

Members are reminded that they must declare all relevant pecuniary and non-pecuniary interests relating to any items of business to be discussed at this meeting

BIRMINGHAM CITY COUNCIL

HOUSING AND HOMES OVERVIEW AND SCRUTINY COMMITTEE

TUESDAY, 19 JULY 2016 AT 14:00 HOURS
IN COMMITTEE ROOM 2, COUNCIL HOUSE, VICTORIA SQUARE,
BIRMINGHAM, B1 1BB

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

The Chairman to advise the meeting to note that this meeting will be webcast for live and subsequent broadcast via the Council's Internet site (www.birminghamnewsroom.com) and that members of the press/public may record and take photographs. The whole of the meeting will be filmed except where there are confidential or exempt items.

2 APPOINTMENT OF HOUSING AND HOMES OVERVIEW AND SCRUTINY COMMITTEE AND CHAIR AND DEPUTY CHAIR AND MEMBERS

To note the resolution of the City Council appointing the Committee, Chair, Deputy Chair and Members to serve on the Committee for the period ending with the Annual Meeting of the City Council in 2017.

3 APOLOGIES

To receive any apologies.

4 DECLARATIONS OF INTERESTS

Members are reminded that they must declare all relevant pecuniary interests and non-pecuniary interests relating to any items of business to be discussed at this meeting. If a pecuniary interest is declared a Member must not speak or take part in that agenda item. Any declarations will be recorded in the minutes of the meeting.

5 TERMS OF REFERENCE

To note the Committee's terms of reference, as set out in the attached schedule.

6 **DATES OF MEETINGS**

To approve the following arrangements:-

The Chair proposes that meetings will be held on the following Tuesdays at 1400 hours in the Council House:-

2016

6 September (Room 2)

11 October (Room 2)

8 November (Room 2)

12 December (Room 2)

2017

17 January (Room 2)

14 February (Room 6)

7 March (Room 2)

11 April (Room 2)

The Committee is also requested to approve Tuesdays at 1400 hours as a suitable day and time each week for any additional meetings required to consider 'requests for call in' which may be lodged in respect of Executive decisions.

Monthly dates have been reserved with a view to planning all work i.e. Committee meetings, inquiries to fit into the schedule.

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7 **CABINET MEMBER FOR HOUSING AND HOMES**

Councillor Peter Griffiths, Cabinet Member for Housing and Homes, to set out key priorities for the year.

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8 **NEW HOUSING ALLOCATIONS SCHEME**

Mike Walsh, Head of Service - Intelligence, Strategy and Prioritisation, Commissioning Centre of Excellence, Directorate for People

9 **PRIVATE RENTED SECTOR**

Pete Hobbs, Service Integration Head, Private Rented Sector, Directorate for Place

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10 **WORK PROGRAMME 2016-17**

For discussion.

11 **REQUEST(S) FOR CALL IN/COUNCILLOR CALL FOR ACTION/PETITIONS RECEIVED (IF ANY)**

To consider any request for call in/councillor call for action/petitions (if received).

12 **OTHER URGENT BUSINESS**

To consider any items of business by reason of special circumstances (to be specified) that in the opinion of the Chairman are matters of urgency.

13 **AUTHORITY TO CHAIRMAN AND OFFICERS**

Chairman to move:-

'In an urgent situation between meetings, the Chair jointly with the relevant Chief Officer has authority to act on behalf of the Committee'.

HOUSING AND HOMES OVERVIEW AND SCRUTINY COMMITTEE

To fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities relating to housing, homes, social cohesion and community safety.

This Committee shall be the Crime and Disorder Committee (Police and Justice Act 2006).

All Councillors, except Cabinet Members (and the Lord Mayor) can be members of an Overview and Scrutiny Committee. Chairs of these committees are appointed by the Full Council and Deputy Chairs are elected by each committee at its first meeting, for the purpose of substitution for the Chair if absent.

Good Overview and Scrutiny adds value to councils in many ways, for example it:

- Provides “critical friend” challenge to executive policy-makers and decision-makers;
- Enables the voice and concerns of the public and its communities to be heard;
- Is carried out by ‘independent minded members’ who lead and own the scrutiny process;
- Drives improvement in public services.

7.1 General role

Overview and Scrutiny Committees will:

- (a) make reports and/or recommendations to the full Council, the Executive and/or other organisations in connection with the discharge of the functions specified in their terms of reference;
- (b) consider any matter covered in their terms of reference that may affect or be likely to have an effect on the citizens of Birmingham; and
 - i. is relevant to the Council’s strategic objectives; and/or
 - ii. is relevant to major issues faced by officers in managing a function of the Council; and
 - iii. is likely to make a contribution to moving the Council forward and achieving key performance targets.
- (c) exercise the “request for call-in” and “call-in” any Executive decisions made but not yet implemented by the Executive.

Overview and Scrutiny Chairs should maintain regular engagement with Cabinet Members to enable flexibility to be built into the Overview and Scrutiny work programme, so as to respond to the council’s policy priorities in a timely way.

7.2 Specific functions

(a) Policy development and review

Overview and Scrutiny Committees may:

- (i) assist the Council and/or the Executive in the development of its budget and Policy Framework by appropriate analysis of policy and budget issues;
- (ii) conduct appropriate research, community and other consultation in the analysis of policy and budget issues and possible options;

- (iii) consider and implement mechanisms to encourage and enhance community participation in the development of policy options;
- (iv) question Members of the Executive and/or Chief Officers about their views on issues and proposals affecting their areas of responsibility; and
- (v) liaise with other external organisations operating in the city, whether national, regional or local to ensure that the interests of local people are enhanced by collaborative working.

(b) Scrutiny

Overview and Scrutiny Committees may:

- (i) review and scrutinise the Executive decisions made by and performance of the Executive and/or Chief Officers in relation to decisions taken by them or in relation to their areas of responsibility/department;
- (ii) review and scrutinise the performance of the council in relation to its policy objectives, performance targets and/or particular service areas – including the areas of responsibility of the Regulatory and Non-Executive Committees, but not the actual decisions of the Regulatory and Non-Executive Committees;
- (iii) make recommendations to the Executive, Chairmen of Committees, Chief Officers and/or Council arising from the outcome of the scrutiny process;
- (iv) review and scrutinise the performance of other relevant public bodies in Birmingham (including Health Authorities) and to invite reports from them by requesting them to address the Overview and Scrutiny Committee and local people about their activities and performance;
- (v) question and gather evidence from any person (with their consent);
- (vi) establish short life working groups to carry out specific time limited enquiries as agreed with the five Overview and Scrutiny Committee Chairs and subject to available resources.

HOUSING AND HOMES OVERVIEW AND SCRUTINY COMMITTEE 19 JULY 2016

PRIORITY REPORT OF CABINET MEMBER HOUSING AND HOMES

REPORT BY: COUNCILLOR PETER GRIFFITHS

1. PURPOSE OF REPORT

This report sets out my portfolio priorities for 2016/17.

2. RESPONSIBILITIES

I have accountability for:

Council housing management services	Oversight and direction of estate management services and best use of housing stock (across all housing providers). Repairs and maintenance programmes.
Registered Social Landlords	Liaison with the Birmingham Social Housing Partnership on neighbourhood management initiatives and the housing growth agenda.
Private Rented Sector	Licensing and regulation. Private Tenancy Unit activities. Bond and deposit scheme initiatives.
Pre-tenancy Services/ Housing Options	Assessing housing need, options for vulnerable adults, children and young people and offenders. Temporary accommodation provision/ homelessness. Initiatives for rough sleepers.
Housing Supply	To review the supply of housing and tenure based on an analysis of housing need including responsibility for BMHT. The Cabinet Member will advise the Deputy Leader in relation to housing supply and tenure.
Tenant engagement in social housing	Tenant engagement in the management and development of social housing and Housing Liaison Boards.
Neighbourhood Management	Wider council and public sector integration at the local level.

3. PRIORITIES

Executive remains committed to working together towards the vision of a fair, prosperous and democratic city.

This includes the opportunity for every citizen accessing an affordable and decent home in thriving local communities.

My portfolio priorities for this year are to:

- Develop a housing strategy to ensure all those involved are responding to the needs of local people and improving place and that it develops internal and external partnerships which maximises the City's housing offer.
- Increase the provision of new homes, looking at alternative investment opportunities, different construction methods and development of new housing partnerships.
- Continue to work with our partners to reduce homelessness, tackle rough sleeping and develop a new Homelessness Strategy, including a review of the provision of temporary accommodation and the approach to preventing homelessness.
- Continue to work with partners to improve the provision of homes in the private rented sector and apply appropriate regulations designed to drive up the quality of homes and management offered.
- Maintain the existing good working relationship with tenant groups and City Housing Liaison Board.
- Implement the Housing Allocations Scheme and review after six months.
- Continue to maintain investment in our existing properties with an increased focus on investment in poorer dwellings.
- Ensure that the HRA debt repayment offers best value for money.
- Maximise rent collection through the efficiency of void turnaround whilst responding to the emerging impacts of welfare reform.

4. OTHER KEY PROGRAMMES

In addition to the priorities outlined above, there are a number of other key programmes that will be progressed during 2016/17 including:

- Completing the review of housing services to older people, ensuring that we consult on the types of support services and the adequacy of the accommodation we provide.
- Continuing with review of tenancy conditions in line with Housing and Planning Act 2016.

5. KEY BUDGET ISSUES

I am responsible as the Cabinet Member for significant financial resources in the delivery of my portfolio service as summarised in the table below:

Service	Expenditure £m	Income £m	Net Budget £m
Provision of Social Housing for Social Tenants	284.0	(284.0)	-
Private Sector Housing (including empty properties, private sector licensing, safer places and troubled families)	3.5	(3.5)	-
Homelessness (including temporary accommodation)	14.0	(11.0)	3.0

In addition, a total of £378m will be invested over the next three years between 2016/17 and 2018/19 across all those services to maintain our existing homes and deliver new housing including building new private rented sector homes (a specific scheme in St. Vincent Street in Ladywood). The work will continue through BMHT on the building of new homes (both social homes and for sale properties for example at Newtown) and the programme to refurbish our hostels will be completed.

I am expecting all services to be provided within the approved resources for 2016/17 (although there are likely to be pressures and additional costs relating to temporary accommodation). All capital projects are also scheduled to be completed as planned.

My portfolio of services will be facing significant challenges over the next 2-3 years and in particular with regard to Housing (there is an increasing need for new homes of all tenures, homelessness and the use of temporary accommodation is likely to increase in part due to the national welfare reforms and the continued reductions in public funding for services).

The new Housing and Planning Act 2016 has significant implications for Council Housing (the enabling legislation has approved the disposal of higher value properties, the introduction of market rents for tenants who earn more than the specified income – referred to as pay to stay and the review of secure lifetime tenancies). It is likely that this will result in further reductions in resources for public housing (this following the recent national -1% housing rent policy that was introduced in April 2016 – this will reduce controllable resources by 25% in a full year from 2019/20).

Our medium and long term financial plans will be under continuous review to ensure the long term sustainability and affordability in the provision of all my services (in particular out social housing) and to protect investment in new build and our existing stock.

I want to have a clear sense of the value of assets owned by the City which might be utilised to improve the housing offer in the city, considering innovation in funding mechanisms, housing construction methods and available land.

I will continue to develop this financial agenda by working closely with the Chairs of Birmingham Social Housing Partnership, City Housing Liaison Board, Landlords Forum and the Combined Authority. I will express my reservations, as appropriate, to national government on the development of new policies and the implementation of the recent legislation.

Councillor Peter Griffiths

Cabinet Member for Housing and Homes

Birmingham City Council

Housing Allocation Scheme 2016 Policy Briefing

Birmingham's Housing Allocation Scheme

The law states that all Local Authorities must have a Housing Allocation Scheme and all allocations must be made in accordance with this scheme.

The scheme must describe:

- Who can apply and how an application is assessed
- How priority is decided
- The type of property for which households are eligible and how they will be allocated
- The choice that is available
- The procedures that will be used throughout the scheme.

A Housing Allocation Scheme must have regard to the Council's Homelessness Strategy and its Tenancy Policy.

Why the Housing Allocation Scheme is changing

The outgoing scheme:

- Is difficult for customers to understand
- Gives false customer expectation because of open access to the register
- Makes it difficult for existing tenants to gain an offer of alternative accommodation
- Fails to make best use of the existing housing stock
- Does not correspond with the Localism Act and Code of Guidance
- Is expensive for the Council to administer.

Scheme objectives

The Housing Allocation Scheme is just one element of a new approach to meeting housing need in Birmingham. Other elements include:

- Housing advice
- The social lettings agency
- Reshaping homeless services.

The core Scheme objectives are:

- Fair access based on housing need
- Simplicity and transparency
- Realism
- To enable best use of the limited housing stock
- To operate within updated legal and statutory frameworks.

The new Housing Allocations Scheme

The legal context

Housing Allocations are governed by Part 6 of the 1996 Housing Act as amended by the 2002 Homelessness Act and the 2011 Localism Act.

The Localism Act 2011, and subsequent Department for Communities and Local Government guidance, have introduced flexibilities and opportunities, including:

- The ability to restrict access by defining groups who do not qualify for an allocation
- The ability to operate a much simpler system
- Greater use of the Private Rented Sector and other alternative provisions.

The legal context (2)

- Every housing allocation *must* be made in accordance with the Council's Housing Allocation Scheme
- An allocation includes a nomination to a Registered Provider and *must* be made in accordance with the Council's Housing Allocation Scheme
- The Council is required by law to give priority to those who fall within the Reasonable Preference groups, as defined in law
- The Council is required to consider giving, in certain circumstances , additional priority to some of those who have a Reasonable Preference
- The Council can include other locally determined priorities providing these do not dominate the Scheme.

Scheme key features

The new scheme WILL:

- NOT have an open Housing Register
- Have a Band based assessment system
- Offer one priority award
- Decide ranking within Bands by date
- Allow a maximum of two suitable offers to be made
- Introduce pro-active case management
- Retain Choice Based Lettings
- Assist and restrict bidding where appropriate.

Scheme eligibility and qualification

- Only applicants who are eligible and who qualify will be able to register
- Eligibility is statutorily defined
- Qualification is determined by the Housing Allocation Scheme
- The following households will generally **not** qualify:
 - Those assessed as having no housing need
 - Those with a history of unacceptable behaviour
 - Those who have previously refused two suitable offers
 - Those with income or assets above the threshold
 - Those with no local connection.

Scheme assessment Bands

- Band 1: Reasonable Preference plus additional preference (very urgent need)
- Band 2: Reasonable Preference categories
- Band 3: Non-priority and intentionally homeless, 1 bed overcrowding
- Band 4: No Reasonable Preference, but qualify for City of Birmingham priority award.

Band 1

Very urgent need to move, includes:

- Clearance - within 6 months
- Acute overcrowding (3 bedrooms short)
- Under-occupying a social rented house and wishing to down-size
- Private Rented Sector - Category 1 hazard that cannot be remedied
- Medical condition or disability that is being made substantially worse by current housing conditions/serious risk to health
- Serious threat to child/safeguarding issues
- Move on from care: subject to being ready to live independently
- Foster carers
- HM armed forces with reasonable preference
- Other exceptional need to move e.g. extreme violence or harassment.

Band 2

Applicants who are assessed as being in one of the Reasonable Preference categories according to the Housing Act 1996. To include:

- Unsatisfactory housing, including over-crowded 2 beds short & under-occupying social tenants in flats and maisonettes
- Medical and welfare, including move-on from certain supported housing schemes and needing to move to provide or receive care
- Hardship
- Homelessness - full duty owed.

Band 3

Certain homeless households:

- Intentionally homeless
- Non-priority homeless

Unsatisfactory housing: overcrowded - 1 bedroom short.

Band 4

Locally determined “City of Birmingham Priorities”. Applicants without a reasonable preference, but who are:

- Aged 55 or over seeking retirement or extra-care housing
- Ex-armed forces personnel who lived in Birmingham for at least 6 months immediately prior to enlisting.

Scheme household composition

- Households comprising of people who “normally reside with the applicant or who would reasonably be expected to reside with the applicant as a member of his or her household” can apply to be housed together
- Other people will be considered if there is an extenuating reason - e.g. a need to provide or receive care.

Scheme choice

- Choice Based Lettings system will be maintained
- Applicants at risk of violence or harassment will be asked to identify areas where they cannot live and will be unable to bid in these areas
- Assisted bidding - Council will bid for homeless households who fail to bid realistically (note: subject to approval)
- Restricted bidding - on certain property types
- Applicants who refuse 2 suitable offers may be removed from the housing register.

Scheme property eligibility

The “bedroom standard” will generally be used to determine size of property for which applicants are eligible.

Properties will be allocated to applicants who need that size and type of property. For example:

- Houses with 2 or more bedrooms will be offered to families with dependent children in the first instance
- Adapted properties will be offered to those with a physical or sensory disability.

Council approved Housing Allocation Scheme

Birmingham's Housing Allocation Scheme has been approved by the Cabinet.

All previous policy and practice relating to a city Housing Allocation Scheme will cease when the new scheme goes "live".

Scheme Implementation

Scheme implementation

A number of work streams are taking place in advance of “go-live”. These include:

- The introduction of a new IT solution;
- The introduction of an on-line application form;
- The re-registration of current applicants;
- The development of detailed procedures to enable effective scheme operation for both staff and customers;
- Procedural and IT training for officers who will support the re-registration and implementation processes, including Housing Advice, Customer Services Reviews, Voids/Lettings and Clearance/BMHT officers and RP partners.

Q&A

Contact details:

allocationscheme@birmingham.gov.uk



Birmingham City Council

Housing Allocation Scheme

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1 INTRODUCTION

Social Housing is housing owned by councils and registered providers (formerly known as Housing Associations). Social housing is a valuable but limited resource in Birmingham and demand for it is greater than the number of social homes available.

All councils must have an Allocation Scheme for determining priorities for allocating social housing and the procedures that will be followed. Birmingham City Council's (the Council) Allocation Scheme describes the criteria that the Council will use to prioritise applications for homes owned by the Council and homes offered to the Council by registered providers through nominations agreements.

This scheme also sets out who will and who will not be assisted, how to apply for housing and how homes will be allocated.

The Council's Allocation Scheme is supported through the delivery of the Council's housing advice service which informs applicants of their realistic prospects of obtaining social housing, and providing applicants with a range of information regarding other housing options that will include information about:

- Using the Council's housing options web pages
- Mutual exchanges with another council or registered provider tenancy
- Low cost home ownership options
- Renting in the private rented sector
- Options to remain in the current home.

The Council's Allocation Scheme supports and contributes towards the Council's wider objectives such as promoting economic growth and promoting sustainable communities, and is consistent with the Homelessness Strategy 2012 and Tenancy Strategy 2012.

2 AIMS AND OBJECTIVES

The Council's Allocation Scheme will aim to:

Be simple, fair, transparent and understandable and have due regard to the prevailing circumstances in the city.

The key objectives of the Council's Allocation Scheme are to:

- Enable fair access to social housing for applicants in housing need as defined by the scheme
- Enable the best use of the Council's and partner registered provider stock
- Be realistic and informed by stock availability
- Operate within the legal and regulatory frameworks for the allocation of social housing

- Operate a simple and understandable assessment system.

3 THE LEGAL FRAMEWORK

The Council's Allocations Scheme sits within a tight legal framework which is summarised in this section.

The 1996 Housing Act (as amended by the 2002 Homelessness Act and 2011 Localism Act) requires councils to make all allocations and nominations in accordance with a published Allocation Scheme. A summary of the Allocation Scheme must be published and made available free of charge to any person who asks for a copy.

A summary of the Council's Allocation Scheme and general principles is available from and on the Council's website (www.birmingham.gov.uk). The full version of the Allocation Scheme can be made available upon request at a cost.

The Housing Act 1996 (as amended), requires councils to give certain groups of applicants a reasonable amount of preference over other groups of applicants. This includes people living in unsatisfactory housing, those who need to move due to welfare or medical grounds, homeless people and those who would face hardship unless they moved to a particular locality within the local authority's area. This is referred to as granting 'reasonable preference'.

The Housing Act 1996 (as amended) requires councils to state within the scheme, the Council's position on offering applicants a choice of housing accommodation, or offering the opportunity for applicants to express a preference about the housing accommodation to be allocated to them (please refer to section 7.1 of this scheme). The Council operates a Choice Based Lettings system which enables the majority of applicants to place bids on properties of their choosing.

The Council's Allocation Scheme complies with the requirements of Section 166A(3) of the Housing Act 1996 (as amended). In addition, the Council has embraced the changes to allocation legislation brought about by Sections 145-147 of the Localism Act 2011.

The Council's Allocation Scheme takes into account the Allocation of Accommodation Code of Guidance for Housing Authorities 2012 and the 2013 guidance: Providing social housing for local people, which replaced all previous statutory guidance on social housing allocations. The Allocation Scheme is drafted and framed to ensure that it is compatible with the Council's equality duties including the Equality Act 2010 and has been subject to an equalities analysis.

The Council's Allocation Scheme takes into account the Allocation of Housing (Qualification Criteria for Right to Move) (England) Regulations 2015.

Any reference to legislative sections contained within the Scheme are sections contained within the 1996 Housing Act.

3.1 What is an allocation

The following are defined as allocations within this scheme:

- The selection of a person to be a secure or introductory tenant of housing accommodation held by the Council
- or
- Nominating a person to be a secure or introductory tenant of housing accommodation held by another person (i.e. by another housing authority)
- or
- Nominating a person to be an assured tenant of housing accommodation held by a registered provider.

3.2 What is not an allocation

The Allocation Scheme will not apply to the following:

- Succession to a tenancy
- Assignment of a tenancy through mutual exchange
- Assignment of a tenancy to a person who would be qualified to succeed to the tenancy
- Assignment of a tenancy in pursuance of a relevant court order
- Graduation from an introductory to secure tenancy.

3.3 Allocations to which Part 6 and this scheme do not apply:

Transfers that the housing authority initiates for management purposes.

3.4 Decisions on Applications

All decisions, taken in relation to applications for housing made through the provisions of this scheme, will be made by Housing Needs Officers; with the following exceptions:

- Decisions, in exceptional circumstances, to allow the qualification of applicants who would not otherwise qualify (see 4.4) – Senior Housing Needs Officer
- Decision to award a Band 1 priority (see 6.5) – Senior Housing Needs Officer; except:
 - Decision to award a Band 1 priority for an exceptional need (see 6.5.3) – Service Manager (Homeless & Pre-Tenancy)

- Decision to award a Band 2 priority for Hardship (see 6.6.3) – Senior Housing Needs Officer
- Decisions to make direct offers of accommodation to applicants (see 7.1) – Senior Service Manager (Homeless & Pre-Tenancy)
- Decisions taken on review (see 9.6.7). An officer more senior than the original decision maker will carry out reviews, as follows:
 - Decisions made by a Housing Needs Officer will be reviewed by a Senior Housing Needs Officer
 - Decisions made by a Senior Housing Needs Officer will be reviewed by a Service Manager (Homeless & Pre-Tenancy)
 - Decisions made by a Service Manager (Homeless & Pre-Tenancy) will be reviewed by a Senior Service Manager (Homeless & Pre-Tenancy)
 - Decisions made by a Senior Service Manager (Homeless & Pre-Tenancy) will be reviewed by the Head of Service (Homeless and Pre-Tenancy).

In all cases the Council reserves the right for a more senior officer than detailed above to make decisions on applications. References to officer titles include equivalent officers following any changes to organisational structures.

4 ELIGIBILITY AND QUALIFICATION

Any person can approach the Council for advice and assistance regarding housing. However, due to the extremely limited availability of social housing within Birmingham, the Council does not maintain an 'open' housing register.

In considering an application, the Council will firstly assess if an applicant is eligible for an allocation of accommodation and secondly, whether an applicant qualifies for an allocation of accommodation.

Any applicant assessed as either not eligible or who does not qualify will not be considered for an allocation and will not therefore have access to the housing register.

All applicants will be required to provide evidence to verify both their eligibility and qualification status at the point of application and again at the point of allocation.

Eligibility and/or qualification status can change and accordingly can be reassessed by the Council at any point.

4.1 Persons subject to immigration control

The Housing Act 1996 s160ZA(3) determines that a person (s) who fall (s) into the following categories may not be allocated accommodation:

A person subject to immigration control within the meaning of the Asylum and Immigration Act 1996 (unless he or she comes within a class prescribed in regulations made by the Secretary of State).

A person who is subject to immigration control is defined by the Asylum and Immigration Act 1996 as a person who under the Immigration Act 1971 requires leave to enter or remain in the United Kingdom (whether or not such leave has been given).

or

Other persons from abroad who are not subject to immigration control but prescribed by regulations as not eligible for an allocation of accommodation.

4.2 Applicants who are eligible

The following groups are eligible for an allocation as they do not require leave to enter or remain in the UK, unless they fall within the second category above as a person from abroad prescribed as not eligible:

- British citizens
- Certain Commonwealth citizens with a right of abode in the UK
- Irish citizens, who are not subject to immigration control in the UK because the Republic of Ireland forms part of the Common Travel Area with the UK which allows free movement
- EEA nationals, and their family members, who have a right to reside in the UK that derives from EU law. Whether an EEA national or a family member has a right to reside in the UK will depend upon the circumstances and particularly their economic circumstances
- Persons who are exempt from immigration control under the Immigration Acts, including diplomats and their family members based in the UK and some military personnel.
- Certain Afghan citizens who were locally employed by the UK government in Afghanistan and have since been granted limited leave to remain in the UK.

In addition the following classes of person subject to immigration control are eligible for an allocation of accommodation as set out in Regulation 3 of the Allocation of Housing and Homelessness (Eligibility) (England) Regulations 2006:

- A person granted refugee status
- A person granted exceptional leave to enter or remain in the UK without condition that they and any dependants should make no recourse to public funds

- A person with current leave to enter or remain in the UK with no condition or limitation, and who is habitually resident in the Common Travel Area
- A person who has humanitarian protection granted under the immigration rules.

Any other person not identified above will be a person subject to immigration control and is not eligible for an allocation of accommodation.

The legislation governing eligibility may change from time to time and the description of the current position as set out above is not definitive.

4.3 Applicants who do not qualify

The following classes of person/s will not normally qualify for an allocation:

4.3.1 Unacceptable behaviour

Applicants and/or any member of an applicant's household whose behaviour, either current or in the past, is deemed to be unacceptable which continues to make them unsuitable to be a tenant.

Such unacceptable behaviour includes but is not limited to:

- a) Applicants and/or any member of an applicant's family who have had a possession order made against them for arrears of rent regardless of tenure
- b) Applicants and/or any member of the applicant's household with a recoverable housing related debt associated with a tenancy that has now terminated
- c) Applicants and/or any member of the applicant's household who have been served with a Notice of Seeking Possession [or equivalent notice] in relation to behaviour or conduct of tenancy, excluding non payment of rent, regardless of tenure
- d) Applicants and/or any member of an applicant's household who have been given an order made in a civil court that is linked to a property or the locality of a property
- e) Perpetrators of domestic violence who are subject to a non-molestation order, an injunction order, an occupation order or a restraining order
- f) Applicants and/or any member of an applicant's household who have been evicted from a tenancy due to a breach of any tenancy condition
- g) Applicants and/or any member of an applicant's household who have been convicted of using a property for immoral or illegal purposes
- h) Applicants and/or any member of an applicant's household who have an unspent criminal conviction committed in, or in the locality of a property
- i) Applicants and/or any member of an applicant's household who have committed an act of fraud, withheld, falsified or misrepresented any information pertaining to access to public funds and/or services

- j) Applicants and/or any member of an applicant's household who have displayed threatening, violent or otherwise abusive behaviour towards a Council or partner registered provider employee or person employed to undertake work on their behalf.

In determining whether an applicant does not qualify due to unacceptable behaviour, the Council will consider:

- Has the applicant or a member of the applicant's household been guilty of unacceptable behaviour?
- Was the unacceptable behaviour serious enough to deem the applicant unsuitable to be a tenant?
- At the time of the application or allocation, is the applicant still unsuitable to be a tenant by reason of that behaviour, or the behaviour of a member of their household?

4.3.2 Persons with no assessed housing need

Persons/households assessed as having 'no housing need', in that their circumstances do not warrant inclusion in any of the bands identified within the scheme.

4.3.3 Persons with income/assets

Persons/households with a property in the UK or abroad that is suitable for their occupation.

Persons with sufficient income or levels of assets or savings that would enable them to access market housing within the city. Income levels will be based upon an annual assessment of the income required to purchase an averagely priced home in the city. The annual income level will be set at one-third of the average housing price at the end of the preceding calendar year.

The threshold for household assets or savings will be consistent with the Government's upper limit for savings set out in the common rules of the DWP Benefit and Pension Rates (or any succeeding publication).

4.3.4 Persons with no local connection to Birmingham

- Local connection is established by demonstrating that:
 - a) The person has lived through their own choice in the Council's Local Authority area for the last 12 months, unless

The person is relocated to Birmingham by another local authority, in which case the person must have been resident in the Birmingham Local Authority area for a period of two years

- b) The person has evidenced a continuing caring responsibility for someone resident within the Council's Local Authority area
- c) The person is in employment or has received an evidenced offer of employment (permanent or temporary) within the Council's Local Authority area
- d) The person is in or evidences that they are due to undertake training or further education within the Council's Local Authority area, which has a duration of at least 6 months
- e) The person is aged 18,19 or 20 and was looked after, accommodated or fostered by the Council between the ages of 16 and 18
- f) The person is a former Council care leaver aged 21 years of age or over, who is not a relevant student and who is vulnerable as a result of having been looked after, accommodated or fostered
- g) The person is a current member of Her Majesty's Regular Armed Forces or who has served in the regular forces and where the application for social housing under Part 6 of the Housing Act 1996 has been made within 5 years of discharge
- h) The person is a bereaved spouse or civil partner of a member of Her Majesty's Regular Armed Forces and is leaving services accommodation provided by the Ministry of Defence following the death of their spouse or partner and where that death was wholly or partly attributable to military service
- i) The person is a serving or former member of Her Majesty's Reserve Forces who need to move because of serious injury, medical condition or disability wholly or partly attributable to military service.

4.3.5 Persons who are incapable in law of holding a legal tenancy, unless:

The person

- Is in the care of the Council, or a care leaver
- Has been defined as a child in need as a result of a s17 Children Act 1989 statutory assessment
- Is owed a full statutory homeless duty following a s20 Children Act 1989 statutory assessment, or
- Has an adult or adults who will act as a trustee(s) and hold a legal tenancy until the legal incapacity to hold a tenancy ends.

4.3.6 Refusals of offers of social housing

Applicants who have refused 2 suitable offers of social housing will be disqualified from the housing register for a 12 month period, after which time a new application must be made.

4.4 Exceptional circumstances

The Council recognises that there may be exceptional circumstances where it becomes necessary to reconsider the qualification criteria in the case of individual applicants who would not normally qualify. The Council may reconsider the qualification of these individuals in extreme exceptional circumstances, for example, where there is a threat to life and no other housing options are available.

4.5 Notification of decisions on eligibility and qualification

Where a person is deemed either ineligible or not to qualify for an allocation of accommodation they are entitled to request a review. Such reviews will consider if there is any evidence to support that the behaviour or circumstances upon which the decision was made have altered.

Applicants who have previously been deemed not to qualify may make a fresh application if they consider they should now be treated as qualifying, but it will be for the applicant to show that his or her circumstances have changed (s.160ZA(11)).

5 REGISTRATION

5.1 How to apply

Applicants can apply for an allocation by completing a housing application form. The application form can be completed online.

Should applicants require assistance in completing the form or require the form to be made available in other formats this can be requested by telephone or by prior arrangement at a designated office.

Once a fully completed application form has been received along with the required supporting documentation, the form will be assessed to determine if applicants are eligible and qualify for an allocation, followed by an assessment of their housing need.

Applicants will be required to provide supporting documentation where indicated or requested by the Council.

5.2 Who will be considered

The size of accommodation for which each applicant will be based upon who is included in the applicant's household.

For the purposes of assessing the size of property applicants require, the Council will take into account the details of people who normally reside with applicants or who would reasonably be expected to reside with applicants as a member of his/her

household (refer to 5.4). Other people will only be considered if there are demonstrable extenuating circumstances that require them to live with applicants.

5.3 People who have an extenuating need to live with the applicant.

This will only be considered if the extenuating need is to provide or receive on-going and substantial care which can be evidenced.

The applicant must demonstrate:

- That they need to be cared for and are dependent on the applicant
- That other satisfactory arrangements cannot be made
- That the arrangement is ongoing
- The member of the household will need to be resident in the UK.

The applicant will be required to provide evidence that the person to be included requires or receives support or care, e.g. proof that they are providing care and in receipt of care allowances or have had a carer assessment.

5.4 Family members not currently living with the applicant

Immediate members of the applicant's family not currently living with the applicant and who would normally live with the applicant upon allocation may be included. The applicant will be required to provide appropriate evidence regarding their current living circumstances to determine if they are eligible and if they qualify.

If applicants are applying to include family members who are not living in the UK, the application may be registered but applicants cannot be allocated together until the family has been reunited in the UK.

Applicants who have been approved for fostering or adoption and have been referred via the Council's children's services will be able to include children for whom they have been approved to foster/adopt within their household.

6 ASSESSMENT OF NEED

Only applicants who have been assessed as eligible and who qualify will be assessed for housing need.

Applicants who are assessed as not falling within one of the Council's bands will be offered advice regarding their housing options.

6.1 Reasonable preference

The Council is required by law to determine the relative priority that housing applicants are awarded. This is particularly important when, as is the case in Birmingham, the demand for social housing is greater than the availability of homes.

The law, as it applies to local housing authorities, requires that reasonable preference for housing must be given to those in the categories set out in the Housing Act 1996 (as amended). Applicants with reasonable preference must be given a reasonable head-start in terms of accessing housing over those who do not have reasonable preference. Reasonable preference does not mean that applicants will have an absolute priority over all other applicants.

The statutory reasonable preference categories in section 166A(3) (a) to (e) of the Housing Act 1996 (as amended) are:

- People occupying unsanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions
- People who are homeless (within the meaning of Part VII of the Act)
- People who are owed a duty by any local housing authority under section 190(2) 193(2) or 195(2) (or under section 65(2) or 68(2) of the Housing Act 1985) or who are occupying accommodation secured by any such authority under section 192(3)
- 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 authority, where failure to meet that need would cause hardship to themselves or others.

6.2 Additional preference

The Council can grant 'additional preference' (or an extra head start) to applicants where the Council is satisfied that applicants who have been assessed as having a reasonable preference also have other exceptional or urgent housing needs.

There are special provisions for such additional preference in relation to Her Majesty's Armed Forces personnel who have urgent housing needs (see 6.5.4).

6.3 Other Specified groups

The Council intends to exercise the legal discretion to include local priorities alongside the statutory reasonable preference categories. City local priorities can be included providing:

- That they do not dominate the Scheme
and
- Overall, the Scheme operates to give reasonable preference to those in the statutory reasonable preference categories over those who are not

For the purposes of the Scheme, Identified local priorities are referred to as 'other specified groups'.

6.4 The structure of the Priority Banding System

The housing bands are summarised below:

Band 1 People who have a reasonable preference and are granted additional preference (very urgent need to move).

Band 2 People who need to move and fall within one of the reasonable preference categories

Band 3 Households one bedroom overcrowded and certain homeless households to whom the Council must award reasonable preference

Band 4 Want to move – no reasonable preference but qualify for other specified group award.

6.5 Assessment of additional preference

The award of reasonable preference with additional preference will be made in the following circumstances and applicants will be placed in Band 1.

6.5.1 Unsatisfactory accommodation – Band 1

The award of reasonable preference with additional preference will be made in the following circumstances and applicants will be placed in Band 1. Recommendations from internal and/or external advisors may be sought.

6.5.1.1 Council approved clearance and demolition, lease expiry – Band 1

Where a Council tenant is required to move because their home will be demolished or required for major works within 6 months and the tenant will not be returning. Properties must be within a Council approved clearance or regeneration area/scheme.

Where an owner of a property within a Council approved clearance or regeneration area/scheme is subject to a compulsory purchase order and vacant possession is required within 6 months.

Where a Council tenant is required to move within 6 months because the lease on the property is due to expire within this period. This may be necessary if the freehold of the property does not belong to the Council, the lease is due to end and the Council is obliged to return the property with vacant possession.

Priority is awarded for the period of time during which applicants will be expected to bid. If applicants fail to bid or bid inappropriately or unreasonably refuse suitable properties, a direct and final offer may be made.

6.5.1.2 Acute overcrowding – Band 1

Where the applicant and the applicant's household are 3 bedrooms short Band 1 priority will be awarded. For the purpose of the scheme the number of bedrooms the applicant and the applicant's household have use of will be taken in consideration.

The Council will use the bedroom standard to measure overcrowding levels for the purpose of awarding priority and allocating accommodation. The bedroom standard states that a separate bedroom shall be required for following persons:

- a) Two persons living together with another as husband and wife (whether that other person is of the same sex or the opposite sex)
- b) A person aged 21 years or more
- c) Two persons of the same sex aged 10 years to 20 years
- d) Two persons (whether of the same sex or not) aged less than 10 years
- e) Two persons of the same sex where one person is aged between 10 years and 20 years and the other is aged less than 10 years
- f) Any person aged under 21 years in any case where he or she cannot be paired with another occupier of the dwelling so as to fall within (c), (d) or (e) above.

Information provided by the applicant will be verified using various Council sources and may include home visits.

This award does not apply where the applicant has been placed in any Bed and Breakfast accommodation by any Local Authority.

6.5.1.3 Under-occupied and significantly adapted social housing – Band 1

Where social housing tenants within the Council's area are currently under-occupying houses and are willing to move to a smaller sized property.

Where social housing tenants within the Council's area are releasing a significantly adapted house or designated older person's accommodation by moving and there is a potential suitable applicant/s identified for the adapted property which will be released through rehousing.

Significantly adapted properties will be defined by a Council occupational therapist.

The award will be granted only where the Council will be given vacant possession of the property.

Where the rehousing has been initiated by the Council these are by law not an allocation.

6.5.1.4 Private rented sector properties – Band 1

Where an applicant is living in a private rented sector property that has been identified as having insanitary or unfit conditions, where the conditions pose an ongoing and serious risk to health and the property conditions cannot be rectified by the owner within 6 months.

Priority will be awarded where the Council has determined that the property poses a Category 1 hazard (excluding overcrowding) under the Housing Health and Safety Rating System. This includes a property that has severe damp, major structural defects including subsidence, flooding, collapse of roof, or has living conditions which are a statutory nuisance, and there is no prospect of the disrepair being remedied within a 6 month time period. Additionally the Council has assessed and is satisfied that as a result of continuing to occupy, the accommodation will pose a considerable risk to the applicant's health.

The applicant will need to demonstrate evidence why the owner cannot resolve the property conditions within 6 months and why alternative private rented sector accommodation cannot be secured.

Priority will also be awarded where a private sector property either owned or rented that is subject to a prohibition or demolition order has been issued by the Council for disrepair and as such the applicant is likely to lose the use of the property on a permanent basis. Additionally the Council has assessed and is satisfied that as a result of the disrepair continuing to occupy the accommodation will pose a considerable risk to the applicant's health.

6.5.2 Medical and/or welfare – Band 1

The award of reasonable preference with additional preference will be made in the following circumstances and applicants will be placed in Band 1. Recommendations from relevant Council advisors might be sought.

6.5.2.1 Emergency medical or disability – Band 1

An applicant's circumstances will normally only be referred for a medical assessment if the applicant has indicated that there is a serious medical condition or disability that is made substantially worse by their current housing. This would include people whose life is at risk due to their current housing conditions or who are completely housebound because of the type of accommodation they live in.

Priority will be given depending on how unsuitable the current accommodation is in relation to their medical or disability needs. The assessment is not purely based on the applicant's health conditions.

The following are examples of circumstances that would qualify for additional preference:

- Those who, on leaving hospital, either have nowhere to live or have somewhere to live but it is unsuitable for their medical needs and cannot be made suitable through adaptations
 - Those who have nowhere at all to live when they leave hospital. These applicants will qualify for additional preference for medical, disability or welfare reasons if the need to move is urgent and all other reasonable housing options have been explored
 - Those who have somewhere to live but it is unsuitable for their medical needs and cannot be made suitable through adaptations because of cost effectiveness, structural difficulties or the property cannot be adapted within a reasonable amount of time. Applicants will be individually assessed.
- Where an applicant's condition is terminal and re-housing is required to provide a basis for the provision of suitable care. The condition must be diagnosed and indicated as terminal within a period of 12 months
- Where an applicant's condition is life threatening and the existing accommodation is a major contributory factor
- Where an applicant's health is so severely affected by the accommodation that it is likely to become life threatening
- Disabled persons (as defined under the Equality Act 2010) who have restricted or limited mobility and are limited by their accommodation and unable to carry out day to day activities or have difficulties accessing facilities e.g bathroom, kitchen, toilet, inside and outside of their accommodation safely and the current accommodation cannot be reasonably adapted
- Any applicant who needs to move to suitable adapted accommodation because of a serious injury, medical condition or disability which he or she, or a member of their household, has sustained as a result of service in Her Majesty's regular armed forces. This award only applies where the applicant's current accommodation does not meet the requirements of the occupants in terms of adaptations.

6.5.2.2 Serious threat to a child – Band 1

- The award of additional preference will be given if the Council's children's services have determined that a child(ren) or young person (under the age of 18) is at significant risk of harm and the level of risk in relation to the child(ren) or young person remaining in the current property will be so critical that no other reasonable options in relation to accommodation are available to protect the child and/or stabilise a family situation.

6.5.2.3 Move on from care – Band 1

- Young people who have reached the age of 18 referred by the Council's Children's Services as leaving the care of the Council. The young person will have a completed Pathway Plan that is approved by the Independent Reviewing Officer. The approved plan will clearly set out that the young person has been assessed as having acquired the skills needed to make the transition to the responsibilities of adulthood. This will include an assessment that the young person has the financial capability and practical skills required to manage and hold a tenancy and the arrangements that are in place for continuing care and support.

6.5.2.4 Foster Carers – Band 1

- The award of additional preference will be given following a referral from the Council's children's services to those foster carers and adopters who have been assessed and approved and whose housing prevents them from being able to start, or continue to provide foster care to a Council looked after or former looked after child
- The award will also be given to special guardians, holders of a residence order and family and friend carers who have been formally approved to provide long term care of a child(ren) because the parents are unable to provide care and there is a potential for the child(ren) to become a Council looked after child and there is a need to move to larger accommodation in order to accommodate the child(ren). The award will be given following a referral from the Council's Children's Services.

6.5.3 Exceptional need – Band 1

The Council recognises that there may be exceptional circumstances where the only way an exceptional housing need can be resolved is through the use of discretion. In the interests of fairness to all applicants these circumstances are kept to a minimum. Examples of exceptional circumstances include, but are not limited to:

- Threat to life
- Applicants who are at risk of/suffering domestic abuse , extreme violence or harassment whose facts and circumstances demonstrate to the Council that the threat is immediate and it is not safe for the applicant / household to remain in their present home. This will be based upon verification by senior officers within the police or other agencies as necessary in conjunction with a Council approved risk assessment
- Emergency cases whose homes are damaged by fire, flood or other disaster may be provided with an alternative tenancy if it is not possible to repair the existing home, or if any work to repair is to take such a long period of time that there will be serious disruption to family life

- Households who must be moved immediately due to serious threats to one or more members of the household, or whose continuing occupation would pose a threat to the community and where a designated approved risk assessment has been received from a relevant agency such as the police
- Cases nominated under the Police National Witness Protection Scheme or other similar schemes that the Council has agreed to be part of
- Emergency need to move
- Where an applicant's circumstances fall outside of the scheme and have been assessed as an exceptional need to move.

6.5.4 Her Majesty's Armed Forces – Band 1

The award will be given to the following applicants who fall within one of the reasonable preference categories and have urgent housing needs:

- Former members of Her Majesty's regular armed forces
- Serving members of Her Majesty's regular armed forces who need to move because they are suffering from a serious injury, illness or disability which is attributable (wholly or partly) to their military service
- Bereaved spouses or civil partners of members of Her Majesty's regular forces who have left or will be leaving services accommodation provided by the Ministry of Defence following the death of their spouse or civil partner and whose death was attributable (wholly or partly) to their military service
- Serving or former members of Her Majesty's reserve forces who need to move because they are suffering from a serious injury, illness or disability which is attributable (wholly or partly) to their military service.

6.6 Assessment of reasonable preference

The award of reasonable preference will be made in the following circumstances and applicants will be placed in Band 2.

6.6.1 Unsatisfactory Accommodation – Band 2

The award relating to unsatisfactory accommodation will be made in the following circumstances.

Applicants will be placed in Band 2. Recommendations from internal and/or external advisors might be sought.

6.6.1.1 Council approved clearance and demolition, lease expiry – Band 2

Where a Council tenant is required to move because their home will be demolished or required for major works within 12 months and the tenant will not be returning. Properties must be within a Council approved clearance or regeneration area/Scheme.

Where an owner of a property within a Council approved clearance or regeneration area/scheme is subject to a compulsory purchase order and vacant possession is required within 12 months.

Where a Council tenant is required to move within 12 months because the lease on the property is due to expire within this period. This may be necessary if the freehold of the property does not belong to the Council, the lease is due to end and the Council is obliged to return the property with vacant possession.

Priority is awarded for the period of time during which applicants will be expected to bid. If they fail to bid or bid inappropriately or refuse suitable properties, a direct and final offer may be made.

6.6.1.2 Overcrowding – Band 2

Those overcrowded by 2 bedrooms in line with the bedroom standard will be granted reasonable preference and will be placed in Band 2

- Where the applicant and the applicant's household are 2 bedrooms short in accordance with the bedroom standard.

Information provided by the applicant will be verified using various Council sources and may include home visits.

6.6.1.3 Under-occupied social housing – Band 2

Where social housing tenants within the Council's area are currently under-occupying a flat or maisonette and are willing to move to a smaller sized property.

The award will be granted only where the Council will be given vacant possession of the property.

6.6.1.4 Lacking facilities – Band 2

Applicants who permanently lack any or all of the following:

- A bathroom
- A kitchen
- An inside wc
- Hot or cold water supplies

- Electricity, gas or adequate heating in the living area where a temporary supply cannot be installed

and there is no prospect of the conditions being remedied with a 6 month time period.

Applicants who have access to shared facilities in shared accommodation will not qualify under these criteria.

6.6.2 Medical and/or welfare – Band 2

The award of reasonable preference will be made in the following circumstances and applicants will be placed in Band 2. Recommendations from relevant Council advisors might be sought.

6.6.2.1 Medical or disability – Band 2

An applicant's housing is unsuitable for severe medical reasons or due to their disability, but who are not housebound or whose life is not at risk due to their current housing. However, their housing conditions directly contribute to causing serious ill health and the condition of the property cannot be resolved within a reasonable period of time.

Circumstances will be assessed by a relevant officer of the Council and may need to be referred to a relevant Council advisor, depending upon the circumstances.

The following are examples of cases that would qualify for reasonable preference:

- The applicant's accommodation is directly contributing to the deterioration of the applicant's health, such as severe chest condition, requiring intermittent hospitalisation as a result of chronic dampness in the accommodation
- Children with severe conditions such as autism, or cerebral palsy, where their long term needs cannot be met without suitable accommodation
- A member of the household seeking accommodation is disabled and re-housing will enable that person to overcome physical barriers created by current accommodation e.g. steps and stairs
- A person with a severe disability requiring substantial adaptations to a property which is not, and cannot be provided for in their current accommodation
- A person with a terminal illness or long term debilitating condition whose current accommodation is not having a significant impact on their condition but where their quality of life would be significantly improved by moving to alternative suitable accommodation
- A person suffering with a diagnosed mental illness where the medical condition would be significantly improved by a move to alternative accommodation.

6.6.2.2 Ready to move on from Council Accredited Supported Scheme – Band 2

Applicants will be awarded this priority for certain listed projects. Not all applicants who occupy named supported housing projects will qualify for reasonable preference. Applicants must be assessed as:

- Being in need of long term rather than short term on-going tenancy support
- Being ready to move to independent accommodation
- Having a support package (if required) that has been assessed and is in place
- Having a vulnerability whereby accommodation in the private rented sector would, through its short term, have a detrimental effect on their vulnerability.

6.6.2.3 Move on from care – Band 2

- Qualifying young people between the ages of 16 and 18 referred by the Council's Children's Services as young people leaving the care of the Council who have been assessed as tenancy ready and where access to suitable accommodation provides the secure platform that will contribute to the young person moving towards greater independence.

6.6.2.4 Child in need – Band 2

- Where a child(ren) are part of the application where there is a need to move and the accommodation is a contributory factor to the risk to the child or children. This will occur where the child or children are the subject of a child protection plan and the Child Protection Conference recommends rehousing as being important for the welfare of the child.

6.6.2.5 Threats of abuse, violence or harassment – Band 2

- Applicants who need to move due to threat of domestic abuse, violence or harassment but who are not in immediate danger, as determined by an appropriate approved risk assessment by the referral agency.

6.6.2.6 Care and Support – Band 2

- Those who need to move to give or receive care that is substantial and ongoing
- Older or disabled applicants assessed as requiring retirement, extra care or sheltered housing.

6.6.3 Hardship – Band 2

Given that the city is geographically compact, with good transport links, an award will only be made in exceptional circumstances.

Where hardship can be demonstrated, Social Housing tenants from outside of the Birmingham Local Authority area with the statutory Right to Move will be awarded a reasonable preference.

Where demand exists the Council will set aside a proportion of annual lettings in order to meet its statutory obligations with regards to the Right to Move.

6.6.4 Homelessness – Band 2 and Band 3

Where an applicant has been accepted as homeless by the Council and until such time as the Council has discharged its duties in accordance with the Housing Act 1996.

The following applicants will receive an initial Band 2 award:

- s193(2) Housing Act 1996. Applicants accepted as being owed a full duty by the Council as eligible, homeless, in priority need and unintentionally homeless
- s195(2) Housing Act 1996. Applicants accepted as being owed a full duty as being threatened with homelessness, eligible, in priority need and not intentionally threatened with homelessness.

The following applicants will receive an initial Band 3 award:

- Applicants owed a duty for being intentionally homeless 190 (2) – note the Council duty to assist remains for 28 days after which the application will be reassessed and the award may be removed
- Applicants who are homeless within the meaning of Housing Act 1996 Part 7 which are the non-priority homeless
- Applicants where the Council has exercised its power to a non-priority unintentionally homeless person to accommodate under section 192(3).

This reasonable preference award will only be applied whilst the homeless duty is owed. The duty towards Band 2 applicants is ended by the offer of suitable accommodation. If homelessness is the sole reason for qualification to join the Housing Register, this will result in the applicant no longer having a reasonable preference, no longer qualifying and subsequently being removed from the Housing Register. No further offers will be made. These applicants will therefore only be entitled to one suitable offer.

The homelessness duty may be ended by the offer of a private rented sector tenancy.

6.6.5 Overcrowding – Band 3

Those overcrowded by 1 bedroom in line with the bedroom standard will be granted reasonable preference and will be placed in Band 3.

Where the applicant and the applicant's household are 1 bedroom short in accordance with the bedroom standard.

Information provided by the applicant will be verified using various Council sources and may include home visits

6.7 The assessment of other specified groups – Band 4

Applicants assessed as having no reasonable preference owed but can demonstrate qualification for an other specified group award will be placed in Band 4.

6.7.1 Retirement or extra care housing – Band 4

Applicants aged 55 or over or disabled applicants seeking retirement or extra care housing.

6.7.2 Ex Armed Forces Personnel – Band 4

Applicants who have served in the British Armed Forces and lived in Birmingham for at least 6 months immediately prior to enlisting will qualify for a Band 4 award automatically, with the exception of those who have been dishonourably discharged.

This includes people who have served in the Royal Navy, Royal Air Force and British Army.

6.8 Registration date and priority within bands

When an applicant first applies, the application will only be accepted once all the required information is received. The application will then be assessed and placed in a band with the date of acceptance as the 'registration date'. Applicants within the same band will be prioritised in date order

If there is subsequently a change of circumstances the application will be reassessed and the applicant may:

Change in Circumstance	Relevant Date
Gain greater priority and be placed in a higher band.	The date at which the higher band applies (the 'Award Date')
Be assessed as being in the same band.	The registration date will be used
Lose priority or preference due to their circumstances and enter a lower band	The registration date will be used
May become ineligible or may no longer qualify for an allocation.	Will be removed from the Housing Register. Applicants may reapply at a later date if circumstances change. A new registration date will apply.

The relevant date will be used to prioritise between applicants within the same band.

7 HOW PROPERTIES ARE ALLOCATED

7.1 Choice and constraints

The amount of choice that the Council is able to offer is limited by the acute social housing shortage in Birmingham and the responsibilities owed to some groups in housing need. Applicants are able to express a preference for a particular type of property and the area in which they would like to live. However, applicants should be aware that the Council's ability to satisfy expressed preferences may be severely limited.

The Council operates a Choice Based Lettings system. The majority of applicants will be able to bid using Choice Based Lettings. There are some circumstances in which this will not apply and the Council will either restrict access to bidding (restricted bidding), make bids on behalf of an applicant (assisted bidding) or make direct offers. The Council reserves the right to do this at any time.

Applicants will be required to state areas within Birmingham where they believe they cannot live due to an evidenced risk of violence, harassment or domestic abuse. The Council must be satisfied such factors exist and that it is necessary to allocate accordingly. This will assist the Council in making more informed decisions regarding restricted bidding, assisted bidding and direct offers. It will also help support officers who may be assisting an applicant to bid to know where not to express an interest in properties.

Applicants are encouraged to bid for properties over a wide geographical area of the City and to consider properties in the private rented sector if they require a specific area where demand for social housing is high or in limited supply.

When bidding on behalf of an applicant or making a direct offer, the Council will normally take into account the following factors:

- The number of bedrooms required
- Any essential requirement concerning the type or location of housing
- The housing band into which the applicant has been assessed
- The Suitability of Accommodation Order 1996 where the applicant has been granted a homelessness reasonable preference and is placed within Band 2.

The Council will not normally take into account:

- Non-essential preferences concerning the location or type of re-housing requested by the applicant.

Applicants will receive up to 2 suitable offers of accommodation to be made either through Choice Based Lettings or as a direct offer. If refused the applicant will be notified that they no longer qualify for an allocation for 12 months and will be removed from the housing register.

The Council will offer assistance in using the Choice Based Lettings system to applicants with identified support needs.

7.2 Suitable Offers

For the purpose of this scheme, providing an offer:

- Is of the right size
- Has not been made in error by the Council
- Is accepted by the Council as not presenting a risk to the applicant in offering accommodation in the area the offer was made
- Satisfies the Suitability of Accommodation—Order 1996 (when discharging homeless duties)

the offer will be regarded by the Council as a suitable offer.

Applicants will receive up to two suitable offers (note the exception in 6.6.4 for certain households awarded a Band 2 priority due to homelessness).

7.3 Annual lettings plan and quotas

Upon annual reviews of allocations the Council reserves the right to introduce an annual lettings plan and/or quotas and to make allocations in accordance with these. The production of any annual lettings plan and/or quotas will take place following a robust review of allocations made and authority for approving annual lettings plans or quotas is delegated to the Service Lead, Commissioning Centre of Excellence or officer of equivalent authority.

In addition the Council reserves the right to introduce quotas outside of this arrangement in order to meet statutory obligations, for example the Right to Move. In such circumstances the quota will be agreed by the Service Lead, Commissioning Centre of Excellence or equivalent.

Local lettings policies

Section 166A(6)(b) of the 1996 Act enables the Council to allocate particular accommodation to people of a particular description, whether or not they fall within the reasonable preference categories, provided that overall the authority is able to demonstrate compliance with the requirements of s.166A(3). This is the statutory basis for 'Local lettings policies' which enables the Council to set aside homes in a particular

location, or certain types of properties across the stock, for applicants who meet a certain criteria.

Local lettings policies may be considered in order to achieve a wide variety of housing management and policy objectives such as achieving balanced sustainable communities.

All Local lettings policies will need to be developed and approved in accordance with an agreed procedure and will be required to establish a clear evidence-based need, be time limited and subject to an annual review. Authority for approving local lettings plans is delegated to the Service Lead, Commissioning Centre of Excellence or officer of equivalent authority.

7.4 Low demand properties

If a property is advertised through the Council's Choice Based Lettings cycle at least once and has not been allocated by any form of allocation method, the Council reserves the right to determine the most appropriate method of re-advertisement.

For low demand properties, providing an applicant is both eligible and qualifies in terms of acceptable behaviour, the Council reserves the right to advertise and/or allocate outside of the normal rules of the scheme.

8 ALLOCATION CRITERIA

When determining the size of property for which applicants are eligible, the bedroom standard will usually be applied. However, there may be exceptions to this. Examples are:

- Where the Homes and Communities Agency or planning regulations stipulate
- Applicants require larger accommodation on health grounds following an assessment by the Council
- Applicants have been approved as a foster carer/adopter and require larger accommodation than would normally be required
- Applicants who need the support of a carer who will be required to sleep in the property and cannot reasonably be expected to share a bedroom with other members of the household.

8.1 The size of properties

The number of bedrooms that applicants need will be dependent upon the size of the applicant's household. (see section 5.2 for details of who can be included in applicants household).

For the purposes of allocating a home the Council will use the bedroom standard.

The bedroom standard states that a separate bedroom shall be required for following persons:

- a) Two persons living together with another as husband and wife (whether that other person is of the same sex or the opposite sex)
- b) A person aged 21 years or more
- c) Two persons of the same sex aged 10 years to 20 years
- d) Two persons (whether of the same sex or not) aged less than 10 years
- e) Two persons of the same sex where one person is aged between 10 years and 20 years and the other is aged less than 10 years
- f) Any person aged under 21 years in any case where he or she cannot be paired with another occupier of the dwelling so as to fall within (c), (d) or (e) above.

Social housing tenants releasing a property with three or more bedrooms may choose a property with one bedroom more than they need.

The type of properties

To enable the best use of the Council and partner registered provider stock, properties will be allocated to those applicants who need that size and type of property.

As such, preference for houses with two or more bedrooms will be allocated to families with dependent children.

Sheltered housing and extra care accommodation will be allocated to older people.

Properties with adaptations will be allocated to persons with a physical or sensory disability.

9 MANAGEMENT OF THE SCHEME

9.1 Advice and information on the scheme

The Council will make available information and offer advice to assist applicants in understanding how the scheme operates.

The Council will provide the following:

9.2 General Information

- A summary of the scheme
- Information about how to apply and how to bid for vacant advertised properties.
- How their application will be treated and whether they will be given any preference

- Whether housing accommodation appropriate to their needs is likely to become available and how long they may have to wait for an allocation of such accommodation
- Information about how we award priorities within the Scheme
- How successful applicants will be selected for vacant properties
- The rules on how properties will be advertised via the Choice Based Lettings system, including details of the bidding cycles and assisted bidding
- Information about review procedures.

9.3 Information for applicants about their own application

- The band the applicant is awarded under the scheme
- The properties the applicant is entitled to bid for
- The likelihood of successfully bidding on the property types and areas in which the applicant expressed a preference
- What the applicant needs to provide as evidence to support their application and when this information will need to be provided
- If the applicant does not qualify or is found to be ineligible. This decision will be notified in writing giving clear grounds for the decision based upon the relevant facts of the case.

If the applicant is not eligible or does not qualify for an allocation, they will be offered advice and assistance on alternative housing options available.

Applicants who have any difficulty reading or understanding this allocations scheme will be offered the following services:

- An interpretation service if their first language is not English
- Signing if speech or hearing is impaired
- Provision of documents in large print or Braille if an applicant is visually impaired
- An interview to explain the content of this document and information
- Details of where independent advice can be obtained about the Council's scheme.

9.4 Requests for information

The Council will, upon request from the applicant, provide such information that is practicable and reasonable to supply, in order to explain the applicant's position and priority for an allocation in relation to an offer of suitable accommodation. An applicant has the right to be informed of any decision regarding their application.

9.5 Transitional Arrangements

All applicants registered on the previous housing register will be required to re-apply under the new scheme.

Applicants must re-apply by completing a housing application form. The application form can be completed online

Should applicants require assistance in completing the form or require the form to be made available in other formats this can be requested by telephone or by prior arrangement at a designated office

All applicants registered on the previous housing register will be notified in writing of the need to re-apply under the new scheme.

Those applicants who are eligible and who qualify will retain their previous registration date within the band they are awarded under the new scheme. Those who do not re-apply by the designated date and subsequently apply will not retain their original date of registration.

Those who do not re-apply will not be placed on the housing register.

9.6 Management of applications within each band

9.6.1 Assisted bids and the number of offers

In total, applicants can receive up to two suitable offers of accommodation (note the exception in 6.6.4 for certain households awarded a Band 2 priority due to homelessness).

Applicants in Band 1 will receive one suitable offer whilst in Band 1.

If the Council considers that the applicant has unreasonably refused two offers of suitable accommodation the application will no longer qualify for an allocation and the applicant will not be entitled to apply again within 12 months of the date of disqualification.

An offer of accommodation which is arranged by way of a nomination to a registered provider will be considered to be a suitable offer.

An offer of a local authority secure flexible tenancy will be considered to be suitable.

Applicants will be notified of all decisions and the applicant has the right to a review on any decision that is made.

The Council reserves the right to place a bid on behalf of the applicant (assisted bidding).

9.6.2 Band 1

All applicants within Band 1 will be actively case managed. Applicants within Band 1 will receive one suitable offer of accommodation. If a suitable offer of accommodation is refused the applicant may be removed from Band 1 and placed into Band 2

If the applicant has not reasonably bid for a suitable property within 3 months of their Band 1 award, the local authority reserves the right to place bids on the applicant's behalf (assisted bidding).

All applications within Band 1 will be re-assessed after 6 months to determine whether the circumstances/needs that led to the award are still prevailing. If upon the Council's re-assessment a lesser award is given the application will be given the original date of registration.

Applicants will be notified in writing of all decisions and the applicant has the right to a review on any decision that is made.

9.6.3 Band 2

Applicants within Band 2 will receive up to two suitable offers of accommodation (note the exception in 6.6.4 for certain households awarded a Band 2 priority due to homelessness). Applicants who have previously refused a suitable offer made whilst in a higher Band will receive one further suitable offer

Applicants within Band 2 awarded a homelessness reasonable preference award will be expected to bid for suitable properties in the first available bidding cycle. Should applicants within Band 2 with a homelessness reasonable preference fail to bid for suitable properties at the first opportunity, the Council reserves the right to place bids on their behalf (assisted bidding).

For all other applicants in Band 2 that have not reasonably bid for a suitable property within 6 months of their Band 2 award, the local authority reserves the right to place bids on the applicant's behalf (assisted bidding).

All applications within Band 2 will be re-assessed after 12 months to determine whether the circumstances/needs that led to the award are still prevailing. If upon the Council's re-assessment a lesser award is given, the application will revert to the original date of registration.

Applicants will be notified in writing of all decisions and the applicant has the right to a review on any decision that is made.

9.6.4 Band 3

Applicants within Band 3 will be entitled to up to two suitable offers of accommodation. Applicants who have previously refused a suitable offer made whilst in a higher band will receive one further suitable offer.

All applications within Band 3 will be reviewed after 18 months to determine whether the circumstances/needs that led to the award are still prevailing. If, upon the Council's review, a lesser award is given the application will revert to the original date of registration.

Applicants will be notified in writing of all decisions and the applicant has the right to a review on any decision that is made.

Where applicants fail to respond to the Council's review, the application may be cancelled.

9.6.5 Band 4

Applicants within Band 4 will be entitled to up to two suitable offers of accommodation. Applicants who have previously refused a suitable offer made whilst in a higher band will receive one further suitable offer

All applications within Band 4 will be reviewed after 18 months to determine whether the circumstances/needs that led to the award are still prevailing.

Applicants will be notified in writing of all decisions and the applicant has the right to a review on any decision that is made.

Where applicants fail to respond to the Council's review, the application may be cancelled

9.6.6 Changes in circumstances

It is the responsibility of the applicant to notify the Council immediately of any change in their circumstances by completing an online form.

Should applicants require assistance in completing the form or require the form to be made available in other formats this can be requested by telephone or by prior arrangement at a designated office.

This will include, for example:

- A change of address, for themselves or any other person on their application
- Any additions to the family or any other person they would wish to join the application (the Council will decide whether to allow the person/s to join the application)
- Any member of the family or any other person included on the application who has left the accommodation
- Any change in income, assets or savings which results in the applicant exceeding the threshold for qualification (see 4.3.3)
- Any change in employment, training or volunteering.

Applicants will not be able to bid or be considered for an allocation whilst the application is re-assessed. This will include applicants where circumstances have changed, the applicant has failed to inform the Council, and it subsequently comes to the Council's attention.

9.6.7 Decisions and reviews

Applicants have the right to information about decisions and rights of review of decisions made relating to their application. This will include:

- The right, on request, to be informed of any decision about the relevant facts of their case which has been, or is likely to be, taken into account in considering whether to make an allocation to them
- The right, on request, to review a decision mentioned above, or a decision to treat them as ineligible or not qualifying for an allocation
- The right to be informed of the decision on the review and grounds for it.

Applicants or their representatives should request a review in writing within 21 days of being notified of a decision.

The Council will consider the review within 56 days of the request. A longer period may be agreed with the applicant.

The Council will notify the applicant of the outcome of the review including the reasons if the original decision is confirmed.

The Council's decision on review is final and can only be challenged by way of a judicial review.

An officer more senior (than the original decision maker) within the Council will carry out reviews.

10 GENERAL PROVISIONS

10.1 Data Protection and Information Sharing

Any individual has the legal right to request to see any information that is held about them by the Council, in accordance with the Data Protection Act 1998. Wherever possible, the Council will seek to comply with such requests.

Upon receipt of a valid request, and satisfactory proof of identity, the Council will seek to make available (within 40 days) applicants' personal data, either by way of copies or allowing applicants to view the information requested. However, there may be situations where a fee is charged.

To make such a request, please contact

Corporate Information Management Team

Performance & Information Division
PO Box 16266, Birmingham
B2 2YY

Or complete and send the Subject Request Form located at <http://www.birmingham.gov.uk/foi>.

However, there may be situations where the Council may not be able to release all the information requested.

These include:

- Where the information requested may identify a third party, and they have not consented to the Council releasing that information
- Where the disclosure of information may cause serious harm to the wellbeing of an individual
- Where the disclosure of the information requested could prejudice or hinder the prevention and/or detection of crime or anti-social behaviour; or
- Where the time involved in locating and collating the information requested exceeds 18 hours.

Whilst the Council seeks to ensure that the personal data held by it is accurate and up to date, there may be situations where the information is inaccurate. If this occurs, the applicant should contact the Council with details of the inaccuracy, together with any supporting evidence, so the Council can investigate and, where the information is found to be inaccurate, can correct it.

For information on how the Council will use any information (including personal data) provided to it, including when it may pass on information onto third parties, please visit www.birmingham.gov.uk/privacy.

The information provided on the application form will be checked and be used for data matching, to detect potential incidents of benefit and housing fraud, including illegal sub-letting of social housing

10.2 Fraudulent Activity and withholding Information

It is a criminal offence for applicants and/or anyone providing information in relation to this scheme to knowingly or recklessly make false statements or knowingly withhold reasonably requested information relevant to their application (S171 Housing Act 1996). This includes, but is not limited to, information:

- Requested on the housing registration form

- In response to a request for further information in support of the application
- In response to correspondence at the review of the application
- Relating to any other review of the application.

An offence is also committed if a third party provides false information whether or not on the instigation of the applicant. This would apply at any stage of the application process.

Where there is suspicion or an allegation that a person has either provided false information or has withheld information, the application will be excluded from being considered for offers during the investigation and until an outcome is reached.

In addition the Council reserves the right to take legal action including prosecution under any relevant legislation including fraud where it possesses the evidence.

If the outcome of any investigation is that an applicant did not provide false information or did not withhold information or was not found to be withheld knowingly, then the application will be reinstated from the date of registration, meaning the relevant applicant should not suffer prejudice.

If the Council determines that an applicant directly, or through a person acting on his or her behalf, has given false information or withheld required information it may result in an applicant being disqualified from an allocation

Ground 5 in Schedule 2 to the Housing Act 1985 (as amended by the 1996 Act, S146) enables the landlord to seek possession of a property where it has been granted as a result of a false statement by either the tenant or a person acting at the tenant's instigation. Where this is the case the Council will actively pursue recovery of possession.

10.3 Lettings to staff, Council Members and relatives of these groups

Council staff and Members and their relatives are treated as any other applicant and must be seen not to be gaining any advantage, disadvantage or any preferential treatment in the course of their application.

Accordingly, the aforementioned persons must declare their interest and have no direct input into any decisions regarding their re-housing.

Applications should be clearly marked on the housing management system that the application is that of a staff member, Council member, or relative.

10.4 Equality and Diversity

The Council's aim is to implement and maintain services which ensure that no potential or current applicant is treated less favourably on the grounds of gender, marital status, race, nationality, ethnic or national origin, disability, age or sexual orientation, nor is disadvantaged by the application of a rule, condition, or requirement, which has a discriminatory effect which cannot be justified by law. Allocations will only be made to those persons who are eligible. The policy will fully comply with the Equality Act 2010.

11. Monitoring of the scheme

The Council recognises that it is important for applicants for housing and the wider community to understand how social housing is allocated and who is getting social housing. Therefore we will publish information on the Housing Register and lettings outcomes which will be made available on the Council's website.

The Council will also produce monitoring reports to assess whether or not the scheme:

1. Delivers its objectives (section 2)
2. Continues to give reasonable preference to those in greatest housing need and that the scheme is not dominated in any way by applicants who fall outside of the categories of need outlined in this scheme.

Reviews of this policy will be undertaken by the Council when required and in response to any:

1. Policy related issues identified in the monitoring reports referred
2. Changes in legislation that affect the policy
3. Changes in national guidance.

For further information about Council's Housing Allocation Scheme, please go to:

www.birmingham.gov.uk/allocation-scheme

18th May 2016

Re –Registration Plan
Housing Strategy, Partnerships & Commissioning
Allocations Scheme – Phase 2
PQP Reference: RR2

Purpose

This re-registration plan has been developed to present to Project Board the proposals as to how this will be delivered. This plan identifies the actions associated with the communication, re-application and re-assessment of housing applications.

Project Board are asked to:

1. Approve this plan
2. Accept the risks, issues and dependencies identified
3. Secure the budget to enable this plan to be implemented effectively
4. Approve and seek commitment from the Housing Transformation Board and/or agency gateway to secure the staff resources required
5. Support identifying suitable office accommodation during re-registration.

Project Information and Approval

Name	Project/Organization Role	Signed	Date
Anne-Marie Powell	Senior Responsible Officer	Approved	08/10/2015
Bernadette Nolan	Project Manager – Business	Approved	08/10/2015
Vicki Pumphrey	Author and Work Stream Manager	Approved	07/10/2015
John Hardy	Quality Assurance	Approved	08/10/2015

Version Control	
Initial draft 2 February 2015	V0.1
Revised draft 22 May 2015 following Project Team Meeting and re-registration workshop	V0.2
Revised draft 1 June 2015 following feedback from John Hardy, Jim Crawshaw and Maura Mulligan.	V0.3
Revised draft 2 June 2015 including appendices	V0.4
Resource plan and costs revised following meeting with John Hardy 12 June 2015	V0.5

Revised draft 7 July 2015 costings and additional information added following QA feedback and operational workshop on 24 June 2015.	V0.6
Revised draft 15 July 2015 incorporating resource options.	V0.7
Revised draft 21 September following receipt of Counsel's advice.	V0.8
Revised draft 29 September incorporating workshop feedback.	V0.9
Revised following meetings with John Hardy and Jim Crawshaw 2 October 2015.	V0.10
Revised 7 October 2015 re-incorporating existing resources.	V0.11
Prepared for Project Board	V1.0

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1. Overview

In preparation for the introduction of the new Allocations and Choice Based Lettings Scheme being introduced on 31 March 2016 the current housing register will be discontinued and every housing applicant will be required to re-apply and be re-assessed during February and March 2016.

Re-registration is the most critical part of the implementation of the new allocation scheme. This plan identifies the legal requirements, the transition from the current to the new scheme and the resources required. With the exception of the implementation of the new IT solution, re-registration is the highest cost to this project.

A data audit plan was presented and approved by the Project Board on 30 January 2015. Data cleansing of the current housing register will continue until the re-registration exercise commences.

The average number of voids (BCC and RP) advertised per week is 163. It will therefore be necessary to maintain the current housing register and make allocations until “go live”, the last day being 30 March 2016.

It is proposed that the current housing register will be maintained and new applications accepted until 30 March 2016.

2. Legal Context

Barrister opinion was initially provided on 15 January 2013 in relation to the new Allocation Scheme. This opinion (page 23, paragraph 80) advised that:

- a. “the authority will need to ensure, not only in compliance with s168(3) but also as a matter of basic fairness, that all existing applicants are notified of the need to re-apply;
- b. The authority will need to ensure that they have the necessary practical arrangements in place to handle the considerable volume of responses and applications which is likely to materialise within a short period.
- c. Further, meanwhile, the authority will need to consider how any allocations are to be managed until all applications by existing applicants have been processed. It could, for example, be highly unsatisfactory to be allocating properties on the basis of a new scheme before all existing applicants have had the opportunity to apply and have their application considered.”

Legal advice obtained lastly on 14 September 2015 recommends “to continue to process applications under the operative (current) scheme, but to do so in (if necessary) a summary manner and to place new applications in general in a discrete low priority group.”

The recommendation to continue to operate the current scheme has been accepted.

A temporary creation of a new low priority group and summary assessment of applications has been rejected. This recommendation is likely to cause confusion for customers, stakeholders and staff administering the scheme,

It will not therefore be necessary to publish an interim strategy.

An equality analysis is in the process of being finalised.

3. Purpose

This plan identifies the proposed transitional and re-registration requirements.

All applicants included on the current housing register will be notified in writing of the need to re-apply in February 2016. Those who do not re-apply during the eleven week re-registration period will not be placed on the new housing register and will be unable to bid.

Current applicants who re-apply during the re-registration period will be able to submit a new housing application and will retain their original registration date.

The relevant extract from the scheme in respect of the transitional requirements is below:

“9.5

All applicants registered on the previous housing register will be required to re-apply under the new scheme.

Applicants must re-apply by completing a housing application form. The application form can be completed on-line.

Should applicants require assistance in completing the form or require the form to be made available in other formats this can be requested by telephone or by prior arrangement at a designated office.

All applicants registered on the previous housing register will be notified in writing of the need to re-apply under the new scheme.

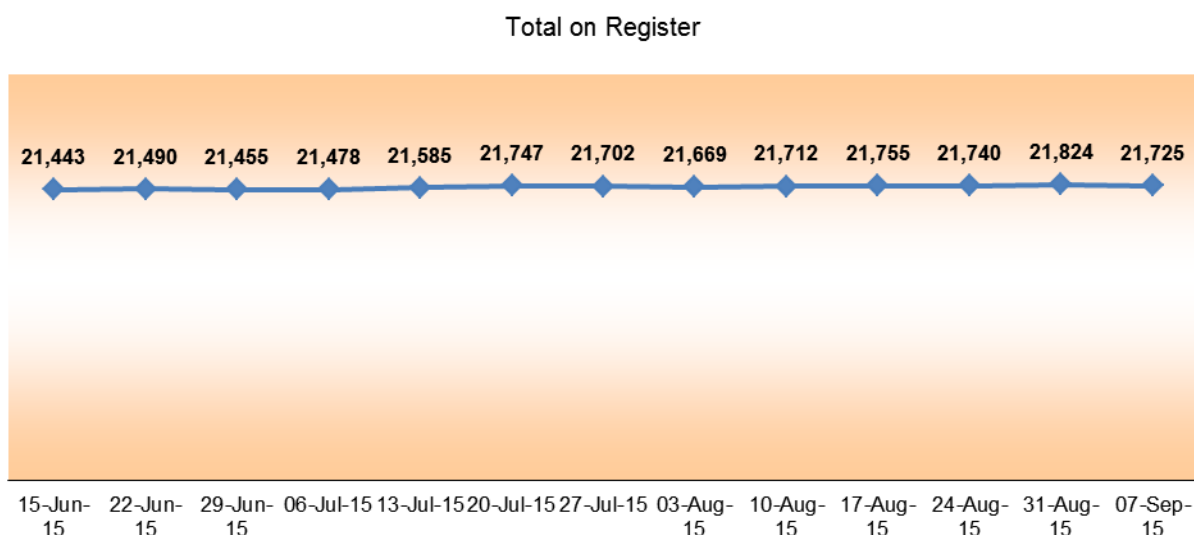
Those applicants who are eligible and who qualify will retain their previous registration date within the band they are awarded under the new scheme. Those who do not reapply by the designated date and subsequently apply will not retain their original date of registration.

Those who do not re-apply will not be placed on the housing register.”

4. Scope

The scope of re-registration relates to all current housing applications registered on Northgate allocations including applicants, transfers and homeless cases.

There are 21,725 housing applicants (at 07 September 2015) comprising of: 13,287 applicants, 6,103 tenants and 2,361 homeless.



There were 657 housing applicants awaiting assessment at 07 September 2015. The service standard for completing assessments is 25 working days.

During 2014/15 a total of 14,742 new applications were assessed and registered, 6,670 were closed and 295 cancelled at the request of applicants.

Performance Indicator	2014/15	Apr	May	Jun	Jul	Aug	2015/16 (YTD)
Applications Registered	14,742	1,461	1132	1245	1571	1309	6,718
Applications Closed	6,670	512	400	519	492	557	2,480
Applications Cancelled	295	7	2	27	41	23	100
Total Applications Assessed	21,707	1980	1534	1791	2104	1889	9,298

An average of 250 new housing applications are received per week

New applicants wishing to apply to join the current and new scheme register will be able to pre-register from February 2016. This will ensure that at the point of “go live” no one is disadvantaged by the transition to the new scheme.

5. Underpinning Assumptions

The re-registration planning is being built upon a number of assumptions.

Communication:

- There will need to be a considerable engagement with partners to inform them of changes and also to utilise the support they can give to existing applicants to re-register (through messages and practical support)
- We need to utilise existing communication routes to provide clear and early messages to those who will need to re-register

- Abritas will not be responsible for managing the distribution of re-registration invites by letter.
- We will stagger the distribution of re-registration invites over a 4 week period. 5000 letters will be issued each week for a period of 4 weeks. Applicants in the highest band under the current scheme will be targeted first with reminder letters issued in week five and six.
- The majority of applicants will be able to complete online applications. In exceptional circumstances there will be the facility for an application to be taken over the phone or by a visiting officer.

Resources:

- Outstanding housing application forms (current caseload) will need to be processed utilising current staff resources in line with current service standard of 5 weeks. A 5 week caseload is likely to be un-processed when the current register closes.
- The re-registration process will require additional resources. Current staff from the Case Management Team and Housing Advice staff will continue to assess applications under the current scheme and maintain the current housing register.
- It is anticipated that there will be a high number of review requests due to a predicated 8012 applicants not qualifying to join the new scheme.
- Senior workers (GR4) will be required to approve and quality check applications being awarded a band 1 status under the new scheme.
- A dedicated manager will be required to manage re-registration, review the responses weekly and to mitigate and drive actions to remedy this.
- The availability of temporary office accommodation in one location and to accommodate 24 re-registration staff is essential.

Verification

- The online application form will NOT have the ability to upload and attach proofs of information
- Previous eligibility checks will be accepted for those re-registering
- Checks will only be made to establish priority and which band someone will be in. Where possible this will be desktop exercise utilising BCC wider information held on the data warehouse.
- Where required, home visits will be completed to verify circumstances. We will also draw on information from other departments/organisations such as Landlord Services and registered providers who can verify this. For example, acute overcrowding
- When an applicant has multiple factors which qualifies them within a band a pragmatic decision will be taken to verify that which takes the least time e.g. avoid the need for home visiting where possible
- A target to assess all re-registrations by “go live” will be set
- It is anticipated that there will be spikes in responses from customers, particularly post go live and before the re-registration cut-off date
- New applications will be “touched once” to avoid too many people reviewing the same information
- Abritas guarantees their system has the capacity to respond to the high demand during re-registration.

6. Timescales

It is proposed that the re-registration process is completed during a ten week period.

The availability of the housing register IT solution will be (subject to UAT sign off) eight weeks prior to go live. The opportunity to re-register will remain available for two weeks after go live.

Re-registration staff will be required for a minimum of eleven weeks, incorporating one week of induction and training.

Please see the below milestones, dates and pressure points:

Activity Milestone	Date	Pressure points/Risks
Allocation Scheme Summary briefings to key staff	November 2015	Pre User Acceptance Testing (UAT) Training 4, 5 and 21 November 2015 Phase 1 UAT commences 24 November 2015.
Publicity commences	December 2015	Dependency upon Cabinet approval PRs discharge decision. Go-live dependent upon UAT sign off on 24 March 2016.
User Acceptance Testing (UAT) of Abritas Housing Register	24 November 2015 to 11 January 2016	Christmas Holidays Abritas 2 week holiday closedown – no UAT support. Seasonal increase probable for approaches of housing assistance from January to March. Business as usual (BAU) activities. Policy briefings and staff training.
Re-registration Staff Recruitment and Abritas Training	Training dates: 19, 20, 21 x 2 and 22 January 2016 Re-registration staff starts 25 January 2016 for	Parallel activities include UAT, staff briefings, training and BAU activities; including outstanding

	induction and training.	assessments and maintenance of current scheme. Training to be cascaded by business champions.
Abritas Allocation Housing Register System Availability	26 January 2016	Dependent upon successful user acceptance sign off on 26 January 2016
Data Load and Mass Creation of Re-registration Invite Letters	28 January 2016	Dependent upon above, system availability and UAT sign off on 26 January 2016.
Re-registration invite letters issued	1 February 2016	Dependent upon successful data load. UAT phase 2 01/02/2016 to 04/03/2016. Parallel activities include assessments of new applications onto the current and new scheme, staff briefings, training and BAU activities, including shortlisting.
Abritas Full System Delivery	28 March 2016	Dependent upon successful user acceptance phase 2b from 10 March and sign off on 24 March 2016. Easter holiday 25 – 28 March 2016.
Go Live	31 March 2016	Easter holiday 25 – 28 March 2016.
Re-Registration Cut-Off Date	15 April 2016	
Outcome Report	May 2016	

7. Projections and Resource Requirements

Predications at 7 July 2015 are that there will be 13,339 re-registration applications accepted in bands 1 to 4:

Housing Register	Band 1	Band 2	Band 3	Band 4	Disqualified	No Housing Need	Total
General Needs	887	2283	3927	109	1824	4249	13279
Transfer	555	1731	1414	60	253	1917	5930
Homeless	107	2266					2373
Total	1549	6280	5341	169	2077	6166	21582

Assumptions have been made as to the length of time each application will take to be assessed. These calculations exclude eligibility and dis-qualification checks. Eligibility will already have been checked and qualification will be dependent upon applicants' self-disclosure. One band assessment will be required for each re-registration.

Applying the above projection, estimates indicate that a minimum of six FTEs will be required to focus upon the assessment of all re-registration applications. This excludes staff leave, sickness and other potential absences and pre-registration by new applicants. In view of this, nine FTEs are recommended.

The re-registration team will include a mixture of current experienced staff and temporary staff. Temporary staff will be required to back fill current staff roles.

Fewer or more staff would result in longer or quicker re-registrations. This staffing resource excludes responding to customer enquiries and assisting customers with re-applying, this is detailed separately below.

Number of people	Time in minutes	Time in Days	Time in Weeks
6	23872.2	54.5	10.9
7	20461.9	46.7	9.3
8	17904.1	40.9	8.2
9	15914.8	36.3	7.3
10	14323.3	32.7	6.5

The below table forecasts the award by bands following completion of re-registration:

Award	Total
Band 1	1549
Band 1 – 6.5.1.1 Clearance	67
Band 1 – 6.5.1.2 Acute Overcrowding	613
Band 1 – 6.5.1.3 Under-Occupancy	378

Band 1 – 6.5.1.3 Under-Occupancy	1
Band 1 – 6.5.2.1 Emergency Medical or Disability	248
Band 1 – 6.5.2.1 Emergency Medical or Disability	138
Band 1 – 6.5.2.4 Foster Carers	12
Band 1 – 6.5.3 Exceptional Need to Move	78
Band 1 – 6.5.3 Exceptional Need to Move	4
Band 1 – 6.5.4 Her Majesty's Armed Forces	10
Band 2	6280
Band 2 - 6.6.1 Unsatisfactory Accommodation	11
Band 2 – 6.6.1.2 Overcrowding	1687
Band 2 – 6.6.1.3 Under-Occupancy	1037
Band 2 – 6.6.2 Medical and/or Welfare	573
Band 2 – 6.6.2.1 Medical or Disability	315
Band 2 – 6.6.2.1 Medical or Disability	459
Band 2 – 6.6.2.2 Ready to move on from CASS	8
Band 2 – 6.6.2.2 Ready to move on from CASS	1
Band 2 - 6.6.2.3 Move on from care	15
Band 2 - 6.6.2.4 Child in Need	2
Band 2 – 6.6.2.5 Threats of Abuse, Violence or Harassment	46
Band 2 – 6.6.2.5 Threats of Abuse, Violence or Harassment	23
Band 2 – 6.6.3 Hardship	119
Band 2 – 6.6.4 Homelessness	1984
Band 3	5341
Band 3 – 6.6.4 Homeless	970
Band 3 – 6.6.5 Overcrowding	4371
Band 4	169
Band 4 – 6.7.1 Retirement or extra care housing	169
Disqualified	2077
Disqualified	2077
No Housing Need	6166
No housing Need	6166
Grand Total	21582

Telephone Line

Additional resources for telephone enquiries and applications will be required due to the limited public access points available and the predicted increase in demand for housing advice by disqualified applicants.

A separate and temporary telephone line from the Customer Contact Centre is proposed during the re-registration process.

Feedback from the H&PTs Contact and Corporate Centre indicates that a high percentage (up to 50%) of customers will telephone following receipt of a letter. Careful consideration will obviously need to be applied to the communication and publicity content.

Invites for re-registration and enquiries from new applicants could trigger in excess of 12,000 telephone enquiries. The maximum calls one officer can handle in one working day is 60. The duration of calls will range from 2 minutes for general enquiries to approximately 45 minutes for pre-booked telephone applications. A minimum of eight FTE officers be allocated to telephone duties during re-registration. This excludes staff leave, sickness and other potential absence. In view of this, ten FTEs are recommended.

Please see below based upon re-registration invites being sent to 21527 applicants:

Number of staff FTE	Maximum calls per day	Maximum calls per week	Days	Weeks
8	480	2400	44.8	9.0
10	600	6000	35.9	7.8

A pro-active service enabling telephone applications will be provided to applicants requiring access to services as part of our Public Sector Equality Duty. For example, 80 applicants with a visual impairment are currently included on the current housing register.

The cost for the temporary provision of one telephone number and up to 8 lines is available upon submission of an IBR to Service Birmingham, via Tony Elliot, Strategic Technical Lead Officer. A CISCO platform enabling recording or monitoring of calls is likely to increase the cost. The CISCO handsets will be provided free of charge from the Directorate for People Asset Management Team.

Customer Re-Registration Assistants

There is unlikely to be a reduction of the 4 Housing Advice Centres (HACs) prior to re-registration. It is proposed that IT access will be provided in the reception area at all HACs; where practical. 8 Customer Re-registration Assistants (2 at each HAC) are required to support and assist customers in applying on-line and scanning proof documents.

Minimising this facility to only one of two HACs is not recommended due to the current customer demand upon these offices and current judicial review challenge.

Eight desktop computers during the re-registration period will be required to provide access to apply on-line for customers. A scoping exercise will need to be completed to identify any costs associated with network connection. Five of the eight desktop computers can be provided by the Directorate for People Asset Management Team.

Visits

Provision will be required to visit a small number of applicants who will require assistance to re-apply on-line. Two additional visiting officers with mobile technology are proposed in addition to the current compliment of 3 staff.

Reviews

It is estimated that 2077 applicants will be disqualified due to unacceptable behaviour and 6166 with no housing need.

Reference visits to Sheffield and Sutton established a high volume of reviews were received following an introduction of their new allocations schemes. Worst case scenario is that in excess of 8000 reviews will be submitted and these will need to be determined within the statutory 8 week timescale from the date of receipt.

In view of the above, it is recommended that 5 officers, in addition to the current complement of 2.5 officers support the Review Team in response to the re-registration exercise.

In addition, the flexibility to retain temporary telephone enquiries and assessment staff is recommended for a period of 8 weeks following the go live to complete the housing register reviews.

In view of the above the following staff resources are required:

Function	Resource	Dates	Duration
Re-Registration Manager	1 GR5	1 January – 29 April 2016	18 weeks
Telephone Enquiries	2 x GR4s 6 x Gr2s	25 January – 15 April 2016	12 weeks
Visiting Officers	2 x GR3s	1 February – 15 April 2016	11 weeks
Customer Re-Registration Assistants	8 x GR2s	25 January – 15 April 2016	12 weeks
Application Assessment	2 x GR4s 5 x GR3s 2 x GR2s	25 January – 15 April 2016	11 weeks
Reviews	1 x GR4 4 x GR3s	15 February – 27 May 2016	15 weeks
Total	33		

Verbal commitment has been obtained from the following teams to support the re-registration process:

- Clearance Team, all applicants designated as clearance will be contacted and supported to re-register. Band approval will be completed by the application assessment team.
- BCC tenants, tenants required to re-register will be incorporated into the visiting programme with under occupiers and acute overcrowded cases prioritised.

8. Resource Cost Options

Staff

Applying the above resource plan and appointing 33 FTE staff, the total estimated cost would be **£238,627.79**

Agency

Applying the above resource plan and appointing agency staff for 35 hours per week, the total cost would be **£160,761.65**

The following two tables provide the detail as to how this cost has been calculated.

Staff:

The resource costs are calculated at mid-spinal point by grade (at April 2015) with on costs of 8.79% national insurance and 24.5% superannuation.

Grade	SCP	PA £	Monthly £	Monthly Inc. on costs £
GR5	42	36,571	3047.58	4127.75
GR4	33	28,746	2395.50	3244.55
GR3	24	21530	1794.17	2230.09
GR2	15	16572	1381.00	1870.48

Agency:

Grade	Hourly Rate £	Per week £
GR5	18.64	652.40
GR4	14.37	502.95
GR3	10.70	374.50
GR2	10.08	352.80

(* based upon rates @ 1 April 2015)

Grade	Quantity	Total Staff Cost	Total Agency Cost	Function
GR5	1	18,574.88	11,743.20	Re-Registration Manager
GR4	5	19,467.30	12,070.80	2 x telephone team
		19,467.30	11,064.90	2 x application assessment
		12,167.07	7,544.25	1 x reviews
GR3	11	12,265.50	8,239.00	2 visiting officers
		33,451.35	20,597.50	5 x application assessment
		33,451.35	22,470	4 x reviews
GR2	16	11,222.88	7,761.60	2 x application assessment
		44,891.52	33,868.80	8 Customer Re-registration Assistants
		33,668.64	25,401.60	6 x telephones
Total	33	£238,627.79	£160,761.65	33

Existing Resources

A current Grade 5 Service Manager will be responsible for managing the re-registration assessment and telephone team with their substantive post back filled.

The above includes existing resources required to undertake business as usual activities, including new and outstanding assessments, change of circumstances; retaining the current housing register and shortlisting. The current operational staff will also be required to undertake additional activities of training and user acceptance testing. Some experienced staff will be required to form part of the re-registration team with their substantive post backfilled during re-registration.

Despite the appointment of agency workers being cheaper, it is understood that a team of agency staff were deployed during the last re-registration project and consequently data quality issues were identified.

Project Board are asked to source the 33 additional staff by temporary placements or secondments from non-critical and non-statutory posts within the Directorate, for example, PSS officers for the Customer Re-registration Assistants. A TMO Officer from Bromford could also be negotiated as well as officers from Landlord Services.

It is recognised that the demand during re-registration for assessments, visits and telephone inquiries will vary and for flexibility between the functions are agreed to meet demand.

Applying the above, utilising existing resources, staff and agency the overall estimated staffing cost would be **£206,847.41**

Function	Grade	Existing Resources	Staff	Agency	Resource Cost £
1 Re-Registration Manager	GR5	1	1 Backfill	0	18,574.88
2 x telephone team	GR4	0	0	2	12,070.80
2 x application assessment		2	2 Backfill	0	19,467.30
1 x reviews		1	1 Backfill	0	12,167.07
2 visiting officers	GR3	2.5	1 Backfill	1	10,252.50
5 x application assessment		1	3	2 (1 Backfill)	28,309.81
4 x reviews		1	3	1 Backfill	30,706.01
2 x application assessment	GR2	1		2 (1 backfill)	7,761.60
8 Customer					

Re-registration Assistants		0	4	4	39,380.16
6 x telephones		0	2	4	28,157.28
33	Total	9.5	17	16	206,847.41

Pre Re-Registration Verification

There is an alternative option of visiting and verifying some applicants' circumstances prior to re-registration commencing. For example:

Acute Overcrowding

A different test is being applied under the current and new scheme. For BCC tenants the visiting programme may be able to incorporate these checks. Registered providers could be asked to verify the circumstance of their tenants.

Under Occupied and Significantly Adapted Social Housing

For BCC tenants the visiting programme may be able to incorporate these checks. Registered providers could be asked to verify the circumstance of their tenants

Move On, Child in Need, Foster Carers

These cases are currently actively case managed by the Pathways/Case Management Team.

Exceptional need to move

These applications will have been determined at Senior Officer Review Panel. The main reasons for management points or a direct let being agreed are related to lodgers in occupation, Pathways cases including witness protection, fostering and adoption, delayed discharge, safeguarding cases and Clearance.

The additional staff resources, as identified above would need to be deployed sooner due to the lack of capacity for the Homeless and Pre-Tenancy Service. The services re-design effective since August 2013 is currently operating based upon the new scheme already being effective.

There is a risk that undertaking verification checks to the predicted band 1 and 2 applicants will be an inefficient use of staff time. These applicants may be re-housed prior or during the re-registration exercise. In addition, the Abritas software will not be available to record the outcome of these visits until 28 January 2016, at the earliest.

Accommodation Costs

The re-registration manager, telephone team, application assessment and additional review officers will need to be accommodated in one office location; ideally Lancaster Circus. The total number of staff will be 24. A desk per annum within a CAB building is £2,000. The total cost is estimated to be £13,715.

Printing Costs

It was originally planned for the Northgate letters that would have been generated between January and March 2016 to be cancelled. The cost of the re-registration letters would then partially offset by this expenditure.

During January to March 2015 the bulk printing charge for 23172 items totalled £6855.11. As the current scheme will continue to operate during re-registration, no savings have been identified.

Initial calculations indicate that the printing of 35,000 re-registration and reminder letters plus 21582 assessment outcome letters will cost 0.26 per letter, to print and post by Shared Services at Dollman Street. A total cost of £14, 711.32.

PO Box Address

A new PO Box address will need to be arranged to provide applicants with a postal address to send copies of proofs to support their applications. The cost to set up an address is £252 and Royal Mail requires 10 days' notice.

IT Equipment

The following equipment will be required to support re-registration:

Description	Unit Cost £	Total £
24 Computers (for officers)	308.16	7395.85
8 Computers (2 x 4 HACs) for customer access	308.16 (5 free)	924.48
2 laptops	437.75	875.50
2 x dongles (for 2 visiting officers)	36.65 (+ ongoing costs)	73.30
2 mobile phones – Microsoft lumias 535 (for 2 visiting officers)	77.14 (+ ongoing costs)	154.28
8 Cisco Telephones	0.00	0.00

2 x mobile scanners (for visiting officers)	100	200.00
Total		£9573.41

*on-going costs will be met by the H&PTs

9. Total Re-registration Costs

The total cost for re-registration is estimated as **£250,667.20**

Resource	Cost £
Re-registration Team	206,847.41
Accommodation	13,715.
IT Equipment	9573.41
Printing	14,711.32
PO Box Address	252.00
Review Staff Resource Contingency	13,000
Total	258,099.14

10. Risks

The table below lists the risks identified to date and mitigation:

Risk	Mitigation
<p>There is a risk that user acceptance testing will not be completed or signed off and the Abritas online application is not ready for re-registration.</p> <p>Re-registration will be delayed and the current scheme will need to continue to operate.</p> <p>Failure to meet corporate priority and reputational damage.</p>	<ul style="list-style-type: none"> ➤ Clear management of IT System implementation ➤ Do not close down Home Connections until confident that the new system works. ➤ Review communication strategy and messages
<p>There is a risk that with the essential procedural and system training required for staff there are insufficient staff resources available to meet the operational and re-registration needs.</p>	<ul style="list-style-type: none"> ➤ Progress quickly with development of Training Plan ➤ Prioritise staff training on those who will have re-registration responsibilities. ➤ Additional staff resources be provided

	during re-registration
<p>There is a risk that new applicants who do not qualify under the new scheme will present as homeless.</p> <p>Equally applicants may not qualify for a PRS property due to the SLA criteria.</p> <p>BCC will be unable to discharge its statutory homeless duty, applicants will remain in TA limiting availability and increasing use of B&B.</p>	<ul style="list-style-type: none"> ➤ Secure approval to discharge homeless duty into the PRS in November 2015 and identify alternative methods for discharging homeless duty.
<p>There is a risk that staff will have annual leave to take by the end of March and their availability is more limited. Easter falls the last week in March 2016.</p>	<ul style="list-style-type: none"> ➤ Agree protocol that 5 days leave can be carried over (consider if this can be increased) ➤ Review with staff now their current annual leave and encourage them to take earlier in the year
<p>There is a risk that Business Leads have too much work on and the demands of business as usual will limit their focus on project development causing delay.</p>	<ul style="list-style-type: none"> ➤ Further leads from the Business to be identified who can assist with particular aspects of the programme ➤ Business Change support provided to aid with project planning and review ➤ Senior Management to consider conflicting pressures on staff and manage as needed
<p>There is a risk that too many home visits are required to verify acute overcrowding and these cannot be met in timescales and so customers are left unable to bid</p>	<ul style="list-style-type: none"> ➤ When family qualifies for Band 1 under Overcrowding consideration given as to any other priorities they meet which can be quicker assessed ➤ Liaison with Landlord Services and Registered providers to confirm this or see if recent home visits have taken place ➤ Programme of targeted home visits begin prior to re-registration
<p>There is a risk that those customers re-registering could submit a joint application and the co-tenant may not have been on the list previously so will not</p>	<ul style="list-style-type: none"> ➤ Joint applicants will be required to pass the automated on-line eligibility criteria ➤ Landlord Services will continue to check

have been checked for eligibility. The impact of this is that tenancies may be granted to those ineligible	application information and circumstances at letting
There is a risk that excessive phone calls are generated. The impact of this will be to further hamper the work of the call centre and create customer frustration	<ul style="list-style-type: none"> ➤ Ongoing work to support the capacity of the call centre ➤ Design forms and letter to discourage non urgent phone calls to 303 7140 ➤ Dedicated re-registration telephone team to be established
There is a risk that some people may experience difficulties applying on line.	<ul style="list-style-type: none"> ➤ Development of an Equality Analysis and further mitigation strategy to be developed ➤ Ensure digital inclusion for all those who do not have online access or experience.
There is a risk that people are too late to re-register	<ul style="list-style-type: none"> ➤ Need to make clear timescales and that late applications will not be accepted. ➤ People will be able to register late however they will lose their original date
There is a risk that by delaying re-registering of those on higher bands there will be under utilisation of staff in the first few weeks and then excessive volumes meaning the 5 week turn around cannot be met	<ul style="list-style-type: none"> ➤ Monitoring group to closely oversee the weekly delivery, use of resources and progress
We cannot guarantee that delayed/late re-registered applications (particularly current band 4s) will be processed in time and can then bid from go live.	<ul style="list-style-type: none"> ➤ This will be clearly communicated in all correspondence.
There is a risk of legal challenge if people find themselves prevented from bidding on the new system as they are awaiting approval.	<ul style="list-style-type: none"> ➤ Re-registration manager to closely oversee and monitor weekly delivery, use of resources and progress
A Northgate update is scheduled with testing scheduled to commence in October 2015. This places additional pressure on the project team and any slippage of timescales will coincide with re-registration, Abris testing and staff training.	<ul style="list-style-type: none"> ➤ Super users identified for training and testing ➤ Review Northgate and Abris interface specifications.

11. Dependencies

The following dependencies to the success of this project have been identified:

Dependency	Mitigation
Communication Work Stream	<ul style="list-style-type: none"> ➤ Communication Plan ➤ Internal Policy Briefings ➤ Stakeholder Policy Briefings ➤ Allocations Scheme Policy and Summary Publication ➤ Publication Campaign
Business Design Work Stream	<ul style="list-style-type: none"> ➤ Procedure Portfolio ➤ Training Programme
Housing Advice	<ul style="list-style-type: none"> ➤ Provision of housing advice and information to disqualified applicants ➤ Uncertainty relating to housing advice provision and access points
Private Rented Sector Discharge	<ul style="list-style-type: none"> ➤ Lack of availability of affordable properties ➤ IT system to support and monitor ➤ Cabinet approval in November 2015.

Vicki Pumphrey

6 October 2015



Housing and Homes O&S Committee: Work Programme 2016/17

Chair: Cllr Victoria Quinn

Committee Members: Cllrs Gurdial Singh Atwal, Andy Cartwright, Matthew Gregson, Roger Harmer, Des Hughes, Mahmood Hussain, Mary Locke, Gary Sambrook, Sybil Spence, Ron Storer, Margaret Waddington

Officer Support: Scrutiny Team: Benita Wishart (464 6871) and Jayne Power (303 4810)
Committee Manager: Marie Reynolds (464 4104)

1 Meeting Schedule

Date	Item	Officer Contact / Attendees
28 June 2016 Committee Room 6	Informal Meeting: Work Programme Discussion	Benita Wishart/Jayne Power, Scrutiny Office
19 July 2016 Committee Room 2	Cabinet Member for Housing and Homes <ul style="list-style-type: none"> To set out key priorities New Housing Allocations Scheme Private Rented Sector	Marcia Wynter, Cabinet Support Officer Mike Walsh, Head of Service – Intelligence, Strategy and Prioritisation, Commissioning Centre of Excellence Pete Hobbs, Service Integration Head, Private Rented Sector
6 September 2016 Committee Room 2	<i>Developing a new Housing Strategy TBC</i>	<i>Mike Walsh, Head of Service – Intelligence, Strategy and Prioritisation, Commissioning Centre of Excellence</i>
11 October 2016 Committee Room 2		
8 November 2016 Committee Room 2		
12 December 2016 Committee Room 2		



Date	Item	Officer Contact / Attendees
17 January 2017 Committee Room 2		
14 February 2017 Committee Room 6		
7 March 2017 Committee Room 2		
11 April 2017 Committee Room 2		

2 Further work areas of interest

2.1 The following work programme items could be scheduled if members wish to investigate further:

3 Other Meetings

Call in Meetings

Petitions

*None
scheduled*

Councillor Call for Action requests

*None
scheduled*

It is suggested that the Committee approves Tuesday at 2.00pm as a suitable day and time each week for any additional meetings required to consider 'requests for call in' which may be lodged in respect of Executive decisions.



4 Forward Plan for Cabinet Decisions

The following decisions, extracted from the Cabinet Office Forward Plan of Decisions, are likely to be relevant to the Housing and Homes O&S Committee's remit.

Reference	Title	Portfolio	Proposed Date of Decision
001429/2016	Disposal of Surplus Properties	Leader	26 July 2016
001605/2016	Meadway Regeneration – Recommended Contract Award – Public	Housing and Homes	26 July 2016
002049/2016	Housing Repairs, Maintenance and Investment Contract HRMF2039 South – Public	Housing and Homes	26 July 2016
002032/2016	Tender Strategy for the Provision of Major Adaptations for Housing (PO344) – Public Report	Value for Money and Efficiency	26 July 2016
001227/2016	Building Birmingham: BMHT Development Programme for 2016/7 and 2017/8	Housing and Homes	20 Sept 2016
001895/2016	Yardley Brook Full Business Case (FBC) approval	Housing and Homes	20 Sept 2016
001959/2016	Driving Housing Growth through the acquisition of Private Sites	Housing and Homes	20 Sept 2016
001961/2016	Land Appropriations to support Housing Growth	Housing and Homes	20 Sept 2016
001962/2016	Private – Land Appropriations to support Housing Growth	Housing and Homes	20 Sept 2016
002066/2016	Provision of Temporary Accommodation through Private Sector Leasing PO328 – Public	Value for Money and Efficiency	20 Sept 2016

