

EXECUTIVE

Tuesday, 17th March, 2020
6.30 pm





EXECUTIVE

BURNLEY TOWN HALL

Tuesday, 17th March, 2020 at 6.30 pm

This agenda gives notice of items to be considered in private as required by Regulations (4) and (5) of The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

Members are reminded that if they have detailed questions on individual reports, they are advised to contact the report authors in advance of the meeting.

Members of the public may ask a question, make a statement, or present a petition relating to any agenda item or any matter falling within the remit of the committee.

Notice in writing of the subject matter must be given to the Head of Legal & Democracy by 5.00pm on the day before the meeting. Forms can be obtained for this purpose from the reception desk at Burnley Town Hall, Manchester Road or at the Contact Centre, Parker Lane, Burnley or from the web at: <http://burnley.moderngov.co.uk/ecCatDisplay.aspx?sch=doc&cat=13234> . You can also register to speak via the online agenda. Requests will be dealt with in the order in which they are received.

AGENDA

1) *Apologies*

To receive any apologies for absence

2) *Minutes*

5 - 20

To approve as a correct record the Minutes of the meeting held on 17th February 2020.

3) *Additional Items of Business*

To determine whether there are any additional items of business which, by reason of special circumstances, the Chair decides should be considered at the meeting as a matter of urgency.

4) *Declaration of Interest*

In accordance with the Regulations, Members are required to declare any personal or personal and prejudicial interests they may have and the nature of those interests in respect of items on this agenda and/or indicate if S106 of the Local Government Finance Act 1992 applies to them.

- 5) Exclusion of the Public**
To determine during which items, if any, the public are to be excluded from the meeting.
- 6) Right To Speak**
To consider questions, statements or petitions from Members of the Public
- 7) Scrutiny Review Report - Railway** 21 - 28
To consider a report from the Railway Scrutiny Review Group.
- 8) Revised B-with-us Allocations Policy** 29 - 78
To seek approval for the revised B-with-us Allocations Policy.
- 9) Homes England Investment Partner and Registered Housing Provider** 79 - 82
To seek approval to apply to Homes England to become an Investment Partner and a Registered Housing Provider and submit a bid for grant funding.
- 10) Organisational Development Strategy 2020** 83 - 100
To seek approval for the Council's revised Organisational Development Strategy.
- 11) Exclusion of the Public**
To determine during which items, if any, the public are to be excluded from the meeting and to consider the exclusion of the public from the meeting before discussion takes place on the following items of business on the grounds that in view of the nature of the business to be transacted if the public were present there would be a disclosure to them of exempt information within the meaning of Part VA of the Local Government Act 1972.

PRIVATE ITEMS

Details of any representations received by the Executive about why any of the following reports should be considered in public – None received.

Statement in response to any representations – Not required

- 12) Sale of Land adjoining Burnley Police Station, Parker Lane, Burnley** 101 - 104
To seek approval for the sale of land adjoining Burnley Police Station, Parker Lane, Burnley, Burnley.
Information relating to the financial or business affairs of any particular person (including the authority holding that information)
- 13) Sale of Land at Centenary Way/Red Lion Street, Burnley** 105 - 110
To seek approval for the sale of land at Centenary Way/Red Lion Street.
Information relating to the financial or business affairs of any particular

person (including the authority holding that information)

MEMBERSHIP OF COMMITTEE

Councillor Charlie Briggs
Councillor Margaret Lishman
Councillor Gordon Birtwistle

Councillor Ivor Emo
Councillor Cosima Towneley

PUBLISHED

Monday, 9 March 2020



EXECUTIVE

BURNLEY TOWN HALL

Monday, 17th February, 2020 at 6.30 pm

PRESENT

MEMBERS

Councillors C Briggs, M Lishman, G Birtwistle, I Emo and C Towneley

OFFICERS

Mick Cartledge	– Chief Executive
Lukman Patel	– Chief Operating Officer
Paul Gatrell	– Head of Housing & Development Control
Asad Mushtaq	– Head of Finance and Property
Kate Ingram	– Strategic Head of Economy and Growth
Clare Jackson	– Housing Manager
Eric Dickinson	– Democracy Officer

ALSO IN ATTENDANCE

Councillors Mark Townsend and John Harbour

67. Minutes

To approve the Minutes of the last meeting held on the 10th December 2019.

68. Minutes of Executive Individual Decisions

That the Minutes of Executive Individual Decisions made since the last meeting be noted, as follows ;

Minute 4- Waste and Cleansing Contract Extension and Future Profit Share for Commercial Waste Contract (5th December 2019)

Minute 5- PSPO: Collections and Face To Face Sales Code of Conduct (23rd December 2019)

69. Order of the Agenda

IT WAS AGREED

That Items 19 and 20 on the agenda be considered before Item 18.

70. Use of Glyphosate by the Council

PURPOSE

To consider a motion from the Green Party for the Council to cease all use of glyphosate herbicide and to recommend action that the Council will take in response.

REASON FOR DECISION

Glyphosate is certified and approved for the control of weeds in public places and is the safest and most cost-effective method available. However, there is growing popular and political pressure to eliminate the use of glyphosate, which may lead to the chemical being de-listed at some point in the future. It is therefore prudent for the Council to investigate ways in which glyphosate and other pesticides could be eliminated

The Sustainable Use of Pesticides Directive (2009/128/EC) promotes the use of integrated pest management and the use of alternative non-chemical alternatives

DECISION

- (1) That phasing out the use of pesticides and herbicides on land that it owns or manages by undertaking trials of alternative techniques and reviewing progress made by other authorities be investigated;
- (2) That a trial be undertaken to cease the use of glyphosate in children's play areas and in Thompson and Ightenhill parks from April 2020 to the end of September 2020 using alternative methods of mechanical and steam treatment to manage weeds;
- (3) That the use of the organic herbicide pelargonic acid be trialled for control of weeds around graves in Burnley Cemetery from April 2020 to the end of September 2020;
- (4) That the use of glyphosate be continued to control highway weeds but instigate trials of integrated weed control to reduce the quantity of herbicide used, including a trial of spot treating weeds using a hand-held CDA in a representative area of the Borough;
- (5) That Scrutiny Committee be requested to review the outcome of trials and review the progress being made by other local authorities to reduce/eliminate glyphosate use and to complete this by the end of November 2020;
- (6) That the Green Party's desire to see glyphosate-based herbicides banned be noted, but relies on regulatory agencies to determine the safety or otherwise of regulated pesticides; and
- (7) That the Leader of Lancashire County Council and Minister of State at the Department for Environment and Rural Affairs be written to informing them of this Council's resolution.

71. Passivhaus Standards

PURPOSE

To respond to the Passivhaus Motion raised at Full Council on the 18th December 2019 (Appendix 1) regarding the Council's policy and approach to energy efficiency, fuel poverty and climate change.

REASON FOR DECISION

To protect the Council's financial position and avoid any consequences that could affect the Council's ability to deliver high quality affordable homes and housing regeneration programmes.

The Local Plan was adopted in July 2018 following extensive consultation and a public examination. Supplementary Planning Documents (SPDs) cannot be used to introduce new policy requirements and can only be used to build upon and provide more detailed advice and guidance on the application and interpretation of policies within the Local Plan. Passivhaus is not a policy requirement in the current Local Plan and therefore it is not possible to introduce this as a requirement through an SPD.

The government's proposal to increase the energy efficiency of new dwellings through uplifts to the building regulations in 2020 and a Future Homes Standard in 2025 would better address part 3 of the motion.

To explore the possibility of improving energy efficiency in properties renovated under the Empty Homes Programme.

DECISION

- (1) That the proposals set out in the motion not be adopted due to potential service and financial implications for the Council and the inability to set new policy requirements via a Supplementary Planning Document. However, that the preparation of a Design SPD be considered which inter alia includes guidance on energy efficiency measures. (Local Development Scheme agenda item); and
- (2) That Officers be authorised to conduct a review of the specification of renovation work applied to the empty homes programme and seek opportunities to improve the property Energy Performance Certificate (EPC) rating above level C.

72. Council Tax Support Scheme and Second Homes Discount

PURPOSE

To present the findings of the Council Tax Support Scheme consultation with regards to changing the reduction of entitlement from 17.5% to 15% over a 2-year period and to note the review and unchanged second homes zero discount on Council Tax.

REASON FOR DECISION

Council Tax Support Scheme

A phased change over 2 years of the reduction in entitlement from 17.5% to 15.0% to ensure those low-income working age claimants of Council Tax Support are additionally supported.

Second homes discount

After review of the Council's discount policies on Council Tax, officers see no compelling case to introduce a discount for second homes (furnished houses that are not the sole or main residence of an individual), which is in-line with most authorities in Lancashire.

DECISION

- (1) That Full Council be recommended to approve and adopt changes to the Council Tax Support Scheme for 2020/21 and 2021/22 onwards such that any entitlement in accordance of the scheme is reduced to 16.0% in 2020/21 and to 15.0% from 2021/22 onwards, which represent a change to the current reduction of entitlement of 17.5%;and
- (2) That Full Council be recommended to note the review of the policy not to award any discount on Council Tax for second homes and that it will remain unchanged.

73. Revenue Budget Monitoring Q3 2019-20

PURPOSE

To report the forecast outturn position for the year as at 31 March 2020 based upon actual spending and income to 31 December 2019.

This report shows the current forecast year end outturn position based upon the forecast savings identified as at the end of the current reporting period. There is one more reporting period remaining of the current financial year in which to identify any additional forecast underspends. These will be reported in the year end final outturn report. Any shortfall in attaining the in-year savings target will be funded from the Revenue Support Reserve, which has been established for this purpose

REASON FOR DECISION

To give consideration to the level of revenue spending and income in 2019/20 as part of the effective governance of the Council and to ensure that appropriate management action is taken to ensure a balanced financial position.

DECISION

- (1) That the projected revenue budget forecast position of an overspend of £140k be noted, as summarised in Table 1 and detailed in Appendix 1. Also note the position as at the end of the quarter on the achievement of salary and non-salary savings targets and the balances yet to be found, as can be seen in Table 2;
- (2) That Full Council be recommended the latest revised net budget of £15.815m as shown in Table 1;
- (3) That Full Council be recommended the net transfers to earmarked reserves of £0.819m as shown in Appendix 2;and
- (4) That Full Council be recommended the carry forward of forecast unspent budgets as requested by Heads of Service in Appendix 3. These amounts totalling £166k, are all funded by external grant income and are to be transferred into the revenue grants unapplied reserve. The monies will be transferred back out to create additional revenue budgets in 2020/21 or when required. Government grant monies which are

not fully spent in accordance with the grant conditions may have to be returned to the relevant government body.

74. Capital Budget Monitoring Q3 2019-20

PURPOSE

To provide Members with an update on capital expenditure and the resources position along with highlighting any variances

REASON FOR DECISION

To effectively manage the 2019/20 capital programme.

DECISION

- (1) That Full Council be recommended the approval of net budget changes totalling a decrease of £2,134,195 giving a revised capital budget for 2019/20 totalling £15,347,289 as detailed in Appendix 1;
- (2) That Full Council be recommended the approval of the proposed financing of the revised capital budget totalling £15,347,289 as shown in Appendix 2;
- (3) That the latest estimated year end position on capital receipts and contributions be noted showing an assumed balance of £1,712,632 at 31 March 2020 as shown in Appendix 3; and
- (4) That it be noted that non-earmarked Ward Opportunities Fund monies will not be rolled forward into 2020/21 budgets, unless they are subject to spending plans submitted by 31st March 2020. These commitments must be spent by 30th June 2020. There will be no new commitments accepted after 31st March 2020. Any unspent and unearmarked monies will then be used to contribute to the Council's capital programme.

75. Revenue Budget 2020-21

PURPOSE

To consider the estimates of revenue income and expenditure for 2020/21 and to make recommendations to full Council about next year's Revenue Budget.

REASON FOR DECISION

To fulfil the Council's statutory obligation to calculate its Council Tax requirement as set out in Section 31A of the Local Government Act 1992 (as amended by section 74 of the Localism Act 2011).

To set a balanced budget for the financial year 2020/21 that ensures the viability of the Council and aligns resources to the Council's strategic priorities.

DECISION

That Full Council be recommended, as amended in recommendation (7) and (8), to:

- (1) Endorse the approach that has been adopted in developing budget proposals that reflect the Council's Strategic Objectives for 2020/21;

- (2) Approve the proposals contained in this report;
- (3) Set a Council Tax Requirement of £7,159,947 for the financial year 2020/21;
- (4) Set a Net Budget Requirement of £15,692,967 for 2020/21;
- (5) Receive and consider the statutory report issued by the Head of Finance and Property under the Local Government Act, 2003;
- (6) Authorise the Chief Operating Officer/Heads of Service to progress action plans to deliver the 2020/21 budget;
- (7) Note Scrutiny Committee's comments on 13th February 2020 on Community Skips and note then that the Executive commits to work with Officers to design the parameters of the Community Skips pilot;
- (8) Reduce the Community Skips pilot's budget from 25k to 20k with an extra 5k provided for Burnley Wood Community Centre; and
- (9) Approve a Council Tax (Band D) figure of £306.19 for this Council for the year commencing 1st April 2020 and adopt the statutory resolution to set the full Council Tax for the year. This is equivalent to a 1.99% Council tax increase.

76. Medium Term Financial Strategy 2020-21 including Reserves Strategy

PURPOSE

To consider the longer term financial outlook within the context of a Medium-Term Financial Strategy covering the financial years 2021/22 to 2024/25, highlighting uncertainties, underlying risks and make recommendations to Council. The Medium-Term Financial Strategy should be read in conjunction with the Revenue Budget 2020/21 and the associated statutory report of the Chief Finance Officer.

REASON FOR DECISION

Professional accounting practice recommends that a medium term financial strategy is in place to ensure that resources are aligned to strategic intent and business objectives. It also provides a firm and robust basis on which to prepare the annual budget. Given the current financial climate, the need for consideration of the medium term financial position is pertinent to ensuring sustainable service delivery and for the Council to remain viable as a going concern.

DECISION

- (1) That Full Council be recommended the approval of the latest Medium-Term Financial Strategy;
- (2) That Full Council be recommended the approval of the Reserves Strategy, as appended to the Medium-Term Financial Strategy; and
- (3) That Full Council be recommended to note that a refreshed document will be provided when required as an aid to monitoring the continued delivery of an annually balanced budget.

77. Capital Budget 2020-21 and Capital Investment Programme 2020-25

PURPOSE

To recommend approval of the capital budget for 2020/21

REASON FOR DECISION

To establish a capital budget that reflects the Council's overall priorities and provides a framework for capital spending to be undertaken during 2020/21. Delegation to officers to evaluate and accept the Padiham Town Hall works tender is needed to enable the scheme to commence and be completed before the funding programme deadlines

DECISION

- (1) That Full Council be recommended to approve the 2020/21 Capital Budget, totalling £19,437,603, as set out in Appendix 1;
- (2) That Full Council be recommended to note the 2020-25 Capital Investment Programme as set out in Appendix 1;
- (3) That Full Council be recommended to note the estimated position on capital resources as set out in Appendix 2;
- (4) That subject to (1) above to:
 - (a) Approve the release of capital scheme budgets including slippage from 2019/20, subject to compliance with the Financial Procedure Rules and that there will be full compliance with Standing Orders for Contracts;
 - (b) Delegate Authority to the Strategic Head of Economy & Growth to enter into funding agreements with the LEP and Historic England, for the Padiham Town Hall Improvements and Lower St James Street Historic Action Zone schemes, as detailed in Appendix 1;
 - (c) Approve tendering of the work for Padiham Town Hall Improvements;
 - (d) Delegate authority to the Strategic Head of Economy & Growth to evaluate and accept the winning tender and contractor to undertake the work, in 4 (c); and
- (5) That Full Council be recommended to approve the Capital Strategy 2020-25, as set out in Appendix 4

78. Treasury Management Strategy 2020-21 and Prudential Treasury Indicators

PURPOSE

To comply with the amended Chartered Institute of Public Finance and Accountancy's (CIPFA) Code of Practice on Treasury Management 2011.

To outline a treasury management strategy statement for the financial year 2020/21.

To set out prudential indicators for the financial years 2020/23 in line with the CIPFA's Prudential Code 2017.

To seek approval for the Council's Minimum Revenue Provision (MRP) Policy Statement for the financial year 2020/21 in accordance with Government regulations, noting the change to the proposed method of calculating MRP.

To update the Council's Treasury Management Practices (TMPs) in line with the CIPFA's Code of Practice.

REASON FOR DECISION

To provide the proper basis required by current Government regulations and guidance to make charges for debt repayment (MRP) to the Council's revenue account.

To fulfil statutory and regulatory requirements and to provide a clear framework for local authority capital finance and treasury management.

DECISION

That Full Council be recommended approval of the following, as also set out in the amended report and Appendices 1 and 2 in the supplementary agenda ;

- (1) The treasury management strategy statement for 2020/21 as set out in Appendix 1;
- (2) The prudential and treasury indicators for 2020/21 to 2022/23 per Appendix 2 including the authorised limit for external debt of £52.432m in 2020/21;
- (3) The list of Counterparties for Deposits outlined within Appendix 3;
- (4) The Council's MRP Statement for 2020/21 as set out in Appendix 4 of this report; and
- (5) The TMP's set out in Appendix 8 of this report.

79. Strategic Plan

PURPOSE

To seek Executive endorsement of the Strategic Plan (appendix 1).

REASON FOR DECISION

The Strategic Plan sets out a clear vision for the future at a time of challenging budget decisions: one that is evidence based, shared by all units of the Council, and is in tune with the aspirations of local people

DECISION

That Full Council be recommended to approve the Strategic Plan.

80. Local Development Scheme (LDS)

PURPOSE

The purpose of this report is to seek Executive's approval of a revised Local Development Scheme and in particular to confirm a revised timetable for the proposed Gypsy and Traveller Site Allocations DPD

REASON FOR DECISION

Councils are required by legislation to prepare and maintain a Local Development Scheme (LDS) setting out the Development Plan Document (DPDs) they intend to prepare, their scope and the timetable for their production.

The Council's current LDS was adopted in January 2018 and now needs revising to reflect slippage in the preparation of the proposed Gypsy and Traveller Site Allocation(s) DPD and to reflect changes to national planning policy and legislation.

A number of older-style SPGs and SPGs prepared to support the earlier 2006 Local Plan are considered to be no longer appropriate for retention.

The Council does not have sufficient staff resources to allow the preparation of a Design Guide SPD concurrently with other work current and proposed commitments

DECISION

- (1) That the revised Local Development Scheme attached at Appendix 1 be adopted; and
- (2) That the three Supplementary Planning Guidance documents (SPGs) and four Supplementary Planning Documents (SPDs) listed in the table (in paragraph 35) as set out below be cancelled.;

Document Title	Date of Adoption	To be replaced?
Children's Day Nurseries	January 1998	No
Dormer Extensions	September 1991	Yes – to be incorporated within the Residential Extensions SPD
Shop Front Security Shutters	January 1998	Yes - Replaced by Shopfront and Advertisement Design SPD
Design Guidelines for Burnley Wood SPD	July 2006	In part by new Local Design Code* and/or Design Guide SPD
Design Guidelines for Daneshouse, Stoneyholme, Duke Bar SPD	July 2006	In part by new Local Design Code* and/or Design Guide SPD
Design Guidelines for South West Burnley SPD	July 2006	In part by new Local Design Code* and/or Design Guide SPD
South West Burnley Development Brief	January 2010	In part by new Local Design Code* and/or Design Guide SPD

81. Air Quality Supplementary Planning Document (SPD)

PURPOSE

The purpose of this report is to seek approval to undertake formal public consultation on a draft Air Quality Management: Protecting Health and Addressing Climate Change Supplementary Planning Document (SPD).

The draft SPD (attached at Appendix A) has been prepared to support the implementation of Burnley's Local Plan. Once adopted, it will become a material consideration to be used in the determination of relevant applications

REASON FOR DECISION

To meet the Council's commitment to preparing an Air Quality SPD as set out in Burnley's Local Plan and the Council's Local Development Scheme (LDS) and to seek comments in accordance with the relevant regulations and commitments in the Council's Statement of Community Involvement (SCI).

To meet the Council's commitments set out in the 2019 Air Quality Annual Status Report (ASR) in fulfilment of Part IV of the Environment Act 1995

DECISION

- (1) That the draft Air Quality Management: Protecting Health and Addressing Climate Change SPD be approved for public consultation for a six-week consultation period commencing on 27 February 2020; and
- (2) That, up to the start of the consultation period, the Strategic Head of Economy and Growth be authorised by the Executive to make minor changes to the wording or layout of the draft SPD, providing that the changes do not materially change the meaning of the consultation document.

82. Pay Policy Statement 2020-21

PURPOSE

To seek approval for the Council's Pay Policy Statement which is required to be published prior to the end of March each year.

REASON FOR DECISION

The Localism Act 2011 – [Chapter 8 - Pay Accountability], requires all local authorities to set out its position on a range of issues relating to the remuneration of its employees. The Pay Policy Statement must be approved by the Council in open forum, by the end of March each year and then be published on its website.

DECISION

- (1) That Full Council be recommended to approve this report and the attached Pay Policy Statement for 2020/21; and
- (2) That Full Council be recommended to note the Council's Gender Pay Gap report which is at Appendix H of the Pay Policy Statement.

83. Tenant Fees Act 2019

PURPOSE

To implement the new enforcement powers contained in the Tenant Fees Act 2019 (the Act).

REASON FOR DECISION

The use of these new powers will support and complement the work that the Council continues to deliver to tackle rogue landlords. It will ensure tenants are not charged unlawful and unaffordable fees.

DECISION

That the use of the Act be approved and it be noted that subsequently the Leader has the power to amend Part 3 (Executive) Functions to delegate the implementation of the Act including discretionary powers to the Head of Housing and Development Control.

84. Burnley Housing Agency

PURPOSE

The purpose of this report is to seek approval for the reorganisation of the private sector housing team including the development of additional projects to support resident's wellbeing.

REASON FOR DECISION

On the 23rd August 2019 the Lancashire Advancing Integration Board approved the use of DFG funds to support Home Improvement Agencies (HIA) in local authority districts (Appendix 2). Using a proportion of the 2019/20 DFG allocation will facilitate the delivery of the Integrated Health and Wellbeing Team which will continue to deliver projects and HIA services to help keep people safe and well in their own homes.

To increase the number of proactive inspections in the selective licensing areas to improve housing conditions. To increase the number of empty properties brought back into use each year and to continue to offer the most vulnerable residents of Burnley services that support their wellbeing when Lancashire County Council (LCC) cease funding the HIAs in March 2020.

To support the Council's objective of making the borough a dementia friendly community.

The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 requires local authorities to have a policy which sets out the projects and services in relation to private sector housing renewal and focusses specifically on the provision of financial assistance and other forms of assistance that the council is able to offer to improve the standards of housing and the quality of life for qualifying residents. The Council's current policy is the Housing Renewal Policy 2012 which requires amending to reflect the services of the proposed Integrated Health and Wellbeing Team.

Not funding any HIA work is rejected as this option detracts from the Council's priority of creating flourishing, healthy and confident communities. Funding an existing HIA to continue the work (which is currently undertaken by St. Vincent's) was considered, however the creation of the in house Integrated Health and Wellbeing Service is more cost effective and enables the Council to control and shape a comprehensive service for vulnerable occupiers, delivering a range of grants and initiatives in an integrated way that will improve the health, safety and welfare of Burnley's residents.

The integration of grants, HIA services and additional services such as the dementia dwelling grants will ensure a customer centred approach, to understand their needs in one visit. Improving the accessibility as well as the safety of the home will help to reduce ill health caused by excess cold, dampness or trips and falls which in turn will reduce the need for hospital admission or assist with hospital discharge

DECISION

- (1) That the reorganisation of the private sector housing team be approved including a net increase of two full time posts as detailed in (Appendix 1);
- (2) That the costs associated with operating an Integrated Health and Wellbeing Team be approved, funded from the Disabled Facilities Grant (DFG) allocation of the Better Care Fund; and
- (3) That authority be delegated to the Head of Housing and Development Control, in consultation with the Portfolio Holder for Housing and Leisure, to amend the Housing Renewal Policy 2012.

85. Empty Homes Programme

PURPOSE

To seek approval to make several Compulsory Purchase Orders (CPOs) for long term vacant properties in the private sector.

To dispose of the properties in accordance with the Council's Disposal of Empty Dwellings Policy and scheme of delegation or to Calico Homes as appropriate.

REASON FOR DECISION

The owners of these properties have been contacted and have either not responded at all or have given no reasonable proposals for renovating the property or bringing it back into housing use.

These properties are long term vacant properties, being empty, in some cases for over 20 years. Without intervention by the Council through acquisition by agreement or CPO the properties may remain vacant, continue to deteriorate, attract anti-social behaviour, fly-tipping and arson, all of which cause fear in local residents, resulting in a declining neighbourhood.

20 Carter Street Burnley has been vacant since 16th April 2018

47 Piccadilly Road Burnley has been vacant since 12th February 1996

45 Reed Street Burnley has been vacant since 20th January 2008

68 Reed Street Burnley has been vacant since 7th January 2010

77 Piccadilly Road Burnley has been vacant since 25th September 1995

14 Parkinson Street Burnley has been vacant since 20th June 2014

28 Parkinson Street Burnley has been vacant since 21st February 2010

71 Branch Road Burnley has been vacant since 17th August 2012

9 Brief Street Burnley has been vacant since 21st January 2019

12 Redvers Street Burnley has been vacant since 31st July 2008

15 Hudson Street Burnley has been vacant since 7th March 2014

17 Hudson Street Burnley has been vacant since 27th February 2015

5 Florence Street Burnley has been vacant since 18 September 2015

21 Norman Street Burnley has been vacant since 26th January 2000

23 Lawrence Street Padiham has been vacant since 18th May 2015

Through the Vacant Property Initiative and Empty Homes Programme over 130 properties have been acquired, refurbished and re-sold or re let, bringing those properties back into use and providing high quality accommodation.

DECISION

(1) That the Head of Housing and Development Control in consultation with the Executive Member approve in pursuance of the powers obtained under Section 17 of the Housing Act 1985 (as amended) to make the following compulsory purchase orders for the purpose of renovation and/or re-sale by the most appropriate method:

The Burnley (20 Carter Street Burnley) Compulsory Purchase Order 2020

The Burnley (47 Piccadilly Road Burnley) Compulsory Purchase Order 2020

The Burnley (45 Reed Street Burnley) Compulsory Purchase Order 2020

The Burnley (68 Reed Street Burnley) Compulsory Purchase Order 2020

The Burnley (77 Piccadilly Road Burnley) Compulsory Purchase Order 2020

The Burnley (28 Parkinson Street Burnley) Compulsory Purchase Order 2020

The Burnley (71 Branch Road Burnley) Compulsory Purchase Order 2020

The Burnley (12 Redvers Street Burnley) Compulsory Purchase Order 2020

The Burnley (15 Hudson Street Burnley) Compulsory Purchase Order 2020

The Burnley (17 Hudson Street Burnley) Compulsory Purchase Order 2020

The Burnley (5 Florence Street Burnley) Compulsory Purchase Order 2020

The Burnley (21 Norman Street Burnley) Compulsory Purchase Order 2020

The Burnley (23 Lawrence Street Padiham) Compulsory Purchase Order 2020

(2) That the Head of Legal and Democratic Services be authorised to agree terms for the acquisition of the properties, to acquire the properties in this report by agreement as an alternative to compulsory purchase in accordance with the terms of delegation;

(3) To authorise the Head of Legal and Democratic Services to make minor amendments, modifications or deletions to the CPO schedule of interests and map, should this be necessary, and to finalise the making and submission of the CPO, including promoting the Council's case at public inquiry, if necessary;.

(4) Subject to confirmation by the Secretary of State to authorise the Head of Legal and Democratic Services to secure full title to and possession of the CPO land as appropriate by:

- Serving notice of confirmation of the CPO on all interested parties
- Serving notice of intention to execute a General Vesting Declaration
- Executing the General Vesting Declaration
- Serving Notices to Treat and/or Entry as appropriate
- Acquiring land and interests by agreement if possible

(5) That the tendering of any renovation works be authorised in accordance with SOC 1, 15 and 16 and delegates power to accept the tender to the Head of Housing and Development Control; and

(6) That it be approved that the proceeds from the sale of the properties be recycled back into the Empty Homes Programme for further acquisitions and renovations.

86. Exclusion of the Public

PURPOSE

To consider when it may be relevant to exclude the public from the meeting.

REASON FOR DECISION

Minute numbers 87 and 88 contain exempt information relating to the financial or business affairs of any particular person (including the authority holding that information).

DECISION

That the public be excluded from the meeting before discussion takes place on the items relating to minutes 87 and 88 in view of the nature of the business to be transacted, if the public were present, there would be a disclosure to them of exempt information, within the meaning of Paragraph 12A of the Local Government Act 1972.

The Members of the Council in attendance remained to observe the items subject to the business transacted remaining confidential.

87. Tendering and Appointment of Company for Role of Empty Homes Leasing Scheme Managing Agent

PURPOSE

To seek delegated authority to enter into a further five-year management agreement with Calico Homes Limited as part of the empty homes programme.

REASON FOR DECISION

To continue to operate a leasing scheme as part of the empty homes programme, which will ensure that empty properties in lower demand streets are brought back into use as good quality, well managed affordable homes.

To ensure that that the Council continue to operate a leasing scheme based on market rate fees and maximise income from the scheme.

A Registered Provider presence in these areas of low demand helps to improve the overall management of the housing stock within those streets and provide additional support for the community.

DECISION

- (1) That the Property Services Manager be authorised to agree terms for the new Leases with Calico;
- (2) That the Head of Legal & Democracy be authorised to complete the legal documentation necessary to give effect to the decision; and
- (3) That the proceeds from the leasing of the properties be recycled back into the empty homes programme.

88. Towneley Hall Capital Works and Town Hall Update

PURPOSE

To update the Executive on essential repairs required at Towneley Hall and approve the appointment of specialist consultants to undertake a detailed survey, prepare a maintenance plan outlining work needed to ensure that the conservation of the building is secured, and project manage the works. Also, to update the Executive on the progress of the Town Hall roof repairs and works.

REASON FOR DECISION

To ensure that the Towneley Hall and Town Hall buildings remain in good condition and available for operational use and so that the works can be progressed in a timely and cost-effective manner.

It was stated that all the recommendations in the report were endorsed unanimously by the 13th February 2020 Scrutiny Committee.

DECISION

- (1) That the Head of Finance and Property be authorised to tender a contract for the services of a specialist conservation architect and for project management services to supervise and oversee the works at Towneley Hall and to accept the most economically advantageous tenders;
- (2) That the Head of Finance and Property be authorised to tender a contract for priority works arising from the survey and appoint suitable contractors;

- (3) That the Head of Finance and Property be authorised where reasonably necessary to depart from the Council's Standing Orders for Contracts, in consultation with the Executive Member for Resources & Performance Management;
- (4) That Full Council be recommended to note the progress of the Town Hall works and approve the additional budget required to undertake the stonework repair and phase 4 flat roof works, and it be noted that this corresponded to Option 3 in the 13th February 2020 Scrutiny Committee presentation which was then endorsed unanimously by that Scrutiny Committee;
- (5) That the Head of Finance and Property be authorised to let a contract for essential roof works on phase 4 of the Town Hall; and
- (6) That Full Council be recommended to approve and arrange for the necessary funding arrangements to be put in place to meet the capital requirements for all works set out in this report; and

REPORT TO THE EXECUTIVE



DATE	17/03/2020
PORTFOLIO	None
REPORT AUTHOR	Scrutiny Review Group
TEL NO	
EMAIL	

PURPOSE

1. To consider the outcomes of the second scrutiny review of Manchester Road Railway Station.

RECOMMENDATION

2. That the Executive be recommended to –
 - (1) Work with Lancashire County Council and the newly appointed Government-owned company to progress the car park as a matter of urgency and note Scrutiny's opposition to any fees being introduced.
 - (2) Lobby Antony Higginbotham MP for funds to secure funding for better infrastructure on all northern rail lines and for funds to be released to finish phase 3, in particular with attention to Platform 2 and make the station fully DDA compliant.
 - (3) Instruct the Head of Economy and Growth to progress work with the newly appointed Government-owned Company and Burnley Bondholders to provide a modern advertising scheme at the station.

REASONS FOR RECOMMENDATION

3. To continue to maximise the benefits of the new rail link and facilities for residents of, and visitors to Burnley.

SUMMARY OF KEY POINTS

4. In 2017 the Scrutiny Committee carried out a cross party review to look at the rail link to Manchester, and associated services. Whilst the new station and the rail service to Manchester were held in high regard it was felt that there were still some aspects of the new station facility that could be improved. A report with scrutiny's findings and recommendations were submitted to the Executive in July 2017 and are attached at appendix 1 to this report.

5. In 2019, as part of the Scrutiny Committee's work programme, it was agreed to revisit the station to see what progress had been made on the promises made in 2017.
6. A site visit was made in October 2019 and the following observations were made
 - There was only one publicity sign about Burnley, and it was no more informative than the one displayed in 2017
 - The access to platform 2 was still inadequate and the one shelter on the station was too small
 - The proposed car park on the site of the former Ambulance Station had not happened despite the site having been vacant for some time
7. The Review Group invited the stakeholder manager for Northern Rail and a Lancashire County Council representative to meet and discuss the agreements that had been made in 2017 and to update the review group accordingly.
8. A representative from Lancashire County Council was unable to attend the meeting but did provide a briefing note on the proposed car park, indicating that construction was planned between March and September 2020. The briefing note also indicated that Community Rail Lancashire Ltd (CRL) was drawing up plans for a future Dft Access for All Programme submission for platform 2, but that there was no funding stream available at present. Attached at appendix 2 to this report is photographic evidence showing Leyland Station which is an example of a DDA compliant station
9. Mr Raj Chandarana, Stakeholder Manager for Northern Rail, attended the scrutiny meeting on 16th January 2020 and gave a presentation on the challenges and ambitions of the new franchise for Arriva. He updated members on the rolling stock, which would be refurbished, and the pacer trains phased out by May 2020. On Infrastructure he highlighted the main challenges were congestion on the train lines going into Manchester and the need for a new infrastructure with modern signalling. Currently there was a disconnect between track and train with service recovery (where stops are skipped to recover time) effecting customer satisfaction. On Industrial Relations he advised that the strike issues had been resolved and there would be a second person operating on every northern train. New staff contracts were being issued which would include Sunday operating hours and provide a more reliable Sunday service.
10. In respect of the car park Mr Chandarana said the Northern Rail were working with Lancashire County Council (LCC) on a design plan and that Northern Rail would manage the car park on behalf of LCC but this had to be cost neutral, and hence the possibility of car park charges was under consideration.
11. Kate Ingram, Head of Economy and Growth, reminded members that the Council had contributed 25% of the cost of the new station building and that there were three phases, the next being the car park and phase three making the station DDA compliant. The Council was contributing 10% towards the car park. It had been agreed when the project commenced, by the three partners, Lancashire County Council, Northern Rail and Burnley Borough Council that the station would operate the car park on the principle of it being free to rail users.
12. In respect of advertising at the station, Kate Ingram said that a new location plan had now been displayed and the visitor information was being refreshed and would be displayed by

Spring 2020. She was also working with Northern Rail and Burnley Bondholders on advertisements on the platforms.

13. The review group made the following findings and recommendations

- (i) Findings: That it was taking too long to provide the extra car parking at the station.
Recommendation: That the Council work with LCC and Northern Rail to progress the car park as a matter of urgency. (NB. Since the meeting the franchise for Northern Rail has been taken from Arriva and put under Government control)
- (ii) Findings: There had been insufficient investment by the Government in rail infrastructure improvements particularly in and around central Manchester and this had led to subsequent issues of congestion and time-tabling.
Recommendation;- That the Executive be asked to lobby the MP to secure funding for better infrastructure on all northern rail lines
- (iii) Findings: Based on reports provided by Community Rail Lancashire Ltd. they were currently drawing up plans for a fully compliant DDA scheme to access the West facing platform to seek future DfT Access for All Programme or other funding, in partnership with Northern.
Recommendation: That the Executive be asked to lobby the MP for funds to be made available to finish phase 3 and make the station fully DDA compliant.
- (iv) Findings: Advertising at the station had not materialised in a timely manner but welcomed the progress that had now been made
Recommendation; That the Council progress work with Northern Rail and Burnley Bondholders to provide a modern advertising scheme at the station.

14. Members of the Review Group would like to thank officers and stakeholders for their time in assisting with the review.

FINANCIAL IMPLICATIONS AND BUDGET PROVISION

15. N/a.

POLICY IMPLICATIONS

16. N/a.

DETAILS OF CONSULTATION

17. Council Officers, Members of the public, businesses, Lancashire County Council, Northern Rail.

BACKGROUND PAPERS

18. *N/a*

FURTHER INFORMATION

PLEASE CONTACT: Imelda Grady

ALSO:

Appendix 1 2017 Scrutiny Review Group - Railways

REPORT TO THE EXECUTIVE



DATE	17/03/2020
PORTFOLIO	None
REPORT AUTHOR	Scrutiny Review Group
TEL NO	
EMAIL	

PURPOSE

1. To consider the outcomes of the Scrutiny Review of rail facilities in Burnley, especially Manchester Road Station.

RECOMMENDATION

2. That the Council continues to work alongside and encourage colleagues from Lancashire County Council and Northern Rail to raise the profile of Manchester Road Station, and support Northern Rail to access funding to provide access improvements at the station.

REASONS FOR RECOMMENDATION

3. To maximise the benefits of the new rail link and facilities for residents of, and visitors to Burnley.

SUMMARY OF KEY POINTS

4. A cross party group was established to review the rail link to Manchester, and associated services. The group carried out site visits to stations, spoke with passengers and consulted businesses. Whilst the new station, and the rail service to Manchester was held in high regard, it was felt that there were still some aspects of the new station facility that could be improved.
5. A meeting was held with Northern Rail and Lancashire County Council. The meeting was very positive, and colleagues considered feedback from Members and outlined changes that could be planned, and those that were already planned at the Station.
6. Northern Rail have identified Burnley Manchester Road as one of their 'Northern Connect' hub stations. As such, by 2020 improvements at the station will include wifi and LED lighting. More immediate improvements that are in the schedule are improved ticket vending machines and a smart video retail wall by early 2018.
7. Problems regarding access to, from and around Platform 1 – The design of the station had allowed space within the station footprint for lift access to be installed. Department

for Transport (Access for All) fund could provide some funding to support improved access at the station - Burnley is the only 'Northern Connect' hub station without lift access, raising the profile of the station, and the Council pressing through channels may help to secure funding more quickly. Northern Rail to consider improvements or additions to shelters, and to line marking the platform.

8. Car Parking – The existing car parking at the station is over subscribed, and commuter parking is having a negative impact on residents in surrounding streets. As part of a joint project between LCC and BBC, additional car parking is planned, and work will commence once the site has been vacated. (provision of 70 additional spaces).
9. Availability of Taxis – a taxi rank is available near the station, but is out of line of sight. Lancashire County Council will work with Northern Rail to improve signage where possible.
10. Marketing – stands were available at the Station for leaflets etc to be made available for members of the public arriving at the station. Northern Rail happy to work alongside marketing team to cross promote events and campaigns via other stations and using social media.
11. Access to toilets – requires a key from the ticket office. It can be difficult to obtain quickly if there are queues. Sometimes the toilet is left unlocked, but very much dependent on staffing. Northern Rail will consider options to make toilet access easier.
12. Rosegrove Station – the review group was encouraged by the developments that have taken place at Rosegrove station reflecting the increased passenger numbers there since the introduction of the Manchester Service, and welcome the planned improvements to parking facilities.
13. Members of the Review Group would like to thank all officer, members of the public and stakeholders for their time in assisting with the review.

FINANCIAL IMPLICATIONS AND BUDGET PROVISION

14. N/a.

POLICY IMPLICATIONS

15. N/a.

DETAILS OF CONSULTATION

16. Council Officers, Members of the public, businesses, Lancashire County Council, Northern Rail.

BACKGROUND PAPERS

17. *N/a*

FURTHER INFORMATION

PLEASE CONTACT:

ALSO:

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Revised B-with-us Allocations Policy

Report to Executive



DATE	17th March 2020
PORTFOLIO	Housing & Leisure
REPORT AUTHOR	Wilma Waddingham
TEL NO	01282 477242
EMAIL	wwaddingham@burnley.gov.uk

PURPOSE

1. To seek approval for the revised B-with-us Allocations Policy.

RECOMMENDATION

2. That Executive approve the B with us Allocations Policy.

REASONS FOR RECOMMENDATION

3. To ensure that the B-with-us partnership continues to operate an allocations policy that is fully compliant with the legal and regulatory framework for the allocation of social housing.
4. Failure to update the current allocations policy risk the potential for legal challenge and subsequent loss of reputation and/or financial penalty for the Council as a partner in the scheme.

SUMMARY OF KEY POINTS

5. The Council is a partner of the B-with-us sub regional choice-based lettings scheme which is used to allocate most of the social rented housing across Pennine Lancashire, i.e. Blackburn with Darwen, Burnley, Pendle, Hyndburn and Rossendale.
6. Periodically, the allocations policy is reviewed and following initial external legal scrutiny of the current policy, a number of changes were recommended. The B-with-us Steering Group, on which the Council has representation, has since completed a full review of the Allocations Policy and the proposed, revised policy (Appendix 1) has been subject to consultation between 13th December 2019 and 24th January 2020.

7. Proposed changes to the policy

The new allocations policy includes a number of changes to the previous policy and these are highlighted in detail in Appendix 2, a summary is included below,

Local Connection – introduction of a local connection criteria in order to qualify to join the register

Housing-related debt- greater clarity in terms of how housing debts owed will be considered under the new scheme.

Homeowners- this is a new policy intended to help ensure best use of stock by only allocating to those persons who are unable to secure alternative accommodation, thus applicants who have equity in a property of £120,000 will be disqualified from joining the housing register.

Deliberate worsening of circumstances – this is a new policy and intended to ensure that applicants do not deliberately worsen their circumstances in order to be awarded higher priority.

Suspensions – greater clarity in terms of eligibility and qualification criteria

Banding changes – rearrangement of some of the criteria within bands to ensure that those in a reasonable preference category continue to receive sufficient priority. This includes the addition of a fifth band and the end of cumulative need.

8. Impact of the proposed changes to the allocations policy

Appendix 2, page 9 – 12, also highlights the impact of these changes. In implementing the recommendations made by external legal advice, significant changes are required and unfortunately some applicants will see their banding lower as a result; however, the over-riding priority is that the new allocations policy is fully compliant with the legal and regulatory framework for the allocation of social housing.

FINANCIAL IMPLICATIONS AND BUDGET PROVISION

9. As a result of the proposed changes to the current allocations policy, the B-with-Us database will need to be reconfigured. This has a cost implication; however, these costs will be fully met through reserves held by the B-with-us partnership with no funding will be required from the Council.

POLICY IMPLICATIONS

10. The policy ensures the Council meets its responsibilities under Part VI of the Housing Act 1996 as amended, as well as complying with case law and statutory guidance
11. The Council, as a partner in the B-with-us scheme, would consider the new Allocations Policy as its own policy for allocating social housing.

DETAILS OF CONSULTATION

12. None

BACKGROUND PAPERS

13. None

FURTHER INFORMATION

PLEASE CONTACT: Wilma Waddingham

ALSO: Paul Gatrell

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Allocations Policy

Contents

Section		Page
1: Introduction	1.1 Introduction	3
	1.2 Partnership agreement	3
	1.3 Purpose	4
	1.4 Principles	4
	1.5 Adopting this policy	7
	1.6 Avoiding discrimination	7
	1.7 Discretion	7
	1.8 Challenges about this policy	8
2: Information, Applications, Suspensions and Decision Making	2.1 Information	9
	2.2 Applications	10
	2.3 Reviews	13
	2.4 Suspensions	14
	2.5 Decision Making	14
3: Eligibility and Qualification	3.1 Eligibility	15
	3.2 Qualification	16
	3.3 Local connection	18
	3.4 Exemptions to Local Connection	19
	3.5 Transfer applicants	19
	3.6 Determining eligibility and qualification	20
	3.7 Subsequent applications	20
	3.8 Deliberate worsening of circumstances	20
4: Allocations	4.1 Determining priority for an allocation	21
	4.2 Prioritising applicants	21
	4.3 Bedroom allocation	22
	4.4 Changes in circumstances	23
	4.5 Local Lettings Plans	24
	4.6 Additional priority	24
5: Being Allocated a Property	5.1 Choice based lettings	26
	5.2 Refusal of accommodation offers	26
	5.3 Direct lets	27
	5.4 Other general points	27
Appendices	Appendix One – Local Connection	29
	Appendix Two – Homeless Prevention	31

Section 1: Overview

1.1 Introduction

B-with-us is a partnership agreement between local housing authorities and registered providers of social housing in Pennine Lancashire (all listed below). The partnership has agreed, by the signing of a Memorandum of Understanding document, to operate a common sub-regional choice based lettings scheme, and has the intention of being more efficient in the allocation of social housing in Pennine Lancashire.

It is not intended to create a formal legal partnership within the meaning of the Partnership Act 1890. The term “partnership” is intended to convey a sense of collaborative working.

1.2 Partnership Agreement

The following B-with-us partners are local housing authorities with a legal obligation to allow people to register with them for an allocation of social housing (which continues to exist even where local housing authorities have previously transferred the ownership and/or management of their housing stock to a large scale voluntary transfer company):

- Blackburn with Darwen Borough Council
- Burnley Borough Council
- Hyndburn Borough Council
- Pendle Borough Council
- Rossendale Borough Council

The following B-with-us partners are registered providers of social housing, registered with the Regulator of Social Housing, which take, process and determine applications and maintain the housing register, plus advertising, shortlisting and making offers for their homes (referred to as “Processing Partners”):

- Calico Homes
- Onward Homes
- Together Housing Association

The following B-with-us partners are registered providers of social housing, registered with the Regulator of Social Housing, which advertise, shortlist and make offers for their homes:

- Accent Housing
- Great Places Housing Group
- The Guinness Partnership
- Irwell Valley Housing Association Limited
- Muir Group Housing Association Limited
- Places for People Limited
- Progress Housing Group
- Regenda Group
- Your Housing Group

1.3 Purpose

This policy shall demonstrate how B-with-us partners will allocate social housing to new applicants and transfer applicants (applicants living in Pennine Lancashire who are existing tenants of any partner organisation) who are seeking to move to another property.

B-with-us partners intend to let homes in a fair, transparent and effective way that is lawful and makes best use of the homes available.

This policy explains the rules for determining priority between applicants and for the allocation of homes owned by members of the partnership.

This policy has been framed with consideration to the housing requirements of current tenants and future potential tenants.

Applicants will be afforded choice in the allocation offered.

1.4 Principles

This policy has been formulated having had regard to the law and regulatory requirements, including:

- Housing Act 1996, Part 6
- Homelessness Reduction Act 2017
- Localism Act 2011
- Asylum and Immigration Act 1996 & 1999
- Data Protection Act 2018
- Equality Act 2010
- The regulatory framework for registered providers of social housing in England, published by the Regulator of Social Housing, in particular the Tenancy Standard, published April 2012

This policy has been formulated having had regard to case law judgements made in the English Courts and statutory guidance published by the UK Government, including:

- Allocation of accommodation: guide for local housing authorities in England, July 2012
- Providing social housing for local people statutory guidance on social housing allocations for local authorities in England, December 2013
- Right to move statutory guidance on social housing allocations for local authorities in England, March 2015
- Improving Access to Social Housing for Victims of Domestic Abuse in Refuges or Other Type of Temporary Accommodation, November 2018

This policy is specific only to the allocation of residential dwellings owned and managed by B-with-us partners.

All B-with-us partners commit to maintaining a joint housing register. B-with-us partners operate a single system for taking applications, determining whether a person is eligible and qualifies to join the housing register and the shortlisting of applicants on the housing register for an offer of an allocation.

Administration of applications and maintenance of the housing register is undertaken by Calico

Homes, Onward Homes and Together Housing Association on behalf of all B-with-us partners. Advertising and shortlisting is carried out by each registered provider for their own stock.

For the purpose of this policy, an allocation is defined as occurring when a B-with-us partner makes an offer of housing accommodation in Pennine Lancashire to a person. This also includes the following situations:

- Where one joint tenant has terminated the tenancy by serving a notice to quit to a registered provider member of B-with-us, and the other former joint tenant remains in the home
- Where a tenant has died and the remaining household member has no succession rights but has lived with the tenant for some time or was the tenant's carer, or needs to live in the property for care for the tenant's dependents
- Where a tenant has moved to a care home and the remaining household member has no right to assignment of the tenancy but has lived with the tenant for some time

Actual entry by the person into the tenancy agreement is a housing management function and is therefore outside the scope of this policy. Each B-with-us partner has separate policies in place to explain how lettings will be agreed between tenant and landlord.

When drafting this policy, B-with-us has consulted with public authorities and voluntary organisations, plus previous, current and future potential tenants. Regard was also had to:

- Blackburn with Darwen Homelessness and Rough Sleeper Strategy 2019-2022
- Blackburn with Darwen Tenancy Strategy 2012
- Burnley Homelessness Strategy 2013-2018
- Burnley Tenancy Strategy 2012
- Hyndburn Homelessness Strategy 2014-2019
- Hyndburn Tenancy Strategy 2012
- Pendle Homelessness Strategy 2012-2017
- Pendle Tenancy Strategy 2013
- Rossendale Prevention of Homelessness Strategy 2018-2021
- Rossendale Tenancy Strategy 2013

If any alterations are made to this policy, B-with-us will take any steps which it considers reasonable, within a reasonable period of time, to bring the alterations to the attention of those likely to be affected by them. This includes any alterations that may affect the relative priority of a large number of applicants or which may affect any B-with-us procedures.

Beyond the scope of this policy, in accordance with Housing Act 1996, part 6, section 170, registered provider members of B-with-us will cooperate with any requests from local authority B-with-us members to offer accommodation to rent, to such extent as is reasonable.

This policy satisfies the functions detailed below, which relate to the administration of statutory responsibilities for the allocation of housing accommodation, which the local authority members are bound to:

- Devising a housing allocations scheme
- Allocating dwellings in accordance with the chosen scheme policy
- Ensuring the local allocations policy is available for anyone to view

Elected members of local housing authority B-with-us partners are prohibited from taking part in any decision of an individual allocation relating to a person who is, or wishes to be, resident in their constituency ward area. Elected officers can seek to obtain general information and participate in making decisions about the overall content of this policy and the allocation of housing accommodation.

Officers of B-with-us partners who are related to or are a close friend of a housing register applicant shall not make a decision on the allocation of a property to this applicant without following their partner organisations' appropriate procedures.

Applicants who are either not eligible for social housing or who meet the disqualification criteria as set out in this policy will be excluded from the register. For further information see section 3.

Applicants will be prioritised for an allocation of housing accommodation by 1) banding status (e.g. housing need), 2) their effective date (the date they were awarded that band status), 3) their registration date (the date they submitted their application), and 4) the date and time they placed their bid. For further information, see section 4.

Applicants will be afforded choice in the homes available to let through B-with-us. This will be subject to certain limitations as set out in section 5.

B-with-us partners apply the Public Sector Equality Duty under the Equality Act 2010. This has been duly considered when formulating this policy and any associated procedures and protocols.

A separate Equality Impact Assessment has been completed and copies can be downloaded from the B-with-us website or requested from any B-with-us partner.

To ensure compliance with public sector equality duties, reasonable adjustments will be considered for each individual applicant and property, including:

- Accessible advertising
- A property's accessible features being advertised
- A mechanism to identify the requirements of disabled applicants
- A mechanism to allow extra time for disabled applicants if they need it
- A mechanism for providing support in making applications

Lettings made by nomination from any local authority to a registered provider (regardless of whether they are a member of B-with-us) are set out in legally binding contractual arrangements between the local authority and registered provider and are therefore outside the scope of this policy.

The B-with-us policy will not override the local authority partner organisations statutory obligations for re-housing, though there will be occasions where exceptions are made following discussions between senior members of staff at registered provider partners and local authority partners.

1.5 Adopting this policy

This policy has been subject to an impact assessment required under equalities legislation and by each B-with-us partner's own statements of equality. Public authorities, voluntary organisations and other persons were afforded a reasonable opportunity to comment on a draft version of this policy. Prior to adopting this policy, views were gathered of former, current and future potential tenants. Consultation also took place with tenants, residents and communities throughout the five local authority areas to which this policy applies.

The B-with-us partners will review this policy at least every five years; however amendments will be made as required to reflect any significant change in legislation and/or regulations. Any major change to this policy will be subject to further consultation.

An annual report will be published about the allocations made as a result of this policy. The report will consider matters such as the quantity of allocations made (by registered provider, by local authority area, by property type, by bedroom number, etc), the number of applicants newly registered and those who did not re-register or who were determined to be not eligible or disqualified, the number of allocations refusing a final offer, the number of successful bids made, along with other matters determined to be relevant.

This report will inform whether this policy is achieving the intentions of the purposes and principles set out in section 1.

All employees involved in the operation of this policy will receive training on how to administer the policy and this training will be revisited at least annually.

1.6 Avoiding discrimination and enhancing equality of opportunity

B-with-us partners apply an equality duty by adhering to the Equality Act 2010, section 149. Regard has been made to the public sector equality duty when formulating this policy. Furthermore it will inform decision-making on individual cases. Allocations will be monitored to determine whether equal opportunities obligations are being met.

This policy intends to ensure that at all times non-discriminatory decisions will be made about the allocation of homes.

When formulating this policy, equality impact assessments were undertaken to avoid discrimination and to be able to demonstrate compliance with the public sector equality duty.

Any subsequent variation to this policy will also be subject to an equality impact assessment. For further information, please see *Equality Impact Assessment* published on the B-with-us website.

B-with-us partners will provide regular, accurate and generalised information on how homes owned and/or managed by B-with-us partners are let and how waiting lists are managed to actively dispel any myths and misconceptions arising about allocations of housing accommodation and migration.

1.7 Discretion

Discretion will be exercised in circumstances which fall outside the remit of this policy, and following consultation between a B-with-us local authority partner and a registered provider partner.

1.8 Challenges about this policy

Applicants can challenge the policy via the processing partner administering their applications. If a challenge cannot be resolved at this level, it will be escalated to the B-with-us Steering Group for further clarity.

If the response from the Steering Group is not satisfactory, applicants may seek the help of the Local Government Ombudsman and/or the Housing Ombudsman Service.

Applicants will also be informed of their right to pursue judicial review challenges about this policy.

Section 2: Information, Applications, Suspensions and Decision Making

2.1 Information

A copy of this policy will be provided free to anyone who requests it. The policy is also available on the B-with-us website, and there is a link to the B-with-us website from the website of each B-with-us partner.

Additionally, information will also be provided about:

- The procedures associated with initial consideration of an application and the treatment of any bid made by an applicant for specific accommodation
- Potential stock availability
- Eligibility, qualification and disqualification criteria for joining the B-with-us housing register and being offered an allocation of housing accommodation

General information will be provided profiling the housing stock of each B-with-us partner. For any given dwelling, the following information will be provided:

- Type (e.g. house, flat, bungalow, etc)
- Size (e.g. one bedroom, two bedrooms, etc)
- Bathroom facilities (e.g. shower, bath, etc)
- Location (e.g. by electoral ward or town/village, etc)
- Whether it is accessible or has been adapted
- Whether there is access to a shared or private garden

Every person will be provided with information and advice about their rights to make an application for an allocation of housing accommodation. Furthermore, assistance or signposting to relevant agencies will be provided to any person who is likely to have difficulty in making an application.

Information will be provided in translation and alternative formats as required, and/or upon request. The needs of specific groups (e.g. the housebound, prisoners, Gypsies, Travellers, etc) will be taken into account when making arrangements for access to information.

Information will be made available in a variety of formats, including online, hard copy and via the telephone.

Every applicant will be informed that a copy of this policy is available on the B-with-us website. Applicants will also be provided with the following information:

- How their application is likely to be treated
- Whether or not they have been accepted as eligible
- Whether or not they qualify
- The number of bedrooms they are likely to be allocated
- The method that will be used in assessing their needs

- Their position on the shortlist at point of bid and afterwards
- An indication of the likely time that an applicant will have to wait to receive an offer or to make a successful bid will be available on the B-with-us website, by reference to average waiting time or the number of allocations of similar properties in the previous year and/or quarter
- Any facts taken into account when making a decision as to whether to make an allocation of housing accommodation
- Their right to request a review of any decision informing them that they are not eligible and/or do not qualify to join the housing register, or for an offer of an allocation of housing accommodation
- The review decision, along with the grounds for that review decision in a written acknowledgement
- The right to seek an appeal in court on any point of law in this policy (or the administration of it) that is irrational, illegal, or fails to follow public law procedural requirements

All B-with-us partners are subject to the information disclosure requirements of the Data Protection Act 2018. The administration of this policy will ensure compliance with this legislation. For further information, please reference each partner's data protection policy.

Applicants will be advised of their right to make a complaint to the Information Commissioner if they believe any B-with-us partner has failed to fulfil its obligations and responsibilities as set out in the Data Protection Act 2018.

All persons making an application to join the B-with-us housing register have the right to confidentiality. An application will not be divulged to any other party without the applicants' consent, except where there is a legal imperative to do so (such as safeguarding, national security, etc.).

Consent to share information may be sought from the applicant for B-with-us partners to discuss the application with those who can provide evidence which can help determine an application (e.g. doctors, social workers, police, etc). For further information, see the B-with-us partners Information Sharing Agreement contained within the Memorandum of Understanding, which is available on the B-with-us website.

2.2 Applications

All applications must be made using the prescribed online application form. Applications may be made by a sole individual or by two joint applicants. Anyone who might usually reside with the applicant can feature as part of the application as a household member.

A usual housing member is a person who primarily (for the majority of the time), or exclusively lives with the applicant, or they usually live with the applicant but are temporarily absent due to circumstances beyond their control.

Separate guidance to aid the completion of an application is available on the B-with-us website.

In addition to the application, documents must be submitted as evidence to verify the information provided by the main applicant and for any household member on the application aged 18+.

Documents could include:

- Birth certificate
- National insurance number
- Passport or other current immigration document to confirm right to enter and remain in the UK
- A utility or council tax bill from the past three months to prove address history
- Bank or building society financial statements for the past three months to verify income and expenditure

B-with-us will receive applications from any person, regardless of the location in which they presently reside, including those of no fixed abode.

All applicants will be required to renew their application annually, on the anniversary of the date that they were accepted onto the housing register. Applicants will be notified in writing that their application is due for renewal and will be given 28 days to complete their renewal. Failure to renew their application will result in the applicant being removed from the register.

Every applicant will be provided with a warning about offences in relation to the application process prior to them making an application. Applicants will be disqualified and may be prosecuted for fraud if they deliberately withhold information, provide misleading information or do not notify B-with-us of any change in circumstances (e.g. change of income, change in household information, etc).

Every applicant will be provided with information and advice about their rights to make an application, and assistance will be provided free of charge to any person who is likely to have difficulty in making an application (e.g. due to physical or mental impairment, special circumstances, etc). This assistance will also be provided to those who might require help placing a bid on an available B-with-us property.

Applications from current tenants of one of the B-with-us partners living in Pennine Lancashire will be classed as Transfer Applicants (whether this is as an assured, assured shorthold or other type of tenancy). Transfer applicants have the right to:

- Make applications
- Have their applications considered
- Be notified of their rights to information and review

Transfer applicants who have no housing need will be disqualified from joining the B-with-us housing register. Only those who would be entitled to a reasonable or additional preference will qualify.

Transfers will be dealt with through the provisions of this policy and will be dealt with on the same basis as a new applicant, but in addition to general eligibility checks, transfer applicants can expect a visit as part of their verification checks to determine if they qualify to join the register.

Transfer applicants are required to obtain a reference from their current landlord prior to making an application.

Transfer applicants will be prioritised in the same way as new applicants (by banding status, then effective date, then by registration date, then by date and time that their bid was placed).

Tenants will not be able to transfer in the first twelve months of their tenancy, except in exceptional circumstances.

Transfer offers at B-with-us partners own initiative (e.g. as part of a decant programme) will not count as triggering the provisions of this policy.

Processing applications will involve a preliminary assessment. First consideration will be given to whether the applicant is eligible for social housing under the terms of the statute and this policy. The matter of qualification will then be decided.

For further information on eligibility and qualification criteria, see section 3.

Any application which gives rise to a reason to believe a person may be homeless or threatened with homelessness will result in the applicant being signposted to the relevant Local Authority for assistance under the Homelessness Reduction Act 2017.

Separate procedures have been published for the administering of the following matters:

- Assessing a new application or amending an existing one
- Processing shortlists for allocations
- Exercising discretion when making allocations decisions
- Reviewing allocation decisions

Decisions about whether an applicant is eligible and qualifies to join the B-with-us housing register will be made by any one of the three processing partners, and will be done in strict accordance with this policy and associated procedures.

Applications will be processed within a reasonable period of time – for specific time scales, please refer to the B-with-us website. If progress is considered to be unduly slow, applicants will be entitled to make a complaint using the complaint procedure of the B-with-us partner who is administering the application. Please see the separate complaint procedures of each B-with-us partner for further information.

If this proves unsatisfactory, applicants may seek the help of the Local Government Ombudsman of Housing Ombudsman Service.

Complaints may be made by contacting:

- Local Government Ombudsman
- Housing Ombudsman

Detailed scrutiny will take place when an applicant has successfully expressed an interest for a particular property. This will determine whether:

- The applicant is still eligible
- The applicant is still a qualifying person
- The applicant meets any specific criteria for the property
- The applicant's household size matches any size criteria for the property
- That the applicant can afford to pay the costs of the property

2.3 Reviews

Reviews in respect of suitability of an offer of accommodation will be undertaken by the relevant registered provider partner administering the application.

The B-with-us local authority partners will assist as appropriate.

Reviews will be carried out in strict accordance with this policy and any associated procedures.

The power to award discretion to an applicant is limited to senior employees at each of the three processing partners, following a discussion with a senior member of staff at the relevant local authority.

Consideration of an application will be based on the information provided on the application form and any evidence supplied by the applicant or any information gained from other relevant persons (such as doctors or support workers, for example).

Unsuccessful applicants who have been declared not eligible or disqualified may make a further application whenever they feel there has been a change to their circumstances.

Applicants will be removed from the housing register in the following circumstances:

- At the applicants' request
- If an applicant becomes ineligible or is unable to demonstrate continued eligibility for an allocation of social housing
- If an applicant fails to provide information requested by a B-with-us partner by any deadline given
- When they fail to renew their application on the anniversary of their acceptance onto the B-with-us housing register
- When they fail to supply evidence of their eligibility and that they qualify by any given deadlines
- When an applicant has successfully been allocated housing and has signed the tenancy agreement

Confirmation of an applicants' removal from the housing register will be provided to the applicant.

Applicants will be informed of their right to request an internal review of any of the decisions below:

- The applicant is not eligible for an allocation of housing accommodation
- They do not qualify for an allocation of housing accommodation
- The type of property they are eligible to bid for
- The number of bedrooms they are entitled to
- Decisions made in relation to an applicant's financial resources, behaviour, tenancy history and local connection
- Suitability of an offer of accommodation

An internal review will be a re-consideration of all relevant facts, law and/or regulations at the time. The review will be carried out by an employee of the registered provider B-with-us partner that administered or shortlisted the application. A separate document exists detailing the procedure for internal reviews.

Notification of the outcome of an internal review will be in writing.

Applicants will be informed of their right to pursue an appeal to the court, where they believe evidence exists that a decision is irrational, illegal or fails to follow public law procedural requirements. This includes a refusal to take an application, plus any internal review decision. If applicants are dissatisfied with how their application has been handled they will be informed of their right to seek the help of the Local Government Ombudsman or the Housing Ombudsman Service.

2.4 Suspensions

In some situations it will be necessary for B-with-us to suspend applications for a specified amount of time.

For example, if an incomplete application is submitted, or further information is required to confirm an applicant's eligibility, qualification or banding, the application will be suspended (usually for 28 days) to allow the applicant time to update their application or provide the relevant further information.

If the required updates are not made or the further information is not provided before the suspension review date, the application will be closed.

Applicants will be made aware of the reason their application is suspended, when their suspension review date is, and what they need to do for the suspension to be removed.

While an application is suspended, the applicant will be able to login and update their application but will not be able to place any bids or receive any offers of accommodation.

2.5 Decision Making

Applicants will be notified in writing of the decision on their application, either by letter or email (depending on their indicated preference).

The primary decisions that will arise for a new application are:

- Eligible and qualify – application activated
- Eligible but disqualified – application closed
- Not eligible – application closed

Where the application has been activated, the applicant will be informed that they may begin placing bids on any available property for which they are eligible.

Section 3: Eligibility and Qualification

3.1 Eligibility

The following applicants will be eligible to join the B-with-us housing register:

- British citizens (England, Scotland, Wales, Northern Island, Isle of Man and Channel Islands)
- Commonwealth citizens with a right of abode in the UK immediately before 1st January 1983 (excluding citizens from Pakistan and South Africa, but inclusive of citizens from Gambia and Zimbabwe)
- Irish Citizens
- EEA nationals who under the EU Settlement Scheme who have been granted limited leave to enter or remain (also referred to as “pre-settled status”), will be eligible for the time indicated on their EU Settlement Scheme card
- EEA nationals who under the EU Settlement Scheme have been granted indefinite leave to enter or remain (also referred to as “settled status”)
- Persons exempt from immigration control (e.g. diplomats and their family members based in the UK, some military personnel, etc)
- Persons granted refugee status by the UK Government
- Persons granted exceptional leave to enter or remain in the UK with condition that they and any dependents may have recourse to public funds (e.g. humanitarian or compassionate circumstances)
- Persons with current leave to enter or remain in the UK with no condition or limitation, and who are habitually resident in the Common Travel Area (a person whose maintenance and accommodation is being sponsored must be resident in the Common Travel Area for five years since date of entry or date of sponsorship, unless the sponsor has died)
- Persons who have humanitarian protection granted under the Immigration Rules (e.g. a person whose asylum application has failed but they face real risks of harm if they returned to their state of origin)
- Persons who are relevant Afghan citizens with limited leave to enter or remain in the United Kingdom, who are habitually resident in the Common Travel Area

The following applicants will not be eligible to join the B-with-us housing register:

- Persons not habitually resident in the United Kingdom of Great Britain & Northern Ireland, Republic of Ireland, Isle of Man, Channel Islands
- Persons from abroad where they have the right to reside in the United Kingdom of Great Britain & Northern Ireland, Republic of Ireland, Isle of Mann, Channel Islands as follows:
 - As a job seeker or a family member of a job seeker; or
 - An initial right to reside in the first three months of residence; or
 - A derivative right to reside on the basis of being a non-EEA national who is the primary carer of a British citizen child or dependent adult, where such child or dependent adult would be unable to live in the UK or another EEA state if their carer left the UK (a “Zambrano carer”)

- EEA nationals who have no leave to remain, either limited or indefinite, under the EU Settlement Scheme
- Persons whose only right to reside in the UK is an initial right for no more than three months, including those who would become an unreasonable burden on the social assistance system of the UK

A joint tenancy cannot be granted to two people if any one of them is not eligible. If one person is eligible, a tenancy may be granted to the eligible person.

Current tenants of a B-with-us registered provider have already had their eligibility determined and are therefore eligible for a further allocation regardless of their immigration or habitual residence status.

Only applicants who are habitually resident will be eligible for an allocation of housing accommodation. The following tests will be carried out to confirm if an applicant is habitually resident:

- The degree of permanence in the persons residence in the United Kingdom of Great Britain & Northern Ireland, Republic of Ireland, Isle of Man, Channel Islands
- The association between a person and the place of residence
- Whether a person has accumulated an appreciable period of continuous residence prior to making an application
- Visits abroad for holidays or to visit relatives and other temporary periods of absence will be disregarded
- Exemptions from the habitual residence test include EEA national and their family members who are workers or self employed, or have certain permanent rights of residence, or have been removed from another country to the UK

Confirmation of immigration status of an applicant from abroad will be obtained from the Home Office by emailing evidenceandenquiry@homeoffice.gsi.gov.uk.

The eligibility of an applicant will be considered at the time their application is initially processed and again at the point of offer of an allocation. If an applicant is eligible initially but becomes ineligible, they will be removed from the B-with-us housing register and notified.

3.2 Qualification

The following rules apply to new and transfer applicants applying to join the B-with-us housing register.

The following arrangements explain those applicants who will be disqualified from the joining the B-with-us housing register:

- **Persons incapable of holding a tenancy agreement:**
 - Persons defined as a child in UK law (persons aged 0-17 years), unless the person meets one of the following criteria;
 - Has been assessed by a local authority partner under homelessness legislation and who is owed a full statutory duty under section 193(2) of the

Housing Act 1996 (as amended by the Homelessness Reduction Act 2017) – see appendix two

- Meets the criteria for being awarded Band One under the Homeless Prevention Scheme – see appendix two
- Is a teenage parent
- Those whom the children services authority has determined are ready to leave the care of the local authority

If a child age 16/17 is made an allocation, s/he must have an appropriate adult aged 18 or over to hold the tenancy in trust until the child reaches 18. This will be done in the form of an “equitable agreement” where the trustee will hold the legal estate, but is not liable for rent. The child may also be expected to have the skills to sustain a tenancy and / or be willing to be referred for support to assist with tenancy sustainment.

- **Unacceptable behaviour:**

- Persons (the applicant or anyone who usually lives or might be expected to live with the applicant) who are guilty of unacceptable behaviour which makes them unsuitable to be a tenant will be disqualified from joining the B-with-us housing register. This is behaviour which, if they were a tenant, would result in their landlord being able to secure an outright possession order.
The meaning of behaviour for the purpose of this policy will encompass a past action or activity on the part of an applicant but will also include an omission, failure to act, passivity or inactivity. This extends to any person who usually lives or might be expected to live with the applicant. B-with-us partners will only consider an applicant to be unsuitable to be a tenant if there has been no improvement in behaviour since the unsuitable behaviour occurred.
- Examples of unacceptable behaviour may include (but are not limited to):
 - Persons who have been given an order made in a civil court that is linked to a property or the locality of a property
 - Perpetrators of domestic abuse or hate crime who are subject to a non-molestation order, an injunction order, an occupation order or a restraining order
 - Persons who have an unspent criminal conviction
 - Persons who have committed an act of fraud or withheld, falsified or misrepresented any information pertaining to public funds and/or services
 - Persons 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

- **Housing Related Debt:**

- Persons (the applicant or anyone who usually lives or might be expected to live with the applicant) who have housing related debt of £500 or more will be disqualified from joining the B-with-us housing register
- Persons (the applicant or anyone who usually lives or might be expected to live with the applicant) who have housing related debt of below £500 will qualify to join the

- B-with-us housing register but will not be made an offer of accommodation until the debt has been cleared in full
- Statute Barred Debts will not be taken into consideration when determining eligibility and qualification
- Applicants living in socially rented accommodation whose arrears are the result of under-occupation may be exempt – these will be reviewed on a case-by-case basis
- For the purpose of this policy, Housing Related Debt will encompass rechargeable repairs, current rent arrears and former rent arrears owed to any social landlord
- **Breach of tenancy conditions:**
 - Persons who have been evicted for any breach of tenancy conditions within the last six years, regardless of tenure, will be disqualified from joining the B-with-us housing register
 - Example of this may include (but are not limited to):
 - Sub-letting some or all of their property without permission
 - Failing to report repairs
 - Failing to allow contractors to enter their property to carry out maintenance
 - Running a business from their property without permission
 - Allowing their property to be used for illegal or immoral purposes
- **Local connection:**
 - Persons who do not have a local connection to any of the local authority areas within the partnership (as described in section 3.3 on local connection) will be disqualified from joining the B-with-us housing register
- **Homeowners:**
 - Persons who have an ownership stake in a property will be disqualified from joining the B-with-us housing register, unless they qualify for a priority band (bands 1, 2 or 3)
 - Applicants with an ownership stake in a property will be expected to actively market the property for sale once they are offered a tenancy through B-with-us, with an expectation that the owned property would be sold within 12 months of accepting the tenancy

Applicants assessed by a local authority partner under homelessness legislation and who is owed a full statutory duty under section 193(2) of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017) will automatically qualify to join the B-with-us housing register.

3.3 Local Connection

Applicants will have a local connection if they:

- Have been continuously resident in Pennine Lancashire for six of the last twelve months, or
- Have been resident in Pennine Lancashire for three of the last five years, or
- Have a family member who is resident in Pennine Lancashire and has been for a minimum of five years – family members include parents, siblings, children, adult children, grandparents, other special persons (the applicant must have an ongoing relationship and be in contact with the person providing the local connection), or

- Have been employed in Pennine Lancashire for the last six months and the work is not seasonal or temporary and the applicant must be working at the point an offer of a tenancy is made

See appendix one for more information. Evidence of the local connection will be required.

3.4 Exemptions to Local Connection

The following applicants will be exempt from requiring a local connection:

- Statutory homeless applicants and applicants who are victims of domestic abuse, threats of domestic abuse or those escaping domestic abuse
- Applicants who are in a reasonable preference category under section 166A of the Housing Act 1996, and a prevention or relief duty is owed by one of the local authority partners
- Applicants who need to move to take up an offer of permanent employment in any of the five local authority areas - proof of the offer of employment will be required and applicants will need to demonstrate that they are unable to accept the offer of employment without moving into one of the five local authority areas (see appendix one for more information)
- Applicants who have a continuing care responsibility for someone who is resident in the five local authority areas (evidence will be required)
- Applicants who have or are due to undertake training or higher education in any of the five local authority areas with a duration of at least six month (evidence will be required)
- Applicants who are looked after, accommodated or fostered by Lancashire or Blackburn children service authorities in any of the five local authority areas
- Applicants who were looked after, accommodated or fostered by any other children service authority in any of the five local authority areas, providing they were resident in any of the Lancashire County Council district plus Blackburn with Darwen for a continuous period of 16 weeks or more
- Applicants who were accommodated under Section 95 of the Immigration and Asylum Act 1999 and granted leave to remain in any of the five Local Authority areas/Pennine Lancashire
- Applicants who are serving or former members of the Armed Forces or the Reserve Armed Forces (or their bereaved spouse or civil partners who are leaving military accommodation, where the death of their spouse can be partially or wholly attributed to the armed forces) - evidence of service will be required

Her Majesty's Armed Forces can be defined as any of the military services which are tasked with the defence of the United Kingdom and its overseas territories and the Crown dependencies. Her Majesty's Armed Forces consist of the Royal Navy, the Royal Marines, the British Army and the Royal Air Force.

3.5 Transfer Applicants

All applicants are subject to the eligibility and qualification criteria set out in this policy. Additionally, transfer applicants must be assessed as having a housing need in order to join the B-with-us housing

register, these being the criteria laid out in section 4.2 (Band 1, 2, 3 or 4).

Transfer applicants will be made an offer which ensures they do not inadvertently lose accrued right.

3.6 Determining eligibility and qualification

Whether or not an applicant is eligible and qualifies will be considered at the time their application is initially processed and again at the point of offer of an allocation. If an applicant qualifies initially but later becomes disqualified, they will be removed from the housing register and notified with the reasons why they no longer qualify. Applicants will have the right to a review – see section 2.3.

3.7 Subsequent applications

Applicants may at any time make a subsequent application to join the B-with-us housing register. Applicants should exercise this right if they believe their circumstances or behaviour has changed and as such they would no longer be treated as not eligible or disqualified.

There is no limit on the number or frequency of subsequent applications a person may make. No person will be excluded from making an application or be excluded indefinitely from the housing register.

3.8 Deliberate worsening of circumstances

Applicants whom B-with-us partner(s) determine have worsened their own circumstances may be given reduced priority on the B-with-us housing register, by being placed in the band that they would have been given had they not worsened their circumstances.

Examples of what may be considered as deliberate worsening of circumstances include (but are not limited to):

- Applicants who have sold a property that was affordable and suitable for their needs
- Applicants who have moved into insecure / overcrowded accommodation where there was no good reason to do so
- Applicants who have transferred or gifted a property to someone else within the last five years (including social housing tenants who have assigned their tenancy to someone else)
- Where an applicant has moved additional family / friends into the property which has resulted in them becoming overcrowded, where there was no good reason to do so

Section 4: Allocations

4.1 Determining priority for an allocation

Applicants will be prioritised for an allocation of housing based on their band, then by their effective date (the date they were awarded their highest band), then by their registration date and then by the date and time their bid was placed.

4.2 Prioritising Applicants

Band One:

- Applicants assessed by a local authority partner under homelessness legislation and who is owed a full statutory duty under section 193(2) of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017) – see appendix two
- Applicants assessed by a local authority partner under the Homeless Prevention Scheme – see appendix two
- Applicants who urgently need to move on medical or welfare grounds, including:
 - Applicants with an immediate life threatening or progressive condition
 - Applicants with a severe disability or terminal illness resulting in them being unable to use facilities in the home (such as bathroom or WC)
 - Applicants waiting to be discharged from hospital or residential rehabilitative unit and who cannot reasonably return to their present home
- Applicants living in unsatisfactory housing conditions due to their landlord being in receipt of a closing order / prohibition notice by a participating local authority
- Applicants in owner occupied or privately rented homes within a scheme that will be displaced by renewal area or regeneration schemes
- Existing tenants of registered provider partners who are required to leave their property to allow for major improvement work, disposal or demolition
- Applicants whom the Children’s Services Authority have determined are ready to live independently at the conclusion of their placement under Section 20 of the Children’s Act 2004

Band One applicants will be ringfenced to the awarding local authority area, except high medical and care leavers.

Band Two:

- Applicants assessed by a local authority partner as being owed a duty to help prevent their homelessness – a section 195(2) duty of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017) – see appendix two
- Applicants assessed by a local authority partner as being owed a duty to help relieve their homelessness – a section 189B(2) duty of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017) – see appendix two
- Applicants who are occupying insanitary housing and the local authority has served an Improvement Notice

- A member of the household seeking accommodation is disabled and has been assessed by an occupational therapist to require significant adaptations that cannot be fitted in the existing home or it is not considered reasonable to do so
- Applicants needing to move away from a particular locality, where they would be at risk of harm if they didn't, including:
 - Applicants subject to domestic abuse or threats of domestic abuse
 - Applicants subject to any form of hate crime
 - Applicants residing in a refuge or safehouse

Band Three:

- Applicants who are homeless within the meaning of Part VII Housing Act 1996 (as amended by the Homelessness Reduction Act 2017) but who are not owed a duty under section 195(2), section 189B(2) or section 193(2) of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017) – see appendix two
- Applicants needing to move to a particular locality, where hardship would be caused if they didn't, including:
 - Applicants who need to move to commence employment and/or specialist education
 - Applicants who need to move to give or receive support
- Applicants who need to move on medical or welfare grounds, including:
 - Applicants with a diagnosed medical condition that is affected by their current home
 - Applicants whose disability impairs their ability to live in their current home
- Applicants who are occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions:
 - Applicants that lack one or more bedrooms
 - Applicants occupying a home that is subject to a Category One Hazard under the Housing Health and Safety Rating System which is unlikely to be remedied within six months
 - Licensee's
 - Applicants sharing facilities with non-household members (including living room, kitchen, bathroom, WC)
 - Applicants living in B-with-us approved supported accommodation in Pennine Lancashire, where they and their support provider are in agreement they are ready to move on (additional priority will also be awarded to applicants in supported accommodation who are ready to move on – see section 4.7)

Band Four:

- Partner Organisation Transfer applicants under-occupying by one or more bedrooms

Band Five:

- All other applicants who do not qualify for any of the criteria above

4.3 Bedroom allocation

No more than two people will be expected to share a bedroom. Bedrooms will be allocated to:

- Each couple living together
- A parent in a single parent family
- Each single person aged 21 or over
- Pairs of resident children aged 0-21 years of the same sex
- Pairs of resident children aged under 10 years regardless of sex

Each person over the age of 21 (unless co-habiting as a couple) will require a bedroom. However, when a person who is sharing a bedroom reaches the age of 16, the household will be given an additional bedroom need (though they will not be classed as overcrowded). For example, a couple and two sons aged 14 and 16 will be given a two to three bedroom need. When the eldest son turns 21, they will be given a three to three bedroom need and would be classed as overcrowded.

An additional bedroom may be allowed in the following circumstances:

- Medical reasons
- To accommodate a carer
- Child access arrangements
- Pregnancy (if they would be overcrowded once the baby is born)

Evidence will be required for all of the above before the additional bedroom will be awarded. Some partner organisations may not grant a tenancy if the additional bedroom would lead to an under occupation charge.

Applicants will not be offered a property which would result in them being statutorily overcrowded.

4.4 Changes in circumstance

Applicants whose circumstances change once they have been accepted onto the B-with-us register must login and update their details without delay.

Failure to update their application could result in them becoming disqualified and facing prosecution for fraud.

If, as a result of a change in circumstances, an applicant gains a higher banding, their effective date will be automatically updated to reflect the date that this band was awarded.

If an applicant updates their application with a change in circumstances but there is no change to their band, their effective date will remain the same.

If an applicant updates their application with a change in circumstances and they are awarded a lower band, their effective date will change to the date they were previously in that band, or to their original effective date if they have never been in the lower band (i.e. the original date the application was accepted onto the B-with-us housing register).

If an applicant updates their application and they are assessed as being no longer eligible or no longer qualifying, their application will be closed.

4.5 Local Lettings Plans

In some circumstances, the registered provider partner organisations may decide to let properties with additional criteria, in the interests of building strong and sustainable communities or to deal with particular local issues. These additional criteria will be laid out in a Local Lettings Plan. Upon completion of any local lettings plans, the relevant local authority will be informed of the details of the plan.

Local lettings plans will set out the following:

- A clear definition of the objective(s) to be achieved, backed up by supporting evidence
- A method which is likely to achieve the objective(s)
- A potential equality impact assessment
- How the scheme will be monitored and who will be involved
- Mechanisms of reporting and reviewing the scheme
- How views of local communities have shaped the scheme
- A clear exit strategy

Local lettings plans will be used to achieve a wide variety of housing management and policy objectives, including:

- Creating more mixed and/or sustainable communities
- Dealing with a concentration of deprivation
- Ensuring properties that are particularly suited to being made accessible (e.g. ground floor flats) are prioritised for those with access needs
- Relocating essential workers such as teachers, nurses, police officers, etc within a reasonable travelling distance from their work
- Supporting people in work/volunteering or people who are seeking work or seeking volunteering opportunities
- Dealing sensitively with lettings in rural areas to sustain communities by giving priority to those with a local connection of more than two years
- Take into account the needs of mobile workers such as those in armed forces
- Where a child to adult ratio could be lowered on an estate where there is a high child density, or conversely, young single people could be integrated into an estate where there is a high older person ratio
- Where there are reasons to positively discriminate due to age, for example accommodation that is only suitable for applicants under the age of 35 years or over the age of state pension entitlement

These plans should be reviewed on an annual basis.

4.6 Additional Priority

In some cases applicants may be awarded Additional Priority as well as their awarded band. Applicants awarded Additional Priority will appear at the top of their band on shortlists, overriding their effective date.

Applicants will qualify for Additional Priority if:

- They (or a member of their household who is moving with them) are currently serving or former members of the UK Armed Forces
- They are currently living in B-with-us approved supported accommodation and have been awarded Band Three – Unsatisfactory for living in supported accommodation, and a satisfactory “supported move on form” or reference has been received from the support provider confirming that the applicant is ready to move on from supported accommodation

Verification will be sought from these applicants at the point of offer, to verify that they are or were serving members of the Armed Forces or that they are currently living in supported accommodation and are now ready to move on. If satisfactory evidence is not provided, the additional priority will be removed.

Section 5: Being Allocated a Property

5.1 Choice based lettings

Available properties will be offered via a choice based system, meaning applicants will be able to express preferences/choice about the property they are allocated through B-with-us via a bidding system.

Available properties will be advertised on the B-with-us website and at some offices of B-with-us partners. Adverts can be added Monday – Friday and will remain live for seven days.

Applicants may place up to five bids per week on any properties for which they are eligible. In some cases, at the discretion of B-with-us partners, applicants may bid for a property which is larger than their required size.

At the end of the seven day advertising cycle, a shortlist will be generated including all applicants who placed a bid on the property. Applicants will be prioritised by banding, then by effective date, then by registration date, then by date and/or time that their bid was placed.

The applicant at the top of the shortlist will be checked to ensure they are still eligible and still qualify, and if they do they will be provisionally offered the property.

If the top applicant declines the provisional offer of an allocation, the next highest bidder will be provisionally offered the property (once checks have been made to confirm they are still eligible and still qualify). This process continues until a successful allocation is made.

B-with-us partners will be able to reject bids made by applicants if they consider them to not be suitable for the property. Examples of what may make an applicant unsuitable for a property may include (but are not limited to):

- The applicant is no longer eligible as defined by the rules of this policy
- The applicant no longer qualifies by the rules of this policy
- The applicants' banding has been incorrectly calculated by B-with-us
- The applicants' banding has changed between the date the bid was made and the date the property is to be provisionally offered
- The applicant doesn't satisfy the criteria for the property
- The applicant cannot be contacted by the registered provider or the applicant fails to return contact within 24 hours

5.2 Refusal of accommodation offers

Applicants who refuse three offers of accommodation within a twelve month period will be unable to bid for six months if the reasons for refusal are deemed to be unreasonable.

Examples of unreasonable refusals include (but are not limited to):

- Area unsuitable

- Failure to respond to provisional offer (at any stage)
- Repeated bids on property type/area that the applicant has previously refused or deemed unsuitable
- Personal circumstances, e.g. applicant says they are not ready to move

This list is not exhaustive and circumstances will be considered on an individual basis.

Applicants may submit an appeal within 28 days of the decision if they feel that the allocation(s) they refused were an unreasonable offer, or that their reason for refusal was reasonable.

5.3 Direct Lets

B-with-us partners will ensure that the majority of properties becoming available will be let via B-with-us. There may, however, be situations or exceptional circumstances where a direct letting of a property will be made to an applicant. Examples include:

- Emergency re-housing due to fire or flood
- B-with-us partner tenants vacating an extensively adapted property for a general needs property
- New build wheelchair accessible homes
- Adapted property for a homeless applicant
- Succession of tenancy, mutual exchanges and transfers of interest made under a court order

Direct lets will only be made following approval from a senior member of staff.

5.4 Other general points

Any property may be advertised as First Come, First Served after one complete bidding cycle, if there has been no successful allocation of the property to an applicant. First Come, First Served adverts can be added Monday – Friday and have no specific cycle end date. Applicants bidding on First Come, First Served adverts will be prioritised by the date and time that their bid was placed.

Provisional offers of accommodation should be made by phone, text message, email, letter or client message, and at least two, preferably three contact methods should be used. Applicants will then be given at least 24 hours to consider whether to accept the offer, and will be informed of their deadline within the provisional offer contact attempts.

The actual letting will be handled by housing management staff.

Properties on the ground floor with an accessible bathroom or additional bathroom or toilet will be prioritised for applicants who have a medical need for such a dwelling.

Applicants may not be offered a property in a locality in which he or she has previously been the perpetrator or victim of anti-social behaviour, hate crime, violence, or domestic abuse.

This policy has been drawn up having had regard to the Tenancy Strategy of each local authority B-with-us partner, plus the Tenancy Policy of each registered provider B-with-us partner. Tenancies will be offered in strict accordance with these documents.

Applicants will be informed of the quality of accommodation and will be provided with an opportunity to view the property prior to accepting the offer. Applicants can expect that properties will be fit for occupation at the date of the letting, or that any repairing obligations imposed on B-with-us registered providers will be met within a reasonable time from the commencement of the tenancy.

Applicants may be required to provide rent in advance prior to entering into a tenancy agreement with any B-with-us registered provider. Rules relating to rent in advance differ between each registered provider partner.

Applicants will not be offered a property where they cannot afford to pay all related potential rental and service charges. Applicants' income, expenditure, debt, loans and savings will be taken into consideration by B-with-us registered provider partners.

Applicants will need to be able to demonstrate (via income or benefits) that they will be able to pay all of the following charges:

- Housing costs (including rent and service charges)
- Council tax
- Water (supply and sewage)
- Electricity
- Heating (gas, electricity, oil or solid fuels)
- Priority debts

Offers of accommodation may be revoked if new information comes to light which would affect the allocation.

If applicants in high priority bands are not bidding regularly (and there is no clear reason for their lack of bids, such as waiting for a specific property type that does not become available often or waiting for an adapted property to suit medical needs), the partnership may review and possibly reduce their banding, or may remove the applicant from the register.

Appendices

Appendix One: Local Connection

Pennine Lancashire

The “Pennine Lancashire” area is defined as the area covered by the five Local Authorities: Blackburn with Darwen, Burnley, Hyndburn, Pendle and Rossendale.

Permanent employment

Permanent employment for the purposes of obtaining a local connection includes:

- Full or part time work
- Apprenticeships
- Self-employment, providing the work is regular, not intermittent, and this can be evidenced

Evidence of permanent employment can include payslips, employment contract, or a reference from the employer, or if needing to move to commence employment, a letter detailing the employment offer will need to be provided.

Right to move

To comply with the “Right to Move – Statutory guidance on social housing allocations for local housing authorities in England 2015”, the following applies to existing social housing tenants.

Existing social housing tenants will not be disqualified on the grounds of no local connection if they:

- Have reasonable preference under s.166a(3)(e) because of a need to move to one of the Pennine Lancashire districts covered by the partnership to avoid hardship, **and**
- They need to move because they currently work in Pennine Lancashire, **or**
- They need to move to take up an offer of employment in Pennine Lancashire, **and**
- Hardship would be caused if they didn’t move

If these criteria are met, the applicant will be awarded band three for “applicants needing to move to a particular locality, where hardship would be caused if they didn’t”.

When determining hardship, each will be considered on a case by case basis, and the following factors will be considered:

- The time taken to travel to employment
- The distance or costs incurred to access the employment

- If failure to move would result in the applicant losing the opportunity to gain a better job or promotion, an apprenticeship, increased hours or pay, or move from unemployment to employment
- If the nature of work is likely to be available closer to the applicants home
- Any relevant personal factors such as existing care responsibilities or medical conditions which could be impacted

A quota of 1% of a partner landlords lets will be prioritised for Right to Move applicants, based on the total of the previous year's lettings by each partner landlord. The number of Right to Move lets will be rounded up to the nearest whole figure, and will be advertised giving preference to applicants falling under the Right to Move criteria.

The rationale behind the 1% quota is that it is expected there will be very few qualifying Right to Move applicants, however the quota will be reviewed in line with the overall policy.

Appendix Two: Homelessness

If an applicant approaches a local authority partner (Burnley Council, Blackburn with Darwen Council, Hyndburn Council, Pendle Council or Rossendale Council) for assistance as they are homeless, or may be threatened with homelessness, the relevant local authority will make enquiries under the 1996 Housing Act (as amended by the Homelessness Reduction Act 2017).

Whichever legal duty may be owed by the local authority to the applicant will determine which band is awarded to the applicant. The banding will only be awarded for the length of time the relevant duty is owed.

Only the relevant local authority partner may award or remove these bands.

Band One

An applicant assessed by a local authority partner under homelessness legislation and who is owed a full statutory duty under S193(2) of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017).

This is where a relevant local authority partner has a legal duty to secure accommodation for households who are:

- Eligible, and
- In a priority need category, and
- Unintentionally homeless

Where an applicant is awarded this duty, the local authority partner, so far as is reasonably practicable, will discharge its section 193(2) duty to the applicant by securing accommodation within its district. As such, the applicant will only be able to bid as a Band One applicant within the relevant local authority district.

Whilst there is recognition of the applicant's urgent need to secure accommodation, this must also be balanced against the pressures caused by demand on the local housing stock. Some areas and types of property are in extremely high demand and waiting times can be lengthy. Therefore, it may not always be possible to re-house people according to their preferred options. In order to reduce waiting times and to facilitate choice, applicants owed a section 193(2) duty will retain Band One until they receive one suitable offer of accommodation.

If an applicant refuses an offer made, they would have the right to request a review of the suitability of the accommodation made to the relevant local authority partner. However, if the offer is found to be suitable, the local authority may no longer owe the applicant a duty under section 193(2) and this would mean that the applicant loses the Band One which had been awarded. In such circumstances, their application would be re-assessed and awarded the relevant banding according to their needs.

Proxy bidding

If an applicant chooses not to bid for all properties for which they are eligible, the relevant local authority partner will begin making proxy bids on behalf of that applicant whilst giving due consideration to whether it would be a "suitable offer" if the applicant was to be successful.

If the applicant **is not** being provided with temporary accommodation by the relevant local authority partner, the applicant will be given a minimum two week period to bid wherever they like, from the date of the decision letter confirming that the applicant is owed a section 193(2) duty.

- If the applicant has not been successful after a minimum of two weeks, the relevant local authority will place proxy bids for all properties within the applicants indicated “area of preference”
- If the applicant has not been successful after a minimum of four weeks, the local authority will also place proxy bids in areas outside the applicants indicated “area of preference” to cover more of the local authority district
- If the applicant has not been successful after a minimum of six weeks, the local authority will place proxy bids in all areas of the local authority district

If the applicant **is** being provided with temporary accommodation by the relevant local authority partner, or at the point that the applicant is provided with temporary accommodation, the relevant local authority partner will place proxy bids on the applicants behalf for any properties within their “area of preference” that the applicant has not made.

- If the applicant has not been successful within a minimum of two weeks, the local authority will place proxy bids in areas outside the applicants indicated “area of preference” to cover more of the local authority district
- If the applicant has not been successful by the end of a minimum of four weeks, the local authority will place proxy bids in all areas of the local authority district

Applicants should also be aware that the Localism Act 2011 gives local authorities the power to end their section 193(2) homelessness duty by offering a suitable private rented home with a fixed term tenancy without the applicants consent.

Band One

An applicant assessed by a local authority partner under homelessness prevention scheme.

The applicant will be awarded Band One where the local authority has:

- Accepted a section 195(2) Prevention Duty or 189B(2) Relief Duty, and
- Considered the applicant to be in priority need and unintentionally homeless, whether a decision to that effect has been made or not, and
- Provided temporary accommodation to meet a section 188 Interim Accommodation Duty or the applicant is at risk of being placed in temporary accommodation, for example as a result of repossession action through the courts where there is no defence

And where one or more of the following issues apply:

- The local authority partner may be at risk of failing a legal duty under homelessness legislation
- There would be considered to be significant financial implications of placing the applicant and household in interim accommodation

- The applicant requires a specific type and/or size of property that rarely becomes available, such as a three bedroom bungalow or an adapted four bedroom house, or a location where vacancies rarely occur

Under this scheme:

- The banding will only apply whilst the local authority partner owes the applicant a section 195(2) Prevention Duty or 189B (2) Relief duty
- The applicant will be subject to the “one suitable offer” policy and “proxy bidding” as described for applicants assessed by a local authority partner under homelessness legislation and who is owed a full statutory duty under S193(2) of the Housing Act 1996

Band Two

An applicant assessed by a local authority partner a being owed a duty to help prevent their homelessness – a section 195(2) duty of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017).

This banding is awarded where an applicant is assessed by the local authority partner as being at risk of homelessness within 56 days and who is actively engaging with the local authority partner to prevent their homelessness.

Band Two

An applicant assessed by a local authority partner a being owed a duty to help relieve their homelessness – a section 189B(2) duty of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017).

This banding is awarded where an applicant is assessed by the local authority partner as being homeless and who is actively engaging with the local authority partner to relieve their homelessness.

Band Three

An applicant who is homeless within the meaning of Part VII Housing Act 1996 (as amended by the Homelessness Reduction Act 2017) who is not owed a duty under section 189B(2) or s193(2) of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017).

These are applicants who are homeless or at risk of homelessness within the meaning of Part VII Housing Act 1996 but who have not been awarded a duty as described for Band One or Band Two.

Such cases include:

- Applicants who have been found to be intentionally homeless from their previous settled address – *section 184 of Part VII Housing Act 1996 (as amended)*
- Applicants who become homeless intentionally from any accommodation made available as a result of the local authority partners exercise of the functions under homelessness legislation – *section 195(8)(d), section 189B(7)(d), section 193C(5)(b) and section 193(6)(b) of Part VII Housing Act 1996 (as amended)*

- Applicants who had refused suitable accommodation that had a reasonable prospect of being available for at least six months – *section 195(8)(d), section 193(5), section 193(7), section 193C(5)(b) and section 193(6)(b) of Part VII Housing Act 1996 (as amended)*
- Applicants notified that they have deliberately and unreasonably refused to cooperate – *section 193B of Part VII Housing Act 1996 (as amended)*
- Applicants found to not be in priority need – *section 184 of Part VII Housing Act 1996 (as amended)*
- Referral to another local authority which is not a partner local authority under *section 198 or section 213 of Part VII Housing Act 1996 (as amended)*
- Applicants who voluntarily ceases to occupy as their only principal home the accommodation made available for their occupation – *section 193C(5)(d) or section 193(6)(d) of Part VII Housing Act 1996 (as amended)*
- 56 days have expired since awarding prevention or relief duty as described in Band Two – *section 195(8)(b) or section 198B(7)(b) of Part VII Housing Act 1996 (as amended)*



B-with-us Allocations Policy Review

Outlining the main changes implemented by the
new policy

Background

The B-with-us Steering Group arranged for Housing Consultant Neil Morland to review the existing B-with-us allocations policy to identify areas which were non compliant or unclear.

The review found that the current B-with-us policy is not fully compliant with the legal and regulatory framework for the allocation of social housing.

Whilst most of the policy was found to be satisfactory, many sections were found to not be explained well enough to be accurately and consistently applied.

For example, the eligibility and qualification criteria are linked together under the term “ineligibility”. The new policy rectifies this to be clearer for both staff and customers to encourage transparency and consistency.

The review also found that the banding criteria are not currently compliant with the legal obligations to afford specified applicants with reasonable preference. The new B-with-us policy re-arranges the banding criteria to rectify this.

There are currently 9,579 active applicants on the B-with-us register (as at 30/10/2019) and an additional 1,475 applicants who are suspended or in a “review” state.

Main policy changes

Local Connection

The current B-with-us policy does not stipulate any local connection criteria – applicants are eligible to apply with no connection to the Pennine Lancashire area covered by the B-with-us scheme.

The new policy brings the addition of Local Connection criteria which applicants must meet in order to qualify to join the register:

- Applicants will have a local connection if they:
 - Have been continuously resident in Pennine Lancashire for six of the last twelve months, or
 - Have been resident in Pennine Lancashire for three of the last five years, or
 - Have a family member who is resident in Pennine Lancashire and has been for a minimum of five years – family members include parents, siblings, children, adult children, grandparents and other special persons (the applicant must have an ongoing relationship and be in contact with the person providing the local connection), or
 - Have been employed in Pennine Lancashire for the last six months and the work is not seasonal or temporary and the applicant must be working at the point an offer of a tenancy is made

Evidence of the local connection will be required.

The following applicants will be exempt from requiring a local connection:

- *Statutory homeless applicants and applicants who are victims of domestic abuse, threats of domestic abuse or those escaping domestic abuse*
- *Applicants who are in a reasonable preference category under section 166A of the Housing Act 1996, and a prevention or relief duty is owed by one of the local authority partners*
- *Applicants who need to move to take up an offer of permanent employment in any of the five local authority areas - proof of the offer of employment will be required and applicants will need to demonstrate that they are unable to accept the offer of employment without moving into one of the five local authority areas (see appendix one for more information)*
- *Applicants who have a continuing care responsibility for someone who is resident in the five local authority areas (evidence will be required)*
- *Applicants who have or are due to undertake training or higher education in any of the five local authority areas with a duration of at least six month (evidence will be required)*
- *Applicants who are looked after, accommodated or fostered by Lancashire or Blackburn children service authorities in any of the five local authority areas*
- *Applicants who were looked after, accommodated or fostered by any other children service authority in any of the five local authority areas, providing they were resident in any of the Lancashire County Council district plus Blackburn with Darwen for a continuous period of 16 weeks or more*

- *Applicants who were accommodated under Section 95 of the Immigration and Asylum Act 1999 and granted leave to remain in any of the five Local Authority areas/Pennine Lancashire*
- *Applicants who are serving or former members of the Armed Forces or the Reserve Armed Forces (or their bereaved spouse or civil partners who are leaving military accommodation, where the death of their spouse can be partially or wholly attributed to the armed forces) - evidence of service will be required*

Her Majesty's Armed Forces can be defined as any of the military services which are tasked with the defence of the United Kingdom and its overseas territories and the Crown dependencies. Her Majesty's Armed Forces consist of the Royal Navy, the Royal Marines, the British Army and the Royal Air Force.

Unfortunately there is no way to report on how many applicants will be affected by the introduction of local connection criteria, as we currently don't ask applicants if they have a local connection to the area.

Housing Related Debt

The current B-with-us policy states:

"Customers owing rent arrears or any other housing related debt to any B-with-us partner organisation or any other social or private landlord will be eligible to apply but may have their application suspended. Each case will be considered on its own merits

In order for customers to have their suspension removed, a satisfactory arrangement to repay the debts must be made and maintained until either the debt is cleared, or that the debt has been significantly reduced (by at least 50%) in the opinion of the partner organisation dealing with the customer and the organisation that is owed the debt."

Clearer criteria has been implemented into the new policy to help staff when decision making and to improve transparency for customers about how any housing related debt affects their ability to qualify to join the B-with-us housing register.

The new criteria are:

- Persons (the applicant or anyone who usually lives or might be expected to live with the applicant) who have housing related debt of £500 or more will be disqualified from joining the housing register
- Persons (the applicant or anyone who usually lives or might be expected to live with the applicant) who have housing related debt below £500 will qualify to join the housing register but will not be made an offer of accommodation until the debt has been cleared in full (evidence will be required)
- Statute barred debts will not be taken into consideration when determining eligibility and qualification

Applicants who are homeless and are owed a full statutory duty will automatically qualify to join the register (regardless of the qualification criteria), with some exceptions being agreed by senior officers.

There are currently (as at 30/10/2019) 648 applicants on the register whose applications are suspended due to current or former arrears or other housing related debt (such as rechargeable repairs). Under the new policy, some of these applicants will be activated (if their debt is less than £500) and some will be closed (if their debt is £500+).

Without checking each individual application, there is no way of reporting on how many of these applicants will be activated or how many will be closed.

The below table shows how many applicants are suspended due to housing related debt by local authority.

Housing Related Debt						
Suspension reason / Local Authority	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Total
FTA's	162	72	35	52	81	402
Rechargeable repairs / other debts	0	5	0	1	0	6
Rent arrears	51	99	47	23	20	240
Total	213	176	82	76	101	648

Homeowners

The current B-with-us policy imposes no qualification criteria on homeowners, so applicants may own a property and still qualify to join the B-with-us housing register.

The new policy adds in new qualification criteria regarding homeowners:

- Persons (be it the applicant or anyone who usually lives with them or might be expected to live with them) who have equity of £120,000+ in a property will be disqualified from joining the housing register
- Homeowners with equity of less than £120,000 in a property will qualify to join the register, but will need to demonstrate that they are making provisions to sell their property

The same exemptions apply as for housing related debt.

There are currently 835 applicants on the register who are owner occupiers. Under the new policy, any of these applicants with equity in their property of £120,000+ will be disqualified from joining the register (except in exceptional circumstances). Unfortunately there is no way to report on how many applicants this change will effect, as currently we don't ask applicants how much equity they have in their property.

Owner / Occupiers						
Team / Local Authority	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
Calico Homes	0	128	0	0	0	128

Onward	0	0	236	0	0	236
Together Housing	210	0	0	113	148	471
Grand Total	210	128	236	113	148	835

Deliberate worsening of circumstances

The current B-with-us policy has no provision to give reduced priority to those applicants who have worsened their own circumstances. Criteria has been added into the new policy to give staff the option to reduce the priority of applicants who have worsened their own circumstances, by being able to place applicants in whichever banding they would be in had they not worsened their circumstances.

Examples of what may class as deliberate worsening of circumstances are:

- Applicants who have sold a property that was affordable and suitable for their needs
- Applicants who have moved into insecure / overcrowded accommodation where there was no good reason to do so
- Applicants who have transferred or gifted a property to someone else within the last five years (including social housing tenants who have assigned their tenancy to someone else)
- Where an applicant has moved additional family / friends into the property which has resulted in them being overcrowded, where there was no good reason to do so

There is no way to report on how many applicants are likely to be affected by this policy change.

Community Contribution

The community contribution banding has been amended to include a provision to cover those applicants who are unable to work or volunteer due to a disability, caring responsibility or other characteristic. These applicants will benefit from the same additional preference as those who are actively involved in and/or participating in their community, subject to satisfactory evidence.

There is no way to report on how many applicants will benefit from this change.

Unreasonable refusals

In the current B-with-us policy, applicants who unreasonably refuse three properties are suspended for 12 months. Whilst they are suspended, they may still make updates and changes to their application, but they are unable to place any bids.

The new B-with-us policy changes this, so applicants will be suspended for six months if they unreasonably refuse three properties.

There are currently 61 applicants (as at 30/10/2019) who are currently suspended due to unreasonably refusing three or more properties. Each is currently suspended for twelve months, but the new policy reduces the suspension period to six months. This means that some of the applicants who are currently suspended would be activated sooner than their current suspension review date.

Unreasonable Refusal Suspensions						
Suspension reason / Local Authority	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Total
Unreasonable refusal	21	9	13	8	10	61

Suspensions

The current B-with-us policy allows us to suspend applications for multiple reasons. While an application is suspended, the applicant may still login and update or change their application, but they are unable to place any bids.

The new policy implements clearer eligibility and qualification criteria which removes the need for a lot of the current suspension reasons.

Suspensions for further information or documents needed are remaining as part of the new policy, as are suspensions for unreasonable refusals, but the suspension period is being reduced to six months instead of twelve.

Suspension reasons remaining	Suspension reasons being removed
Awaiting documentation	Supported move on
Criminal Convictions (but only to be used while waiting for the form to be returned)	Does not meet transfer criteria (applicants are closed for this but the current system means they have to be suspended before they can be closed – new system won't require this)
Missing information	Not been a partner organisation tenant for 12 months
Other – see notes	Failed transfer visit (applicants will be closed, not suspended)
Unreasonable refusal	Unacceptable behaviour
Awaiting transfer visit (there are currently two suspension reasons with similar wording to cover this – only one is required)	No response to offer (not currently used)
	FTA's
	Rent arrears
	Rechargeable repairs / other debts
	Suspension review

There are currently 613 applicants with applications which are suspended for reasons which will be remaining in the new policy. These applicants will remain suspended following the implementation of the new policy, subject to the criteria of their suspension.

The table below shows the amount of applicants for each suspension reason which is remaining in the new policy.

Suspension Reasons - Remaining						
Suspension reason (remaining)/ Local Authority	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Total
Awaiting documentation	19	42	25	10	11	107
Awaiting transfer visit / transfer visit required	0	31	2	0	0	33

B-with-us Allocations Policy Review – Outlining the Changes

Criminal Convictions	40	26	19	9	15	109
Missing information	15	137	39	5	4	200
Under 18	9	15	4	2	15	45
Unreasonable refusal	21	9	13	8	10	61
Other - see notes	25	9	5	8	11	58
Total	129	269	107	42	66	613

There are 846 applicants who are currently suspended for reasons which are being removed or changed with the implementation of the new policy. Some of these applicants will be disqualified under the new criteria and will have their application closed, such as applicants who have displayed unacceptable behaviour, applicants who are under 18 and some of the applicants with housing related debt.

Some applicants will be activated under the new policy criteria, such as supported move on and some of the applicants with housing related debt.

The table below demonstrates the amount of applicants suspended for reasons which are being removed or changed in the new policy.

Suspension Reasons - Removing						
Suspension reason (removing) / Local Authority	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Total
Awaiting supported move on form	68	14	15	14	8	119
Failed transfer visit	1	1	0	0	0	2
FTA's	162	72	35	52	81	402
Rechargeable repairs / other debts	0	5	0	1	0	6
Rent Arrears	51	99	47	23	20	240
Suspension review	3	2	4	3	3	15
Unacceptable behaviour	1	13	3	0	0	17
Under 18	9	15	4	2	15	45
Total	295	221	108	95	127	846

Banding changes

The new policy adds in a fifth band and rearranges some of the bands to ensure they give the correct applicants reasonable preference.

The table below shows the bands in the current policy, where the equivalent item is in the new banding structure, and a description of the change.

Current policy	Proposed policy	Change
Band 1 – Statutory homeless	Band 1 – Statutory homeless	No change
Band 1 – Homeless prevention	Band 1 – Homeless prevention	No change
Band 1 – High medical need	Band 1 – High medical need	No change
Band 1 – Care leavers	Band 1 – care leavers	No change
Band 1 – tenants needing to move for improvement works (decants)	Band 1 – tenants needing to move for improvement works (decants)	No change
Band 1 – tenants with a closing or clearance order on their property	Band 1 – Tenants with a closing or clearance order on their property	No change
Band 1 – households with a prohibition notice on their property	Band 1 – households with a prohibition notice on their property	No change
Band 1 – Under occupying by two or more bedrooms	Band 4 – under occupying by one or more bedrooms	Down from band 1 to band 4
Band 2 – Overcrowded by two or more bedrooms	Band 3 – applicants that lack one or more bedrooms	Down from band 2 to band 3
Band 2 – Households at risk due to homeless reduction act	Band 2 – Prevention Duty Band 2 – Relief Duty	No change
Band 2 – Households at risk from violence or harassment	Band 2 – applicants needing to move away from a particular locality where they would be at risk of harm if they didn't	No change
Band 2 – Supported move on	Band 3 – Living in unsatisfactory housing conditions	Down from band 2 to band 3 with additional priority
Band 2 – Leaving a refuge	Band 2 - Applicants needing to move away from a particular locality where they would be at risk of harm if they didn't	No change
Band 2 – Occupational Therapist report	Band 2 – Occupational therapist report	No change
Band 2 – Cumulative need	Not covered	Will likely go down
Band 2 – Under-occupying by one bedroom	Band 4 – under occupying by one or more bedrooms	Down from band 2 to band 4
Band 3 – Homeless with no priority or intentionally	Band 3 – Homeless with no priority or intentionally	No change
Band 3 – Standard medical	Band 3 – Standard medical	No change
Band 3 – Particular Locality	Band 3 – Applicants needing to move to a particular locality where hardship would be caused if they didn't	No change
Band 3 – Right to move	Band 3 - Applicants needing to move to a particular locality where hardship would be caused if they didn't	No change
Band 3 – Overcrowded	Band 3 – Applicants living in unsatisfactory or overcrowded housing conditions	No change

B-with-us Allocations Policy Review – Outlining the Changes

Band 3 – Unsatisfactory / Unsanitary	Band 3 – Applicants living in unsatisfactory or overcrowded housing conditions	No change
Band 3 – Community contribution	Band 4 – Community Contribution	Down from band 3 to band 4
Band 3 – Tenant community reward scheme	Not covered	Not covered
Not covered	Band 4 – Approved foster carers or adoptive parents where their current home is not suitable	New addition
Band 4 – All others (no housing need)	Band 5 – All others (no housing need)	Down from band 4 to band 5

The data below shows the amount of applicants in each of the affected bandings who may be affected by the changes:

Band 1 – Under occupying by two or more bedrooms:

- 83 applicants have this banding in total
- 53 of those have this as their only band
- 29 of those have this as their highest band but have at least one other band
 - 2 also have Band 2 – Occupational Therapist Referral
 - 15 also have Band 3 – Standard Medical
 - 10 also have Band 3 – Community Contribution
 - 2 also have Band 2 – Cumulative need

Band 1 – Under occupying by two or more bedrooms	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Total
Total applicants with this band	47	6	12	13	5	83
Applicants with this as their only band	34	2	7	7	3	53

Band 2 – Under occupying by one bedroom

- 320 applicants have this banding in total
- 167 of those have this as their only band
- 6 have another higher banding
- 151 have another equal or lesser banding

Band 2 – Under occupying by one bedroom	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Total
Total applicants with this band	149	27	77	34	33	320
Applicants with this as their only band	76	15	43	16	17	167

Band 2 – Cumulative need

- 863 applicants have this banding in total
- 14 have another higher banding
- 836 have another equal or lesser banding

Band 2 – Cumulative need	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Total
Total applicants with this band	369	82	124	141	147	863

Band 2 – Supported move on

- 136 applicants have this banding in total
- 111 of those have this as their only band
- 13 have another higher banding
- 2 also have an “at risk” banding
- 7 have another lower banding

Band 2 – Supported Move On	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Total
Total applicants with this band	53	24	26	20	13	136
Applicants with this as their only band	39	21	22	17	12	111

Band 2 – Overcrowded by two or more bedrooms

- 160 applicants have this banding in total
- 98 of those have this as their only band
- 4 have another higher banding
- 4 have another equal banding
- 59 have another lower banding

Band 2 – Overcrowded by two or more bedrooms	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Total
Total applicants with this band	84	14	26	26	10	160
Applicants with this as their only band	51	7	18	16	6	98

Band 3 – Community contribution

- 2277 applicants have this banding in total
- 2076 have this as their only band

B-with-us Allocations Policy Review – Outlining the Changes

- 907 have another equal or higher banding

Band 3 – Community Contribution	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Total
Total applicants with this band	731	341	482	376	347	2277
Applicants with this as their only band	645	317	443	353	318	2076

Band 4 – Standard

- 3201 applicants have this banding in total

Band 4 – Standard	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Total
Total applicants with this band	1011	554	681	522	433	3201

Homes England Investment Partner and Registered Housing Provider

Report to Executive



DATE	17th March 2020
PORTFOLIO	Housing & Leisure
REPORT AUTHOR	Paul Gatrell
TEL NO	01282 477320
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PURPOSE

1. To seek approval to apply to Homes England to become an Investment Partner and a Registered Housing Provider and submit a bid for grant funding.

RECOMMENDATION

2. That the Executive authorise the Head of Housing and Development Control to apply to Homes England to become an Investment Partner.
3. That the Executive authorise the Head of Housing and Development Control to apply to Homes England to become a Registered Housing Provider.
4. That the Executive authorises the Head of Housing and Development Control to submit bids for grant funding for affordable housing to be deliver through the Council's current empty homes programme.
5. That the Executive authorises the Head of Housing and Development Control to accept offers of grant funding.

REASONS FOR RECOMMENDATION

6. To allow the local authority to apply to Homes England for funding from the Affordable Homes Programme and other funding streams as appropriate.
7. To facilitate the delivery of affordable rented housing across the borough.
8. To increase the numbers of empty homes the Council returns in to use.
9. To increase the Council's income by expanding the empty homes lease programme.

SUMMARY OF KEY POINTS

10. Homes England is a public body that works with housing developers, local authorities, registered housing providers and other stakeholders to assist in the delivery of new homes across the country. One key element of the work they do is to fund the delivery of affordable homes that includes improving existing housing and bring empty homes back in to use.

Investment Partner Qualification

11. In order to be eligible to receive grant funding from Homes England it is necessary to qualify as an Investment Partner. This process consists of an application to Homes England that contains information about the financial status of an organisation and its operational experience in the delivery of housing projects.
12. If an organisation meets the qualification criteria and is accepted as an investment partner, they become eligible to bid for funding from the Affordable Housing Programme (AHP) to facilitate the delivery of housing projects.
13. Due to the limited nature of the Council's current empty homes programme the input of external grant funding would significantly increase the number of empty homes the Council could return in to use over time. Council officers have had initial discussions with colleagues at Homes England who have confirmed that, subject to the qualification criteria, the Council could apply to Homes England for consideration to receive some funding towards the delivery of the Council's empty homes programme.
14. It is proposed that the first phase of this programme would be to apply for grant support to deliver 10 units through the empty homes programme in 2020/21. Further bids would be considered for future years.

Registered Housing Provider

15. If the Council were to receive grant from Homes England's AHP the central criteria for receiving grant would be that it delivers affordable housing. This would be achieved by expanding the existing lease scheme whereby the empty homes returned in to use utilising grant funding are rented out as affordable housing. The management of the properties would be undertaken by a 3rd party affordable housing organisation, such as Calico Homes who undertake the tenancy and property management under the current leasing scheme, with the ownership of the properties and grant liability remaining with the Council.
16. As the Council would remain the owner of the properties and be the recipient of the grant funding, they would be deemed a provider of affordable housing. This would require an application to Homes England requesting registration as an affordable housing provider.

FINANCIAL IMPLICATIONS AND BUDGET PROVISION

17. There are no direct budget implications arising from this report as the Council resource that will deliver the first tranche of 10 units identified for Homes England grant support would come from the existing approved capital programme for 2020/21.

18. A further 10 units operated as affordable rented accommodation through the Council's empty homes lease programme would generate an additional annual income of approximately £24,000.

19. Further match funding commitments from the Council attached to any grant applications in future years would come from empty home's capital receipts generated through the sale of renovated empty homes and be identified for approval in future years capital programmes.

POLICY IMPLICATIONS

20. The proposals contained in this report would be delivered within the existing policy framework.

DETAILS OF CONSULTATION

21. None

BACKGROUND PAPERS

22. None

FURTHER INFORMATION

PLEASE CONTACT: Paul Gatrell

ALSO:

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REPORT TO EXECUTIVE



DATE	17 February 2020
PORTFOLIO	Resources and Performance
REPORT AUTHOR	Lukman Patel
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ORGANISATIONAL DEVELOPMENT STRATEGY 2020

PURPOSE

1. To revise the council's Organisational Development (OD) Strategy.

RECOMMENDATION

2. That the Executive approve the council's revised Organisational Development Strategy.

REASONS FOR RECOMMENDATION

3. The strategy sets out how the council as an organisation needs to develop, to help it achieve its ambition for the borough as set out in the Strategic Plan.

SUMMARY OF KEY POINTS

4. **Background**

In 2009, the Executive approved the Council's first Organisational Development Strategy to formally direct organisational change following the successful Team Burnley Change Programme. That programme was started in 2007 to change the council's performance culture. It resulted in a wide range of developments which were acknowledged in the 2008 staff survey and the Investor in People external assessment in 2009.

Our subsequent employee surveys and liP assessments (GOLD) in 2012, 2015 and 2018, have provided verification that the strategy and associated work programmes have created a more motivated, engaged, confident and resilient workforce.

5. The updated Organisational Development Strategy describes the organisational changes the council needs to make over the next 2-year period through the development of people, processes and technology.

The updated vision continues to describe the organisation as one that is smaller, versatile and pragmatic, that remains sustainable in order to deliver agreed strategic objectives and

meet the resource challenges ahead.

The strategy demands that our leaders be role models: inspiring, motivating and coaching for results beyond what is expected. They will also be committed to strong partnerships, service and personal improvement and will collaborate across traditional boundaries, and they will be confident, innovative and competent enablers on the council's behalf.

The council's structures, roles, policies and procedures will be aligned to encourage enterprise, ambition, autonomy and individual ownership, where people are empowered to challenge the status quo and those behaviours that are not in line with council's values. Our employees will feel appreciated and valued for their efforts and be encouraged to learn and develop.

The revised organisational objectives are detailed in the drafted Organisational Development Action Plan attached to the Strategy at Appendix 1.

6. The OD Strategy is owned by the Management Team and implemented through the Team Burnley Programme Board. A cross section of employees will work on the agreed strands as set out in the strategy and action plan. Policies, procedures and guidelines will be reviewed and developed in a way that supports the strategy. Progress towards objectives will continue to be managed and monitored by the Team Burnley Programme Board and impact measured against resident surveys, employee surveys, liP assessments, agreed performance targets and feedback from stakeholders.

FINANCIAL IMPLICATIONS AND BUDGET PROVISION

7. There are no new budget implications arising from this report. The Organisational Development Strategy will inform the use of service or other budget provisions, including, for example, the council's Corporate Training Programme.

POLICY IMPLICATIONS

9. The Organisation Development Strategy builds on existing work across the Council and provides a clear focus for how the council as an organisation needs to develop into the future. As such, the Strategy will inform the work and service plans of a wide number of Service Units over the next two years.

DETAILS OF CONSULTATION

10. None.

BACKGROUND PAPERS

11. None.

FURTHER INFORMATION

PLEASE CONTACT:

Lukman Patel

ALSO:

Mick Cartledge

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PEOPLE AND DEVELOPMENT TEAM
People and Development

Shaping Our Future

Burnley Borough Council

Organisational Development Strategy

2020 - 2022

CONTENTS

1. Introduction	2
2. Organisational Development Vision and Objectives	3
3. Organisational Values	4
4. OD Strands	4
5. Implementation	5
6. Monitoring and Evaluation.....	5
Appendix 1	6
Appendix 2- Results from the 2016-19 Strategy by Theme	10

Organisational Development Strategy

1. Introduction

The Council continues to face significant budget uncertainty but its determination to transform quality of life in Burnley and Padiham is undiminished. To deliver its ambitious strategy for the borough requires creativity, enterprise, with support from partners in the public, private and voluntary sectors.

Through our organisational development strategies and associated actions plans we have demonstrated a commitment to sustaining and improving our performance, developing and building capacity in our workforce, delivering quality services and enhancing our reputation and image resulting in a measurable cultural shift in the organisation and a positive impact on our local economy and communities.

Over the three years of the last strategy, we have fine-tuned our organisational structures, developed and enhanced our external partnerships and relationships, grown our commerciality discipline and expertise, further modernised and digitised our services, providing greater accessibility to our customers, continued to nurture and develop the talent in our workforce and proactively managed our resources and priorities to ensure we deliver the best outcomes for Burnley (see appendix 2 for more detail on the outcomes of the last OD strategy).

In September 2016, the Council arranged an external assessment under the Local Government Association (LGA) Corporate Peer Challenge, followed up in July 2018. The feedback confirmed the Council was making significant progress in relation to a range of economic, housing and regeneration projects and developing commercial approaches, that it had developed robust mechanisms to securing investment in the borough, was respected and valued as a partner and that jobs growth in the borough had outstripped many parts of the country.

In September 2018 the organisation retained its Investor in People Gold accreditation evidencing that the Council continues to operate at the very highest levels of people management practices. The independent assessor highlighted that the assessment outcome was *“particularly commended given the more rigorous nature of the updated Standard and the significant amount of change the Council continues to go through, including the requirement to continue to make significant financial savings and to deliver high quality services to residents with a reducing workforce.”*

Employee satisfaction and attendance levels remain high. The Council's Wellbeing Strategy and initiatives and were also re-accredited with the IiP Health and Wellbeing Good Practice Award in 2018.

The Council's strategic objectives continue to fall under 4 key themes:

- **PEOPLE:** Creating flourishing, healthy and confident communities

- **PLACES:** Making the borough a place of choice to live
- **PROSPERITY:** Promoting transformational economic change for Burnley
- **PERFORMANCE:** Ensuring a continuous focus on improvement in all aspects of the Council's performance

This organisational development strategy aims to provide a pragmatic guide for maintaining our high performance, for developing great leadership that will foster and develop strategic partnerships and relationships and continue to develop the capacity and capability of our people, building growth in our borough. It directs our priorities in terms of leadership capability, organisation behaviours and business efficiency to ensure a sustainable future with significantly fewer resources. We will continue to apply our enterprise and ambition, together with our partners to meet the service needs of our community.

2. Organisational Development Vision and Objectives

Over the next two years Burnley Council will move forward with business efficiency plans, making appropriate investments in technology and associated processes. It will be an organisation that has an engaged and enthused workforce, with skill development focused on both organisational and individual needs to facilitate fluid pathways across service sectors and partners.

Our leaders will look to the future to plan the capabilities the organisation needs. They will be visionary and ambitious role models, inspiring motivating and coaching for results beyond what is expected. They will be committed to strong partnerships and relationship management, collaborating across traditional and non-traditional boundaries, together with service and personal improvement. They will be confident, innovative and competent enablers on the Council's behalf.

Our structures, roles, policies and procedures will be aligned to encourage enterprise, ambition, autonomy and individual ownership, where people are empowered to challenge the status quo and behaviours that are not in line with Council values. People will feel appreciated and valued for their efforts. They will be encouraged to learn and develop to effectively deliver the organisation's objectives.

Our objectives and actions linked to this vision are provided below. They detail the planned interventions for continuing, significant improvements in organisational effectiveness. They will include systematic assessment and diagnosis of methodologies, whole system changes and changes in culture; the unconscious side of the organisation.

3. Organisational Values

Our core values, developed with our employees, reflect both our current state and our ambition and are also reflected in our behaviour framework.

- **T** -Together
- **E** -Enterprising
- **A** - Ambitious
- **M** -Meeting Customer Needs

4. OD Strands

Over the lifetime of the strategy our organisational focus will fall around four key strands of development. An action plan linked to the strands below is attached at Appendix 1.

We will:

- Provide great **leadership**, by developing or recruiting visionary, ambitious, effective and enterprising leaders who are open to feedback, who engender a values driven culture where all employees are empowered to deliver high quality services, encouraged to bring forward new ideas or challenge existing ways of working
- Strengthen and build our **partnerships**, by developing interrelationships and shared working opportunities with the public, private, voluntary, and third sectors for the longer term, identifying new or softer relationships that work toward a common aim to create win-win solutions for our citizens
- Be **business efficient** and improve productivity through technology that is literate, flexible and joined up, making appropriate investments, restructuring tasks, reshaping and remodelling structures. To effectively measure and demonstrate the impact over time of our projects and activities both within and external to the organisation
- **Empower and engage**, with a focus on the wellbeing and resilience of our diverse workforce, with reward and recognition systems that attract, retain and value our talent, having organisational and personal skill development that create fluid career pathways across services, other sectors and partners. Communicating actively and positively our achievements to both employees and our residents

5. Implementation

We will take every opportunity to involve our employees directly and through trade unions and our partners in the organisational changes, understanding that we need to support our people and manage the risks and anxieties, whilst making the creative changes for a sustainable future.

The OD Strategy and the associated action plan will be owned by the Management Team and implemented through the Team Burnley Programme Board. Policies and procedures and guidelines will be developed in a way that supports the strategy.

6. Monitoring and Evaluation

The Strategy will be formally reviewed on an annual basis to ensure that the priorities it sets are the right ones and monitored through the TEAM Burnley Programme Board

Progress towards the aims and objectives will be measured by:

- Residents surveys
- Employee survey;
- External assessments – e.g. liP or peer benchmarking;
- Value for money analysis;
- Progress towards agreed performance targets;
- Feedback from stakeholders

Other assessment tools may be developed that include focus groups and one-off surveys.

Appendix 1		
Organisational Development Action Plan 2020 – 2022		
OD Strand		
Leadership	Objectives and Actions	Owned by
	Continue to develop leadership capabilities, fully embedding a culture of inspirational leadership through the Talent Management and Corporate Coaching programmes and Employee Conferences and TEAM awards	CEO and COO, People and Development
	Strengthen communication of positive achievements externally and internally through new communications and engagement strategy	Policy and Engagement
	Continue to improve the visibility of Senior Management through Chat with the Chief and attendance at team meetings	CEO and COO
	Develop and promote the development opportunities for councillors.	Legal and Democratic Services / Member Structures Working Group
Partnerships	Objectives and Actions	Owned by
	Revise the Council's employee volunteering policy and effectively measure the uptake and impact of the policy over time e.g. amount raised for charity, number of hours, number of people engaged year on year across the Council and the impact of the volunteering projects engaged in vs what the Council pays to help facilitate this	People and Development
	Develop and recognise the impact of engaging and cultivating stronger partnerships such as with government agencies, education, housing agencies and voluntary sector.	Heads of Service, CEO and COO
	To support local learning establishments through volunteering, career advice, coaching and mentoring and workshops plus professional advice and support.	People and Development

Business Efficient	Objectives and Actions	Owned by
	Deliver the agreed technological systems and associated improvements as detailed in the Council's Digital Strategy. These include:	
	<ul style="list-style-type: none"> • Chris 21/HR21- manager self serve efficiencies 	People and Development
	<ul style="list-style-type: none"> • Office 365 and SharePoint online to improve cyber security and mobile working 	All services
	<ul style="list-style-type: none"> • Idox Uniform to enable end to end digital processes and mobile working 	DC team, land charges, housing, Streetscene
	<ul style="list-style-type: none"> • Promoting channel shift by nudging residents to go digital through improved web transaction services and promoting the digital as the primary way of contacting us while continuing to support vulnerable customers who cannot transact online. 	Policy and Engagement
	<ul style="list-style-type: none"> • Improve management and use of geographical information 	DC team, Streetscene, Economy and Growth
	<ul style="list-style-type: none"> • Developing the digital approach to delivering selective landlord licensing 	Private Sector Housing team

Empower and Engage	Objectives and Actions	Owned by
	Continue to seek periodic feedback from employees about the organisation's overall approach to reward and recognition,	People and Development
	Use pulse surveys to consider as well as asking line managers to seek feedback within their respective services/teams given that different things motivate different people	People and Development All services
	Deliver an annual comprehensive corporate learning and development programme based on a training needs analysis that includes bespoke service requirements and continues to develop management capacity, talent management, employee safety and wellbeing	People and Development
	Engaging and nurturing talent <ul style="list-style-type: none"> • Facilitating career pathways over traditional boundaries • Apprenticeships make best use of the resources in the Apprenticeship Levy • Succession planning / knowledge management • Inclusive talent approach – everyone has the potential to make a special contribution • Promoting jobs and careers within the public sector • Addressing any diversity issues identified in the workforce plan • Facilitate career self-management • Talent Management programmes • Corporate apprenticeship 	People and Development, Middle leaders
	Deliver the Time to Change action plan. <ul style="list-style-type: none"> • 7 Mental Health First Aiders in place with further training planned in March 2020 • Health & Wellbeing Events to help to support mental health • Council Policies and Procedures regularly reviewed • Resilient Leadership and Stress Management Training Events held 	People and Development
	Continue to deliver the Health and Wellbeing Strategy/Action Plan. 2020 will also be the priority year for delivering Domestic Abuse Awareness Training to all employees and Members of the Council.	People and Development

	Empower middle leaders to increase involvement and participation, ownership and cross departmental working via the Middle Leader Group	Chief Operating Officer and Heads of Service

Appendix 2- Results from the 2016-19 Strategy by Theme

Empower - our leaders and employees, expanding their skills, capacity and competence and their understanding of governance and risk within an organisational culture and workforce structures that engage and nurture talent, encourages agility, commerciality and support a business partnering model approach

Structure, job design and roles

- Reviewed the structure of our senior management, downsizing to one Chief Executive and one Chief Operating Officer
- Reduced the number of heads of service to 7 FTE, reviewed and job evaluated their job roles and updated salary levels
- Various in service restructures and workforce planning activity that has continued to reduce our workforce numbers in line with budget provision
- Agree an update to the Council's grading structure to comply with the new national pay spine
- Under our Investors in People (IIP) reaccreditation in September 2018, judged as high performing on the structure and job design indicator.

Reprofiling Roles

- Our TEAM values have been integrated into our Behaviour Framework
- Senior managers have completed a collaborative leadership course – Working Together, Get Results
- Delivered a Step Up learning programme for middle leaders and a Talent Management course for our rising stars
- Run an ILM3 leadership course in partnership with Burnley College
- Re-established our middle leader forum
- Used our Apprenticeship Levy to fund apprenticeship MBAs and Level 6 degree apprenticeships in partnership with UCLAN together with Level 2 3 and 4 apprenticeships in horticulture or business administration.

Agility in HR policies and procedures

- Integrated our CHRIS21 employee database with payroll in partnership with Liberata
- Improved accessibility to payslips for all employees either via email or HR21 – our self-service HR system
- Updated a variety of HR, H&S or L&D strategies, policies and procedures to an agreed schedule to ensure the Council is operating efficiently and effectively.

Nurturing Talent

- Increased the number of career grades in the establishment
- Continued to support capacity groups such as trained trainers, mentors, coaches
- Maintained our PDR and job chat processes

- Annual corporate training calendars delivered based on identified training needs
- Support for apprentices, increasing the number and level of apprenticeships and work experience programmes
- Project based learning, e.g. 10K run and volunteering project
- Participation in Young Authority of the Year
- Internal promotions
- Investors in People reaccreditation in September 2018, judged as high performing on building capacity

Values

- Review and refresh of our values (TEAM) following our last liP accreditation, with strong link to behaviours
- Employee awards revised under TEAM headings with updated criteria
- Evidence of values being modelled by senior leaders
- Overall good understanding of values in the organisation
- TEAM acronym used widely
- Investors in People reaccreditation in September 2018, judged as high performing on values.

Employee Wellbeing

- Employee Assistance Programme put in place for all employees and members
- Doctor led Occupational Health provision through Lancashire Teaching Hospital continues
- Annual programme of H&WB activity, plus H&S, resilience, assertiveness, managing conflict ,IOSH and first aid training etc as part of corporate learning programme
- Electronic learning (ELVIS) programmes available on health and wellbeing
- Safer Driving at work – new health checks for drivers of council vehicles introduced
- Fully revised Alcohol and Drugs policy implemented
- Menopause and mindfulness courses delivered
- Ongoing employee led groups supported (employee's own time) e.g. book club, yoga classes, knitting and crocheting, lunchtime walking and weigh ins
- Accredited liP Health and Wellbeing Good Practice Award with psychological wellbeing judged as high performing

Digitise – invest in and further modernise our systems and technologies to continuously improve our work processes and customer and business accessibility to our services so that we are operating in the most comprehensive, coherent and cost effective way.

- ELVIS - many new courses added and ongoing review and reconfiguration
- Automation of the recruitment process in partnership with Liberata – currently in development
- Council meetings paperless and improved WiFi in Council buildings
- Intelligent scanning for invoices

- Civica upgrade and revised budget monitoring processes for managers
- Office 365 technical roll out
- Review of end to end digital process for landlord licensing.
- Revs and Bens customer access complete
- Implementation of single system for planning, housing, environmental health and land charges (Idox)
- Paperless billing by default progressed

Partner – strengthen and build our partnerships within the Council’s budget, strategic vision and commercial strategy and develop new partnerships through the Combined Authority and other shared working opportunities.

- Procured housing joint venture partner – Barnfield Homes
- Joint working with Calico
- Maintenance of external networks
- Continued partnership with Urbaser, Burnley Leisure and Liberata
- Accommodation review
- UCLAN partnership

Prioritise – align services to the Council's, strategic vision, statutory/legal responsibilities, available resources and customer and residents’ needs.

- Continued development of budget options that minimise the impact on local residents
- GDPR implemented and associated risks analysed. Processes and procedures updated. Updates to e-learning modules on ELVIS and information security policies
- Town Centre Masterplanning

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