the matter – look at again when the T&F group have finished their work.

- **Street Cleansing** – As above, this could be considered separately from the recycling service element.
- **AirBnB Homes and their Impact** – The Committee agreed that this was not currently an issue for the Selby District but could be in the future – keep under review.

Deep Dives/Working Groups – potential items

- Housing Matters - ongoing

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