

## Health, Care and Housing Scrutiny Committee

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Meeting Venue  
**Council Chamber - County Hall,  
Llandrindod Wells, Powys**

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Meeting Date  
**Wednesday, 23 January 2019**

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Meeting Time  
**10.00 am**

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County Hall  
Llandrindod Wells  
Powys  
LD1 5LG

For further information please contact  
**Wyn Richards, Scrutiny Manager and  
Head of Democratic Services**  
wyn.richards@powys.gov.uk

16.01.2019

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Mae croeso i chi siarad yn Gymraeg neu yn Saesneg yn y cyfarfod.  
Rhowch wybod pa iaith rydych am ei defnyddio erbyn hanner dydd, ddau ddiwrnod  
gwaith cyn y cyfarfod.  
You are welcome to speak Welsh or English in the meeting.  
Please inform us of which language you wish to use by noon, two working days  
before the meeting.

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### AGENDA

<b>1.</b>	<b>APOLOGIES</b>
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To receive apologies for absence.

<b>2.</b>	<b>DECLARATIONS OF INTEREST</b>
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To receive declarations of interest from Members.

<b>3.</b>	<b>DECLARATIONS OF PARTY WHIPS</b>
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To receive disclosures of prohibited party whips which a Member has been given in  
relation to the meeting in accordance with Section 78(3) of the Local Government  
Measure 2011.

(NB: Members are reminded that under Section 78 Members having been given a  
prohibited party whip cannot vote on a matter before the Committee.)

<b>4.</b>	<b>MINUTES</b>
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To authorise the Chair to sign the minutes of the last meetings held on 8 November, 22 November and 10 December as correct records.

(Pages 3 - 26)

<b>5.</b>	<b>COMMON ALLOCATIONS SCHEME REVIEW AND AMENDMENTS</b>
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To receive and consider the report of the Portfolio Holder for Corporate Governance, Housing and Public Protection.

(Pages 27 - 100)

<b>6.</b>	<b>PROPOSITION FOR THE ADOPTION OF ECO 3</b>
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To receive and consider the report of the Portfolio Holder for Corporate Governance, Housing and Public Protection.

(To Follow)

<b>7.</b>	<b>IMPROVEMENT AND ASSURANCE BOARD - NOTES</b>
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To receive the minutes of the Improvement and Assurance Board held on 31 October, 2018

(Pages 101 - 106)

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## MINUTES OF A MEETING OF THE HEALTH, CARE AND HOUSING SCRUTINY COMMITTEE HELD AT COUNCIL CHAMBER - COUNTY HALL, LLANDRINDOD WELLS, POWYS ON THURSDAY, 8 NOVEMBER 2018

PRESENT: County Councillor G I S Williams  
County Councillors J Charlton, S C Davies, D E Davies, J Gibson-Watt, H Hulme, A Jenner, E Jones, G Morgan, K M Roberts-Jones, D Rowlands, E Vaughan, R Williams and S L Williams

Cabinet Portfolio Holders In Attendance: County Councillor J Evans

Officers: P Dark (Service Manager - Asset Management), A Thompson (Service Manager – Tenancy Services) and W Richards (Scrutiny Manager and Head of Democratic Services)

### 1. APOLOGIES

Apologies for absence were received from County Councillors C Mills, P C Pritchard, A Williams and J Williams

Apologies for absence were received from County Councillors S Williams and H Hulme and from A Jenner (on other Council business) for the next meeting on 22<sup>nd</sup> November, 2018.

### 2. DECLARATIONS OF INTEREST

There were no declarations of interest from Members.

### 3. DECLARATIONS OF PARTY WHIPS

There were no declarations of protected party whips which a Member has been given in relation to the meeting in accordance with section 78(3) of the Local Government Measure 2011.

### 4. MINUTES

The Chair was authorised to sign the minutes of the last meetings held on 12<sup>th</sup> September, 26<sup>th</sup> September, 3<sup>rd</sup> October and 15<sup>th</sup> October, 2018 as correct records.

The Committee noted the thanks of the Portfolio Holder for Housing for the comments received at the last meeting relating to the Homelessness Strategy which had been approved by the Cabinet on 7<sup>th</sup> November.

### 5. WALES AUDIT OFFICE REPORT - WHQS

The representative of the Wales Audit Office (WAO) presented the report on the implementation of the Welsh Housing Quality Standards (WHQS) in Powys. The report made 3 recommendations.

In relation to damp problems, it was noted that this would be a problem in Wales as Wales was subject to wet and windy weather conditions. In addition, damp problems arose due to the historic location of houses when they were built. The

implementation of WHQS has raised other challenges such as with the implementation of double glazing this has caused issues with condensation. Damp can be a complicated and sensitive problem for residents as it can either be a building related issue or a people issue. The Housing Service makes sure that buildings are the best that they can be and also provides advice to tenants on living styles.

Members suggested that whilst some of the figures reported in the report indicated that the service may be doing well e.g. 67% advised about leaseholder responsibilities, if you considered the opposite number 33% then this did not appear to be as positive. The WAO reported that it had undertaken 7 reports across Wales and the Powys survey results were good by comparison to other authorities. Members suggested that the thresholds set for WHQS were low, and whilst engagement had been good, it could have been better. It was also suggested that the WAO survey may be flawed, and that councillors could have been used to assist the engagement process as well.

The Housing Service advised the Committee that it was seeking to undertake fewer but more effective engagement sessions, more ad-hoc and subject specific. It was intended to undertake a sample survey of tenants in 2019 including what are their perceptions of the Council as a landlord. A group of 100 tenants is being used to consult about policies. A disused shop is being reopened in Machynlleth as a drop in centre for Housing and other officers.

**Question:**

Every Powys house has to achieve the WHQS by 2020 which means that 23% need to be improved in just over a year. Is £500k sufficient to achieve this?

**Response:**

Housing has been allocated funding for the various elements of WHQS going forward. The £500k funding is sufficient. Other provision is also available for other elements such as ventilation, heating etc.

**Question:**

Are some of these issues due to a bad design of the property?

**Response:**

Yes, this is the case. Also true where properties are built at the same time and have common issues. There may be some properties that are uneconomical to repair or update. Members suggested that the installation of fans in some bathrooms might alleviate some of the condensation issues.

**Question:**

Page 39 – point 13 – *“The Council recognises its system for recording which homes meet the WHQS standard for warmth is inaccurate and incomplete”* – why is this the case?

**Response:**

The 2012 and 2015 surveys were undertaken by consultants and an audit of the results highlighted that this did not reflect the true picture accurately. The inaccuracies were taken up with the consultants and they have corrected the data which gave an updated profile for the Council's properties of 1% in energy rating. The Housing Service was now content that the information is accurate. Where the information could not be updated these properties would be prioritised in the stock condition surveys

over the next 5 years. The Committee received assurance that the company undertook the updating of the information at no cost to the Council.

Page 42 – Paragraph 23 – the Housing website was to be changed imminently in line with changes to the corporate website. Housing was also reviewing the language used on the website to improve its clarity. Housing were reviewing whether additional resource could be made available to assist with amending the website, but at present children’s services were the priority for web development.

**Question:**

Does the Council look at other websites to learn from those examples.

**Response:**

Yes, the Council does look at other websites. However resources is the issue.

**Question:**

Defects in properties – if a tenant has bought their own property and defects come to light, where does this leave the Council as the former landlord?

**Response:**

If the Council sells a property, then any defects should be picked up in the buyers property surveys undertaken before purchase. The Council does also have support processes for owner occupied properties.

**Question:**

The report states that 73% of tenants are happy with the environment outside their properties. However, this is the most common issue raised with Councillors. Is this figure accurate?

**Response:**

People have great concerns about the state of estates. A forthcoming budget proposal is to establish dedicated estate teams north and south to undertake grass cutting etc in line with the Love Where You Live Strategy.

**Question:**

Does the Council give advice to tenants on how to manage damp and condensation?

**Response:**

Yes, by means of DVDs and leaflets. There is also a need to look at more innovative solutions where there is a medical need.

**Question:**

Renewable energy solutions – are these going to be targeted at people on low incomes?

**Response:**

Yes, this is part of the strategy. Criteria would need to be established so that there is clarity as to who qualifies for these additional facilities.

**Question:**

Many properties on estates are now private. How will this work for the estate teams? With regard to voids, some of these are long term because the Council cannot bring them up to WHQS standards. When will these be completed?

**Response:**

With the Right to Buy legislation there are now mixed estates. The Council

can only spend funding on houses or estates. Private gardens can only be looked at by the Council if there are Health and Safety issues usually by enforcement action or the Council can undertake the work and then charge the owners.

Long term voids are for a number of reasons e.g. damp, structural issues or design of the building which means that the WHQS standard cannot be achieved. If there are known issues, then the Council will deal with them when the property becomes void. There is also a balance with rent loss to be considered. WHQS is on target to be completed by the end of 2018. Some properties will however be classed as acceptable fails. However, WHQS does not go away and components of WHQS will continue to need to be in an acceptable condition.

**Question:**

Does Housing monitor the contract with Green Fingers.

**Response:**

The contract is with the Highways Service but Housing does feed into the monitoring process.

**Question:**

Rent Smart Wales – is the Council involved with this?

**Response:**

Yes – this was established for private landlords to join.

Councillor Elwyn Vaughan left the meeting at 12 p.m.

In the Chair's summary of the discussion, the Portfolio Holder for Housing indicated that he would be undertaking visits to the Council's estates.

**Recommendation to the Cabinet:**

- **That the installation of fans in bathrooms be considered where suitable to alleviate condensation issues.**

**6. DAMP AND THERMAL COMFORT STRATEGIES**

The Committee received and considered the report of the Portfolio Holder for Corporate Governance, Housing and Public Protection. (Copy filed with signed minutes)

It was noted that Powys has the highest provision of "off gas" properties in Wales and the UK. In the various strategies the Council is seeking to do more than the WHQS standard. However, if a tenant does not work undertaken then they are not forced to have it undertaken, and the Council will then seek to undertake the required work when the property becomes a void. Alternatively, the Council will seek ways of being able to undertake the work but reduce the impact on the tenant whilst the work is being undertaken.

It is difficult to get an energy rating for some properties and there are issues with "off gas" properties. The Council is reviewing whether gas provision can be extended, but this is dependent on energy providers, or whether there are other means of achieving an energy rating. In relation to dampness a whole building approach is undertaken linked to heating.

With regard to Thermal comfort the aim is to have a SAP rating of 65 or more, but the Council is always seeking to improve on this. The Committee was advised that some heating such as LPG and air source heating could reduce energy ratings for properties and discussions were ongoing with the organisation controlling energy rating to try to remedy this situation. There was a need to establish criteria for dealing with requests for changes in heating systems especially where heating systems had been changed previously. There was also a need for a medical request policy so that decisions on medical grounds could be justified and met certain criteria.

**Question:**

Does the Council have properties with LPG tanks and does the Council assist tenants buy LPG in bulk.

**Response:**

This was raised by Councillor Huw Williams in Council and the Council is looking into this.

**Question:**

The Council has spent £47million on upgrading its properties and there are 5000 in the housing stock. The best way to deal with fuel poverty is to extend the mains network. As these are national infrastructure issues can they be taken up with Welsh Government?

**Response:**

At the Welsh Local Authority WHQS management meeting it was suggested that there was a need to undertake discussions with the utility companies in order to reduce the carbon footprint.

The Portfolio Holder for Housing was asked to take up this issue with the Minister at Welsh Government and to make representations to Welsh Government.

**Question:**

Local energy co-operatives and energy production in clubs – this is not included in the strategy. This is also about keeping energy production local. Different ways of reducing tenants' energy consumption should also be included in the strategy.

**Response:**

Local energy co-operatives and energy clubs would be included in the strategy. Councillor Jackie Charlton would provide information to officers on existing schemes.

**Question:**

Does the Council have access to current and previous complaints made so that patterns can be identified?

**Response:**

Yes, this information is available to Housing. Work is also being undertaken with HOWPS about the recording of complaint data to improve the data captured. Part of that project is also around the referral process of issues such as fuel poverty from HOWPS to the Council.

**Question:**

Did the Council record issues of dampness in properties in the past?

**Response:**

Yes.

**Question:**

With regard to flooding, there is no mention of some areas where flooding had occurred in the summary report.

**Response:**

This would be reviewed.

**Question:**

A Member suggested that tenants should contact the main service centre rather than contacting individual housing officers as there were instances where matters were not dealt with.

**Response:**

The strategy was about clarifying the approach moving forward. In addition there was need for a more robust reporting system.

**Question:**

Mains gas may not always be the best way forward. In rural areas other systems such as ground source heat pumps could be considered. There is a need to look at other options for heating.

**Response:**

Ground source and air source hybrid systems are being considered which can be added to the strategy.

Councillor Heulwen Hulme left the meeting 1.03 p.m.

**Recommendations to the Cabinet:**

- **The Council should investigate how it can assist tenants in the bulk buying of fuel such as oil and LPG.**
- **That the Portfolio Holder for Housing make representations to the Minister and Welsh Government to bring pressure on utility companies to extend energy networks to reduce fuel poverty in Wales.**
- **That local energy co-operatives and local energy production be included in the strategy.**
- **That other energy systems such as ground source heating and air source hybrid systems be included in the strategy.**



<b>7.</b>	<b>WALES AUDIT OFFICE REPORT - SCRUTINY IN POWYS</b>
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The representative of the Wales Audit Office (WAO) presented the report to the Committee and it was noted that there were 6 recommendations for the Council to address following the review.

The Scrutiny Manager and Head of Democratic Services advised the Committee about the work of the Scrutiny Development Board which had been established to review the scrutiny committee structure and make recommendations to the Council possibly in November.

Members suggested that any reports prepared for committees and Panels needed to be clear and robust. A Member also commented that committee meetings needed to be regularised on the same day every week as this assisted Members who were working in planning their attendance. Members also felt that a better use of technology in scrutiny such as Skype and email would be an advantage as well as involving other Members who were interested in particular matters, but who were not members of a scrutiny committee.

Members commented that the Council had taken part in a number of consultation exercises over recent months, but that most Members were unaware that the Council was being consulted. It was also stressed that however many scrutiny committees the Council had, Members needed to do the work for them to be successful.

The Committee noted that the Management Response to the WAO review would be presented to the Audit Committee for consideration and its implementation monitored by the WAO as well as the Audit Committee.

<b>8.</b>	<b>WORK PROGRAMME</b>
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The Committee received a copy of the Scrutiny Work Programme.

**County Councillor G I S Williams**  
**Chair**

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## MINUTES OF A MEETING OF THE HEALTH, CARE AND HOUSING SCRUTINY COMMITTEE HELD AT COUNCIL CHAMBER - COUNTY HALL, LLANDRINDOD WELLS, POWYS ON THURSDAY, 22 NOVEMBER 2018

PRESENT: County Councillor G I S Williams  
County Councillors S C Davies, D E Davies, E Jones, G Morgan, P C Pritchard, K M Roberts-Jones, D Rowlands, E Vaughan, J Williams, J M Williams, R Williams and S L Williams

### 1. APOLOGIES

Apologies for absence were received from County Councillors J Charlton, J Gibson-Watt, A Jenner, A Williams and S Hayes (Portfolio Holder for Adult Social Care).

In attendance:

D Owen (Head of Transformation for Adult Services), H Jukes (Senior Manager – Social Care Delivery) and E Patterson (Scrutiny Officer).

### 2. DECLARATIONS OF INTEREST

Councillor D Rowlands declared a personal but not prejudicial interest in the review of Daytime Activities for Older People.

### 3. DECLARATIONS OF PARTY WHIPS

No declarations of party whips were received.

### 4. ACCESS TO INFORMATION

**RESOLVED to exclude the public for the following item of business on the grounds that there would be disclosure to them of exempt information under category 3 of The Local Authorities (Access to Information) (Variation) (Wales) Order 2007).**

### 5. REVIEW OF DAYTIME ACTIVITIES FOR OLDER PEOPLE

The Head of Adult Services gave a short history to this item. Some years ago it had been decided to reduce the funding for daytime activities for older people from £1.6million/year to £300k/year. By 2016 little progress had been made in identifying how this would be saved and the service embarked on a consultation period where it was looking to close the day centres. The results of the consultation found that the service was thought to be good by those who attended even if they had not enjoyed attending at first, and it was seen as a valuable opportunity for respite by carers. Cabinet decided to re-invest £1.1million in older people's daycentre provision albeit with a reduced budget. Cabinet asked for an update in two years and it is this paper that is being considered.

There has been a decrease in the number of people attending daycentres partly due to a change in expectations with older people choosing not to attend daycentres and partly due to social workers offering alternative options.

The savings required in the first two years have been achieved:

- 2017-2018: £150k target – achieved
- 2018-2019: £50k target – achieved

For 2019-20 the savings target is £150k of which £117k has been found and work is ongoing to identify the remaining £33k.

#### Tanant Valley

This is a once a week day/luncheon club originally arranged by contract with the Royal Voluntary Service. The contract was too restrictive as only people with assessed needs could access the service and therefore the funding model was changed to grant funding. There is a review of grant funding but the Head of Service had requested that funding for this project was not included as it provide a service. This service cost £12k a year and is excellent value for money.

A short film on this service can be found at:

<https://www.youtube.com/watch?v=BfnsPfXyayc>

#### Ann Holloway Day Centre Welshpool

When the initial decision was taken to reduce funding of day centres the Council invited interested parties to express an interest in taking them over. Welshpool Town Council entered into a contract with the local authority to run the daycentre whereby the authority block purchase a certain number of places for people from Welshpool and the surrounding area with assessed needs. This costs £75k/year on top of which are transport costs in the region of £46k/year. The contract runs from 2015 to 2025 and whilst there is no review date it does contain an uplift for inflation.

#### Machynlleth Day Centre

This daycentre is run by Crossroads under a contract which has been extended to March 2020. Machynlleth also has a group (Dolen) which carers can attend. The funding for this contract has been confirmed until March 2020 at £75k/year which although less than a few years ago remains the same as the 2017/18 and 2018/19.

#### Park Centre Newtown

Consideration is being given to co-locating the daycentre in Newtown with the Library. Savings of £13,580 have been in 2018/90 now Meals on Wheels are no longer provided by the Park Centre.

### Bethshan Dementia daycentre

This is specialist provision which is contracted to be provided by the third sector. The contract runs until 2020 and there are no plans to change this.

### Maesywennol daycentre Llanidloes

This is a well-attended day centre with approximately 25 people attending each day. It is different to other daycentres as it is located within a care home. The Town Council support the funding of this by £12k/year to ensure its sustainability. This daycentre has been included as an option in the recommissioning of the Care Homes which is currently in progress.

### Arlais day centre Llandrindod Wells

Changes here have seen the source of meals change which has saved £39k in 2018/19. Additionally savings of £17k are anticipated by a reduction of opening times from 5 to 3 days/week. The setting is also relocating to a smaller site in town which may produce further savings along with a capital receipt when the existing site is sold.

### East Radnor daycentre

This centre is run by a charity that also provides home based support. Funding for the daycentre was cut in 2017 when the charity started to provide home based support. As a third sector provider this service can accept self funding older people from the local area including from England.

### Crickhowell

There are very low attendance figures for the centre in Crickhowell and one of the options would be to provide transport to the daycentre in Brecon. This is already the choice of daycentre for older people in the surrounding area who may be closer to Crickhowell. There are other activities organised in Crickhowell and there may be the potential to provide support to a luncheon club in the town. Much work has taken place initially to see if there was local interest in taking over the daycentre but this did not materialise and stakeholder engagement continues.

### Arosfa Brecon

The numbers attending this daycentre are decreasing and the service are looking to reduce opening days from 5 to 3 days/week although this is dependent on what is decided with the Crickhowell daycentre as if this is closed then a five day service would be needed in Brecon. It is 12 miles from Crickhowell to Brecon.

### Canolfan Ystradgynlais

There has been a significant decline in attendance at Canolfan. In the New Year the number of days the centre is open will be reduced to 2 days/week. Work has been undertaken to identify if support can be given to a voluntary luncheon club in Coelbren but recently confirmation was received that this will not now take

place. Canolfan is large and therefore it will be necessary with the reduced numbers to look for an alternative location. A short term and longer term solution maybe necessary as there are early stage plans for an extracare housing facility in Ystradgynlais.

Question	Response
<p>There are other luncheon clubs in Powys. Why do they not receive grants like Tanant Valley?</p>	<p>Tanant Valley was originally a voluntary run day centre which we purchased places from. The low numbers of people with assessed need to refer to the centre made it at risk of unviability and therefore the funding model was changed. The question of why other luncheon clubs are not similarly funded is valid and will be considered by the service</p>
<p>This report needs to include the number of people accessing each day centre and for how many days together with transport costs for all daycentres to enable cost comparisons to be calculated.</p>	<p>Transport costs together with other costs such as utility costs and property costs are already included. Information will be provided regarding numbers and attendance and will be included in the update to Cabinet</p>
<p>What contributions do people make to access daytime activities?</p>	<p>In the case of Tanant Valley people only pay for their meals and refreshments.            In the case of Council run daycentres people with assessed needs pay £80/week. This covers their transport and attendance at the daycentre. An additional charge of £7.50/day is made for meals and refreshments.            In daycentres run by voluntary organisations people who do not have assessed needs can pay to attend the daycentre. For example, Presteigne and Machynlleth both welcome self funding people. The rates for people accessing the service privately may vary depending on the support the daycentre receives for example if it is supported by a Town Council residents of that Town may pay a different rate to residents who reside outside the town area</p>
<p>Access is limited by the size of the provision</p>	<p>In Welshpool it has been the case that the number of places purchased has exceeded assessed need and the authority has not had to turn people away. If there were no places then the potential to purchase additional space at a spot rate would be considered.</p>
<p>Welshpool took over the daycentre when daycentres were under the threat of closure. All daycentres should be</p>	<p>The idea that all areas should have equity of access to daycentres is aspirational but not reality. There are areas of Powys which do not have any access to daycentres. The service are trying to provide equity of outcomes for older people and these aims are supported</p>

operated on the same basis on the grounds of equity.	by Welsh Government. People should be supported to attend the pub, café, WI, chapel, a football match or whatever meets their needs rather than only having the option of attending a daycentre												
Is there an aim to decrease attendance at daycentres?	The service is working under the Social Services and Well-Being act to try to find personalised solutions for each older person which may or may not include attendance at a daycentre. There is, and continues to be a decrease in the number of people accessing daycentres												
What obligation does the authority have to provide daycentres?	There is no obligation for authorities to provide daycentres. The service assesses what matters to each older person and to best meet these needs through a strength based approach												
Why can other Town Councils no longer get the same package that was offered to Welshpool?	This arrangement was put in place in 2015 and since then financial pressures have increased. Other Town Councils did approach the authority to investigate suitable local arrangements but no other Town Council felt able to proceed. Each Town will have differing needs												
In 2016 306 people were accessing daycentres. How many people are accessing daycentres today?	<table border="0"> <tr> <td>Newtown</td> <td>53</td> </tr> <tr> <td>Llanidloes</td> <td>41</td> </tr> <tr> <td>Arlais</td> <td>25</td> </tr> <tr> <td>Arosfa</td> <td>31</td> </tr> <tr> <td>Crickhowell</td> <td>17</td> </tr> <tr> <td>Ystradgynlais</td> <td>14</td> </tr> </table>	Newtown	53	Llanidloes	41	Arlais	25	Arosfa	31	Crickhowell	17	Ystradgynlais	14
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Newtown appears to be providing expensive provision. Has the potential to co-locate with the proposed developments being made by the Health Board been considered?	Newtown does appear expensive however, it is the largest town and has the highest attendance of daycentres in Powys. The potential to relocate is being considered in the short term and longer term opportunities are also being explored												
Have the opportunities to work with the Health Board in Machynlleth been considered?	The authority are working with the Health Board to explore opportunities in relation to the daycentre, provision for learning disability support and social worker office accommodation in any plans that are put forward in Machynlleth												
Has consultation been undertaken to ascertain what provision older people want?	During 2016 considerable consultation was undertaken when it was proposed to drastically cut the budget for daycentres. This consultation won a national award for the way it was run. Consultation is not just about speaking to those who attend the daycentres (who largely enjoy their experience) but needs to also reflect the views of older people in the community who do not												

	attend daycentres
Is the service looking to use taxi transport instead of minibuses?	No, the service are working with fleet to upgrade the vehicles
From the data provided it appears that third sector provision is more cost effective than Council provided services. Has the potential for more settings to be run by the third sector been considered?	Since the original reductions in the budget for this service were proposed the authority has been in conversation with various interested parties but there has been no recent proposals to take over a setting
The data appears to show that this is an expensive service provided to a limited number of people.	There has been a reduction in the number of people assessed to have needs that can be best met by attending a daycentre. As numbers fall fixed costs (buildings etc) remain and whilst it may be possible to reduce opening times by one or more days thereby saving on staff costs it may mean that by increasing attendance on those days the centre is open requires additional staff to be employed
If provision in an area is expensive would it be more cost effective to offer older people direct payments to make their own arrangements?	In 2016 the service looked at the alternative provision that would be needed for all the older people who were currently accessing the service. This showed that the alternative provision (domiciliary care) would cost £800k in 2016, if the care staff were available.
Is the service able to refer older people with assessed needs to Llys Glan-yr-Afon in Newtown?	Llys Glan yr Afon has some facilities but is not a daycentre. The service have been in discussion with Wales and West regarding the potential for referring older people to these facilities but there has been no conclusion to this discussion to date
Have other options been explored to co-locate services in Llanidloes	Some work was undertaken with the Powys Teaching Health Board to co-locate services but this did not progress
Those older people that do attend day centres are more frail now than used to be the case. Can it be confirmed that older people who may benefit from daycentre care are not slipping through the net because daycentres are no longer routinely offered as an option by social workers?	There has been a change of approach and it is correct that those people who attend daycentres are older because they have been supported at home for longer. It is not the case that the option is not given but is the case that other options are offered which are proving more attractive initially



What is the average age of people attending daycentres?	In 2016 the average age of Powys residents assessed as needing daycentre care was 73. This average age has risen since then.
Will parking be a problem at the new site in Llandrindod?	Local consultation indicates that the new site is suitable
Are direct payments evaluated?	Direct payments are monitored and audited. Clawback of unused money does take place and in the previous year was in the region of £0.5mill. <b>Further detail regarding Direct Payments could be provided to Members</b>
As the population ages who will be able to care for elderly people?	The Health and Care Strategy and Vision 2025 outline the authorities longer term vision for supporting older people. A report on progress is with the Director for signoff. This shows that had demand for domiciliary care risen at the same rate as the Powys population then additional costs of £3million would have arisen but action taken to support people has diverted this need.
The cost of transport and meals can mean that people in deprived areas cannot afford to attend daycentres	The cost of transport and attending a daycentre is capped along with other social care charges at £80/week. Lunch and refreshment costs are additional. The Head of Adult Care had not received feedback that older people were unable to afford to attend a daycentre
Could the authority work with neighbouring councils to improve the sustainability of Canolfan?	Both Neath Port Talbot and Carmarthenshire have existing provision so it would be unlikely that they would need the additional capacity that could be provided by Canolfan.
The aspiration to move from an institutional model to an individual model is understood. The cost of daycentres appears high. How does this compare to the cost of individual care?	Supporting people to live independently in the community can be more expensive, but is the right thing to do in enabling people to not be dependent upon institutions where possible. Individual care may or may not cost more than daycentre care but at the Care and Wellbeing Act requires individual care to be prioritised
How can equity of access be improved?	Access is a real issue in a rural county. Not all residents will have easy access to a daycentre and the service, together with services across the council, are working towards ensuring there is equity of outcomes for people

## Findings

This is the first new style four page report that scrutiny have had sight of. The main content of the report covered no more than two pages and scrutiny found that they were hampered in their consideration of the paper by a lack of detailed

information regarding attendance and cost per place information. This information was partly provided within the session and offered for circulation after the meeting. Whilst scrutiny welcome the new concise reporting instructions there will be occasions where appendices may be appropriate and the format of the report may need to be amended to ensure that the four pages are not disproportionately taken up with the corporate comments.

The opportunity for all Members to be briefed on Direct Payments in a Member Development Session be explored.

Detailed scrutiny observations will be provided to Cabinet.

<b>6.</b>	<b>WORK PROGRAMME</b>
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10<sup>th</sup> December 2018

Update on Bannau/Camlas  
Social Care Performance Reports  
Crime and Disorder Report

<b>7.</b>	<b>CORRESPONDENCE</b>
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No correspondence had been received.

**County Councillor GIS Williams  
Chair**

# Public Document Pack

Health, Care and Housing Committee – 10 December 2018

## MINUTES OF A MEETING OF THE HEALTH, CARE AND HOUSING SCRUTINY COMMITTEE HELD AT COUNCIL CHAMBER - COUNTY HALL, LLANDRINDOD WELLS, POWYS ON MONDAY, 10 DECEMBER 2018

### PRESENT

County Councillors G I S Williams, Chair, J Charlton, D E Davies, J Gibson-Watt, H Hulme, E Jones, G Morgan, P C Pritchard, K M Roberts-Jones, D Rowlands, J Williams, J M Williams and R Williams

Cabinet Portfolio Holders In Attendance: A W Davies, S M Hayes and R Powell

Officers: Alison Bulman, Director of Social Services, J Coles, Head of Children's Services, Dylan Owen, Head of Transformation and Fay Smith, Community Safety Partnership Co-ordinator

### 1. APOLOGIES

Apologies for absence were received from County Councillors S C Davies, A Jenner and A Williams.

### 2. DECLARATIONS OF INTEREST

There were no declarations of interest.

### 3. DECLARATIONS OF PARTY WHIPS

There were no disclosures of party whips.

### 4. CRIME AND DISORDER

#### Documents:

- Community Safety Partnership (CSP) Update
- CSP Priority Areas – Update

#### Discussion:

- The Safer Communities Programme was developed in response to the WAO's review of Community Safety Partnerships
- The Welsh Government had also established a multi-agency review group which had influenced the Safer Communities programme
- Members commented that Police Community Safety Officers (PCSO) in other areas seemed to have more duties and authorities than those in the Dyfed Powys Police Force area. This role was very effective in communities.
- The CSP Co-ordinator informed the Committee that the duties were assigned by the Chief Constable but the Committee's comments would be shared with the CSP
- The Rural Crime Partnership had both a Police Officer and PCSO representative

- It was suggested that the different models would be a useful topic for scrutiny to undertake and then discuss with the Chief Constable
- Initiatives in some wards saw the local County Councillor and PCSO visit wards to meet as many people as possible
- It was suggested that PCSOs in Wales should have the same role. However, the Dyfed Powys area was subdivided into four groups all of which had different priorities. The Local Authority also have to agree. It was noted that a considerable amount of work had been undertaken regarding the issue of dog fouling. Powys had wanted PCSOs to have powers to deal with enforcement. This had not been seen as a priority in the other three areas within the Force.
- Whilst there were many such arrangements across the County, Members queried the level of engagement with the CSP and what difference this made. The Rural Crime Partnership was a relatively new initiative. An increase in sheep theft and the launch of the Dyfed Powys Police Strategy and given impetus to the revival of the Rural Crime Partnership in 2017. This year a base line has been established through studying the Strategy and the results of the national rural crime survey. More recently a Police Officer has been nominated to the Partnership. The CSP Co-ordinator is developing a rural crime calendar and it is intended to be proactive. There are five Welsh priorities and further work will be undertaken on these. It was not yet clear what the impact of the RCP would be. The CSP Co-ordinator would prepare a briefing for the Members' Bulletin.
- The Committee questioned whether there was sufficient expertise within the Force to enforce the law relating to wildlife protection and if this area was adequately resourced. Resourcing was probably insufficient but had improved. Natural Resources Wales, the Fire Authority and Brecon Beacons National Park all have appropriately qualified officers.
- The Co-ordinator was asked if Police Officers had the facilities to read tags on livestock being moved. Operation Jasper deals with this issue and Animal Health are also involved.
- Information was provided on County Lines and cuckooing – this was a new way of bringing in drugs and was associated with high levels of violence and intimidation. An operation was undertaken during August which resulted in 19 custodial sentences. However, it is recognised that drugs are still being brought in to the County, but by more traditional methods.
- CCTV is being implemented across the County on a phased basis depending on finance. This had been installed in Builth Wells prior to the Royal Welsh Show.
- It was noted that the targets for road traffic accidents were not being met. This was a national issue and not just within Powys. It was acknowledged that roads could be safer but that this was a budget issue. It was suggested that driving skills should be improved. A Member had campaigned for graduated driving licenses which had proved effective in other countries in reducing accidents involving young people.

**Outcomes:**

- **Models of use of PCSOs be considered for scrutiny and the Police and Crime Commissioner be invited to attend a future meeting to discuss the issue**
- **The CSP Co-ordinator to provide a briefing on the Rural Crime Partnership for the Members' Bulletin**

<b>5. UPDATE ON PROGRESS POST INSPECTION AT BANNAU/CAMLAS</b>
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The Head of Children's Services presented an update report on the Post Inspection Action Plan for Bannau/Camlas.

Bannau and Camlas provide residential placements for children in Powys with complex needs to live and for respite care to be provided. The issues raised in the inspection have been long term issues and the service need to review the provision that is offered by this facility. The review will consider the equity of provision across Powys and is taking longer than hoped due to the position Children's Services has been in.

The Portfolio Holder confirmed that the medicine management was far more robust than it had been but that there needed to be a measured approach when managing medicines as there was a difference between for example administering emollient cream or drugs.

The relationship between Bannau/Camlas and Ysgol Penmaes will be part of the review which will be examining potential alternative ways of working and how the authority works with its partners in health and education.

It was confirmed that the boundaries set for physical intervention are set out in training papers which can be provided to Members. Records within the Residential Home are checked by a Responsible Individual who is not part of the establishment. The Responsible Individual reports to the Head of Children's Services. Within the Residential Home each shift will have a shift leader with an appropriate level of responsibility.

Care Inspectorate Wales have recently undertaken an unannounced review of progress against recommendations at Bannau/Camlas and the outcome of this review will be reported to scrutiny in due course.

**Recommendations:**

- **That the training papers for physical intervention be provided to Members**
- **That scrutiny be updated on the outcome of the recent inspection visit to Bannau/Camlas**

<b>6. CHILDREN'S SERVICES PERFORMANCE REPORT</b>
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**Documents considered:**

- Performance Report Children's Services October 2018

**Discussion:**

The Head of Service advised that performance has increased across the service and in particular that 98% of CLA visits were undertaken and 100% of Child Protection visits were undertaken in Welshpool is commendable. This increase

has been across the board and is despite an increase in demand. 3 Social Worker trainees that the service have sponsored through training have qualified this year.

*It is good that three social workers sponsored by the local authority have recently qualified. Are there more local authority social workers currently undergoing training?*

The Head of Service advised that a review of training in the service was currently being undertaken. She was keen to encourage people who work within the service to train as there is anecdotal evidence that local nonqualified staff who are supported through their qualifications are more likely to stay once they have qualified.

*Are staff undertaking a management role appropriately qualified and experienced?*

All managers hold appropriate qualifications. If additional support is required for managers supporting newly qualified staff or for complex cases this supported has been sourced.

*Whilst the report shows an improving trend there are a number of indicators which are still showing red. In particular, it is concerning that staff are still not having regular supervisions. There is also a lack of information regarding the work of the Independent Reviewing Officers.*

The Head of Service confirmed that the performance report was being built and there was an opportunity to develop it so that it could be properly analysed. The role of the IRO is important and this role will be boosted during the restructure of staff in the New Year.

*The report shows that 18 children were removed from Child Protection but 20 were placed under Child Protection. Had any of the children who were placed under Children Protection been on the Child Protection Register previously?*

The Head of Service confirmed that she had reviewed these figures and would be able to provide scrutiny with this information.

The Portfolio Holder confirmed that there had been an increase in CLA across Wales of around 8%.

*The report shows a gradually improving picture but with staff levels that are surprisingly high and with a really high spend. How sustainable is this improvement?*

The Head of Service advised that she had observed that people who work for Powys are committed to make this work but are working in a structure which makes it difficult. Specialist Assessment Teams have been set up and further change will continue to be undertaken. It is necessary to have the workforce support to enable this change to take place which will hopefully result in staff who have left the organisation being attracted to return.

*Why has there been an increase in CLA and what is causing this surge in demand?*

The Social Services and Well-Being Act gives opportunities to stem the demand by offering early intervention.

The Director confirmed that commissioning is also fundamental and a cohesive approach to commissioning for children's and adults will take place under the new structure agreed by the Acting Chief Executive. The Start Well Programme

and Health and Care Strategy will both be fundamental to this. The authority need early intervention services to meet demand and also need a safety net of services to ensure all children are protected.

*Budgetary concerns for this service were expressed.*

The Head of Children's Services acknowledged the concerns regarding the cost of the service and advised that she was reviewing every placement to ensure that the service was only paying for what had been provided.

The Portfolio Holder confirmed that a recent meeting had taken place between finance staff and children services staff to improve understanding from both sides regarding finance methodology and service pressures to improve financial ownership within the service.

The Head of Children's Services confirmed that there was a lack of children's placements within Powys and there were occasions when it was necessary to look out of county. Part of the review of placements will identify those which are required to be out of county due to the type of care required and those that are out of county because of a lack of placements within Powys.

*What is the process for the staff restructure?*

The Head of Children's Services confirmed that the restructure would be sent for consultation in January with the intention that there is a phased handover of cases in April to ensure that proper sight of the children that are being cared for is in place at all time. There is a risk which will be mitigated with careful planning of the phased approach. This restructure is in-house but the service will be developing early help services with the 3<sup>rd</sup> Sector

**Recommendations:**

- 1. That information regarding the re-referral rate in Child Protection be provided to scrutiny**
- 2. That Performance continue to be monitored**
- 3. That further information regarding the joint work with 3<sup>rd</sup> Sector organisations on early help be included in the scrutiny work programme**

<b>7. ADULT SERVICES PERFORMANCE REPORT</b>
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**Documents:**

- Adults Performance Report – October 2018

**Discussion:**

- The same report is provided to the Leader and Improvement and Assurance Board as well as being used for management purposes
- Adult safeguarding enquiries completed within statutory timescales exceeds 90% for the period in question. This statistic has been over 90% for several months and is to be welcomed.
- There have also been significant improvements in the number of calls answered by Powys People Direct (PPD) and in the supervision of staff
- An area of concern is the ability to broker new packages of care due to the limited availability of providers. The Authority does provide over 11000 hours of care a week but a number of domiciliary care agencies are

- experiencing recruitment difficulties. Technology enabled care and reablement are working to ensure that some clients will not require care. Officers are working with career fairs etc to encourage recruitment.
- The format of the report was similar to that for Children's Services. It had been designed by Business Intelligence and was subject to ongoing review to ensure all measures were robust.
  - Powys had been the first Authority in Wales to measure the Active Offer. This had been very low but was now up to 29% and increasing.
  - Members were concerned regarding delayed transfers of care and suggested that there was a need for additional residential care spaces. The Director of Social Services was determined that there would be improvements but that increasing residential places was not the way forward. The figure for delayed transfers of care was half of that for October 2017. The aim was to prevent admissions to hospital in the first place and to ensure independent living at home. Most clients discharged from hospital go home but may need a package of care. Work is ongoing with GPs to keep people out of hospital. In the longer term residential care needs to be remodelled and reduced. Most older people do not want to live in residential care but there will be a need for dementia places and respite care. It is likely that there will be additional pressures over the winter, but the main thrust must be to reduce demand.
  - A request was made for the Health Board to attend a meeting to discuss joint commissioning and a shared vision to take forward both health and social care
  - The Regional Partnership Board will be taking some decisions in the future which have previously been taken by the Local Authority. Financing will also be directed to ensure this happens.
  - Joint commissioning does take place in reablement, Occupational Therapists, Physiotherapists etc but there are opportunities to do more.
  - Members asked whether the process for tendering for residential care was on track. The Head of Transformation confirmed it was – the tender was out with final bids due by 17 December 2018. This is a competitive tender with negotiations. Evaluations will take place by mid January at which point a preferred bidder would emerge and the authority will then move to negotiations. It is anticipated that there will be a transfer of staff by May 2019. The process has been scrutinized but the final contract will not be subject to scrutiny. The final decisions will be made by Cabinet.
  - A new adult safeguarding form had been implemented and Members queried whether this had been embedded and what the impact had been – the form has been implemented and enquiries will be made of the Head of Operations regarding the impact
  - The number of complaints from AMs and MPs seemed to be increasing – a number of these were enquiries and most related to provision of domiciliary care. The Portfolio Holder always responds to such queries.

**Outcome:**

- **Consideration be given to inviting the Health Board to a future meeting to discuss joint commissioning**



<b>8.</b>	<b>WORK PROGRAMME</b>
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**Documents:**

- Scrutiny work programme

**Outcome:**

- Noted

**It was noted that the Head of Operations would be leaving the Authority in January 2019. Members asked that their best wishes be forwarded to her for the future and appreciation of her work be conveyed to her.**

<b>9.</b>	<b>CORRESPONDENCE</b>
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There were no items of correspondence.

**County Councillor G I S Williams  
Chair**

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**CYNGOR SIR POWYS COUNTY COUNCIL.****Health Care and Housing Scrutiny Committee - January 23rd, 2019****REPORT AUTHOR: County Councillor James Evans  
Portfolio Holder for Corporate Governance, Housing and  
Public Protection****SUBJECT: Common Allocations Scheme Review and Amendments**

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**REPORT FOR: Decision**

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**1. Summary**

- 1.1 The Council has since 2014 operated a Common Allocations Scheme (CAS) and a Common Housing Register (CHR). Developed under the auspices of the Powys Strategic Housing Partnership (SHP), the CAS and the CHR means that all social housing landlords in Powys allocate homes from a single register, the CHR, in accordance with the principles laid down in a shared common allocations policy, the CAS. This is to give people who wish to rent a home easier access to the widest range of properties provided by the Council and housing associations. From April 2019 the CAS and the CHR are to be branded as 'Homes in Powys', emphasise the core aim of the partnership which is to help people find and make a success of a home in Powys.
- 1.2 A new ICT system is being introduced to administer the CHR. The new system offers greater flexibility for people looking for homes and for landlords to match client needs to the most suitable home. The changes to the 'Homes in Powys' CAS are summarised in Appendix A to this report, the full CAS is attached as Appendix B and a completed Impact Assessment as Appendix C.
- 1.3 This report requests the Housing and Health Scrutiny Committee to consider and provide comment on the proposed changes to the Council's CAS.

Contact Officer: Andy Thompson (Tenancy Services Manager) Tel: 01597 827464 Email: <a href="mailto:andy.thompson@powys.gov.uk">andy.thompson@powys.gov.uk</a>
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## **Appendix A: Summary of Changes to the Powys Common Allocations Scheme (CAS)**

### **Clarification**

Clearer definitions and guidance are included throughout the CAS.

### **On line Housing Options Wizard and application**

In addition to the current application process over the phone/in person, there will from April 2019 be an option for applicants to register on line and, once registered, update their application details as and when necessary and at a time convenient to them. The Housing Options Wizard will be used for all enquiries regarding housing options and include the following options:

- Social housing
- Private rented sector housing
- Low cost home ownership options, including links to Tai Teg (explained below)
- Homeless

### **Introducing access levels**

Every home will be assessed and categorised in one of five access levels:

- Fully wheelchair accessible
- Partially wheelchair accessible
- Complete level
- Up to five steps
- Five steps or more

Every applicant will be asked what their requirements are and wherever possible, applicants will be offered homes that match their accessibility requirements.

### **Priority**

Extra priority will be given to:

- Key workers, based on an assessment and evidence from the Economic Development Service
- Foster Carers, supported by Social Services
- Housing First homeless candidate, supported by a multi-agency approach

Less priority will be given to:

- Applicants that are not ready to move

### **Financial Wellbeing Assessment**

This will be introduced to assist people to manage their budget and to avoid rent arrears and people failing their tenancy.

### **Resettlement Passport Modules**

This tenancy skills course will be introduced to give prospective tenants the opportunity to prepare themselves for a tenancy. Modules cover topics like moving home, shopping and cooking on a budget, setting up your own place, utilities, community awareness and isolation.

### **Preferred area**

Applicants can record the area they prefer to live, even if there is no social housing. This information will be used to inform the future Council housing building programme and investment by housing associations.

### **Tai Teg**

The Council is now a partner of Tai Teg, which operates a website to help people understand and apply for a range of affordable housing options, including low cost homes for sale and rented homes at rents lower than open market rent but higher than social rents.

### **Local Connection for volunteers**

Applicants that volunteer in a community will be eligible for a local connection status to the area where they are volunteering

### **Hard to let homes**

There is a process to let homes in those rare cases where there is no eligible applicant on CHR.

## Appendix B: Powys Common Allocations Scheme ‘Homes in Powys’

### Homes in Powys

#### Common Allocations Scheme - Policy Statement









##### Introduction

Powys County Council and seven housing associations are working together to make it easier for people to find a home in Powys. They are members of the Powys Common Housing Register partnership ‘Homes in Powys’. All members of the partnership believe that communities can thrive and prosper if individuals, families and groups are treated fairly, with respect, and given access to rights and services. That is why ‘Homes in Powys’ offers people advice and help to find the right home for them. And that is why all the social housing in Powys is offered to people through one Common Housing Register (CHR) and an easy-to-understand Common Allocations Scheme (CAS) which is used to agree the allocation of both council and housing association homes.

The allocation of social housing is governed by the law but there is scope for local needs and priorities and these are included in the Powys CAS. We want to allow people to choose the area in which they want to be housed and say what type of housing they would like. However, we also have to manage the way homes are allocated because in many places there simply aren’t enough social homes to meet demand.

This Policy Statement sets out who is eligible for social housing and what is taken into account when the ‘Homes in Powys’ partners decide who is offered the opportunity to rent a social home. It covers how applicants can apply for and be allocated social housing, the priority they will be given and the way in which any offer of social housing will be made.




##### **‘Homes in Powys’ Members**

-  Clwyd Alyn Housing Association
-  Grwp Cynefin
-  Melin Homes
-  Mid-Wales Housing Association
-  Newydd Housing Association
-  Pobl
-  Powys County Council
-  Wales & West Housing

The CHR and CAS are provided and managed on behalf of ‘Homes in Powys’ partners by Powys County Council.

The CAS has four stages:

-  Stage One: Information, Advice and CHR Application (page TBA)



-  Stage Two: Who Can and Can't Join the CHR ([page TBA](#))
-  Stage Three: Assessing and Prioritising Applications for Housing ([page TBA](#))
-  Stage Four: Offering Homes to CHR Members ([page TBA](#))

An index at the back of this Policy Statement will help people find information about those parts of the CAS which are of particular interest.

## **Stage One – Information, Advice and CHR Application**

### ***Housing Options Wizard***

People who want help and advice in keeping or finding a place to live can:

-  Work with the online Housing Options Wizard at [www.powys.gov.uk](http://www.powys.gov.uk). The Wizard will produce a tailored set of recommendations for each applicant to help them improve their housing options.
-  Call 'Housing One' on 01597 827464 and, with help from a First Contact Officer (FCO), work through the Housing Options Wizard.

If the Housing Options Wizard suggests that the applicant may be eligible for more detailed advice and assistance because they are in danger of becoming homeless, the applicant should call 'Housing One' on 01597 827 464. The applicant will be able to arrange an appointment to complete an assessment with help from a Powys Housing Management and Options Officer (HMOO). A homeless case will be referred to an HMOO based in the same area where the applicant is currently staying. The HMOO will contact the applicant to complete enquiries to decide whether the Council owes the applicant a duty under the provisions of homelessness legislation.

People who are currently homeless, including for example those sleeping rough or of no fixed abode, can call Housing One' on 01597 827 464. They will be assigned an HMOO to help them find somewhere to live.

### ***Applying to join the CHR***

If the Housing Options Wizard recommends that social housing may be an option for the applicant, then the applicant will be able to complete an application to join the CHR. That application can be completed on line at [www.powys.gov.uk](http://www.powys.gov.uk) If an applicant doesn't have access to the internet or can't find anyone to help them complete an on-line application, then they can make their application by telephone on 01597 827 464 or contact any of the 'Homes in Powys' partners for help and assistance. All applications will be assessed and validated by an HMOO covering the area where the applicant would like to live. This will help decide whether or not the applicant is able to register for social housing and if so, what their status will be on the CHR. This means that the HMOO will need to discuss the details of the application with the applicant.

The information will be used to decide:

- ✓ The Priority Band an application will be given.

- ✓ Any Local Connections that may give people priority for certain villages or towns.
- ✓ Area Preferences to help offers of housing match where people want to live.
- ✓ The size and type of home offered, including whether or not special facilities, for example wheel-chair access, are needed by the applicant or members of their household.

The 'At-a-glance Guide to 'Homes in Powys' Advice and Assistance' on page 4 shows how someone can apply for social housing or for help because they are at risk of becoming homeless.

As well as assessing housing needs, information provided by applicants may be used to refer the applicant to relevant support services and agencies. This is to help the applicant or improve the services offered by 'Homes in Powys' partners. When an applicant has requested that details are not shared with other agencies, we will not make a referral.

***Buying an affordable home in Powys***

There is a wide range of schemes to help people buy a home at an affordable price. These include 'Homebuy' which could reduce the cost of buying a home by up to 30% and 'Shared Ownership' which allows people to buy a share in a property and pay a low rent on the share they don't own. Tai Teg connects people who want to buy an affordable home with the developers and sellers who have such properties for sale.

Anyone who wants to consider buying a home at a genuinely affordable price should register with Tai Teg. That way when homes come up for sale, Tai Teg will be able to quickly contact people to discuss their options for buying a place to live.

To find out more – and to register for low cost home ownership – applicants should visit the website at [www.taiteg.org.uk](http://www.taiteg.org.uk); write to the team at Tai Teg, PO Box 167, Caernarfon, LL55 9BP; telephone 0845 601 5605 or e-mail to: [info@taiteg.org.uk](mailto:info@taiteg.org.uk)

***Renting Accommodation from a Private Landlord in Powys***

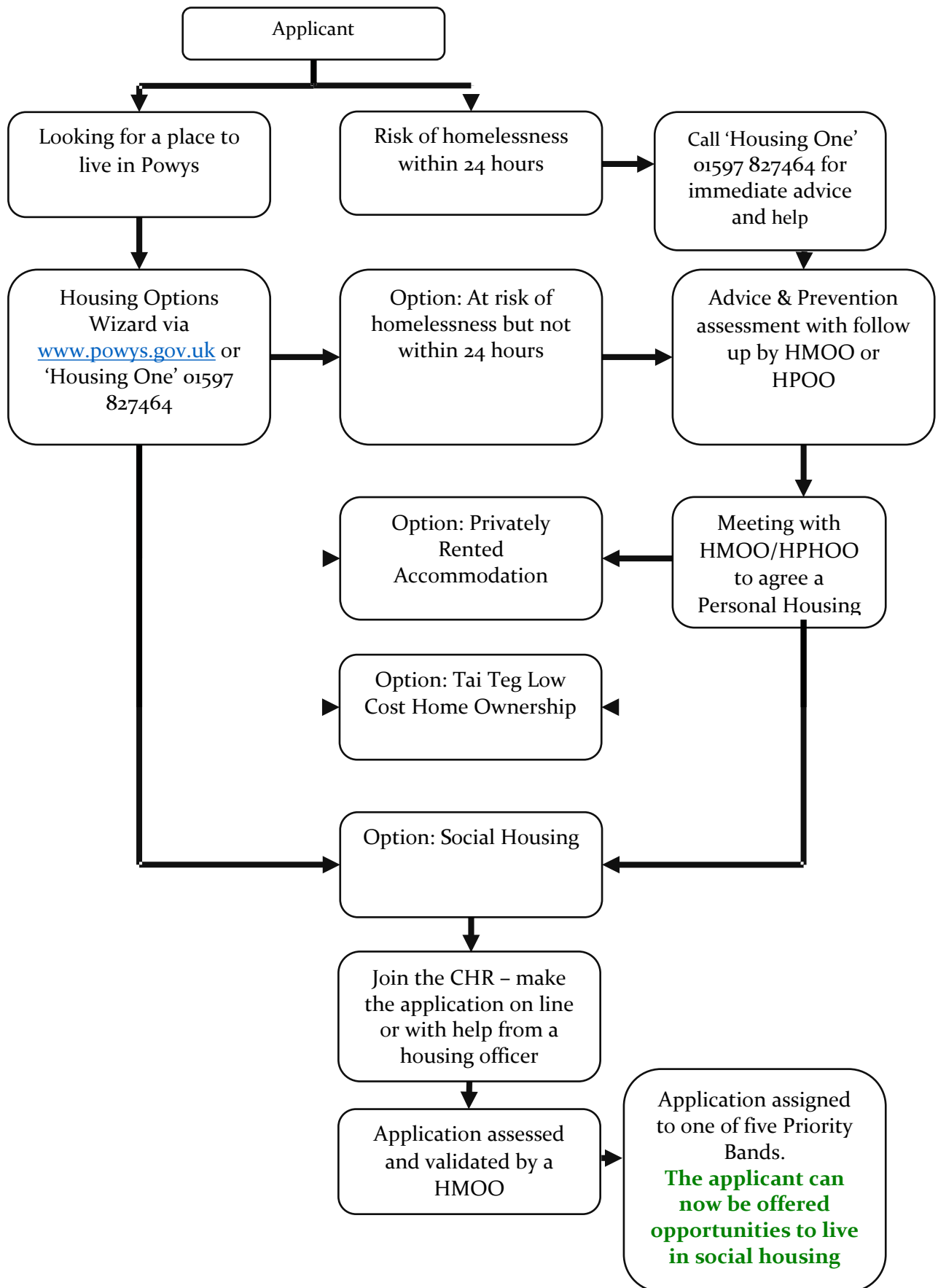
A wide range of private landlords offer accommodation to rent across Powys. The properties available range from bedsits to detached houses, making for a wide choice of places to live. Rents vary across the county and most properties will be offered on flexible, assured short-hold tenancies. Powys County Council can help people who would prefer to rent from a private landlord find accommodation and give advice on what to look for, both in the property and the tenancy terms.

To find out how the Council can help you find and rent accommodation from a private landlord, visit the Council's website at [www.powys.gov.uk](http://www.powys.gov.uk) or [send an e-mail to the Private Sector Development Team: housing@powys.gov.uk](mailto:housing@powys.gov.uk).








At-a-glance Guide to 'Homes in Powys' Advice and Assistance



## Stage Two – Who can join the CHR

### *Evidence of Housing Needs*

To help the Council complete the application assessment, applicants will need to provide:

-  Photo identification (for example, their passport or driving licence).
-  Their National Insurance Number.
-  Evidence of their right to live in the United Kingdom (for example birth certificate or passport, evidence of a current successful claim for social security or housing benefit or immigration papers confirming their rights to reside in the United Kingdom).

Further evidence may be needed to help inform the decision about whether or not to register an applicant on the CHR and the type of housing for which they may be eligible. The HMOO or the officer working with the applicant will advise what information is required. The At-a-Glance Guide to Housing Application Information and Evidence gives examples of the kind of information that an applicant may be asked to provide.

This information will always be checked at the time the offer of a property is made. This is to make sure that the applicant is still eligible for the home they are being given an opportunity to rent. If an applicant does not provide the information requested, they may have the offer of a home withdrawn.

### *At-a-glance Guide to Housing Application Information and Evidence*

<b>Information</b>	<b>Evidence</b>
Identity of applicant and other members of the family	Birth certificate Passport Immigration papers UK Driving Licence Official letter or other documents showing the applicant's National Insurance Number
Evidence that the applicant is eligible for social housing in the United Kingdom	Proof of nationality: passport, national identity papers Proof of immigration status: <ul style="list-style-type: none"> <li>○ Immigration Status (if applicable)</li> <li>○ Most recent letter from Home Office</li> <li>○ S.A.L.1 (Standard Acknowledgement Letter)</li> <li>○ S.A.L.2</li> <li>○ LS 96 forms for everyone on the application</li> <li>○ Applicants from the A8 countries</li> </ul>

	<p>must provide workers registration card</p> <p>Proof of receipt of housing benefit</p>
Evidence that the applicant and other household members currently live where they say they do	<p>Electoral register entry</p> <p>Rent account</p> <p>Mortgage statement</p> <p>Tenancy agreement</p> <p>Utility bill</p> <p>Recent bill for Council Tax</p> <p>Pension book</p> <p>Evidence from employer or Job Centre Plus</p> <p>Full driving licence</p> <p>Recent bank statement</p>
Evidence that children being housed as part of the application are the responsibility of the applicant or a member of their household	<p>Child Benefit book</p> <p>Residence Order</p> <p>Evidence from Job Centre Plus, Social Services, Health and Education authorities</p> <p>Birth certificate(s)</p> <p>Proof of pregnancy (letter from GP or Anti-natal File stating Expected Date of Delivery)</p>
Medical circumstances	<p>Information about a medical condition from a recognised medical professional, detailing the impact that current housing conditions have on the applicant and the benefit of moving to alternative accommodation.</p>
Accessibility	<p>Evidence of any special accessibility needs from a recognised medical professional or an Occupational Therapist.</p>
Financial Status	<p>Details of all property currently owned in and outside of the United Kingdom</p> <p>Current mortgage statement (if currently buying a property).</p> <p>Income details including wages, social security payments, investment income and pensions.</p> <p>Current outgoings.</p> <p>Banking details.</p>
Communications	<p>E-mail address (especially if the applicant may need to claim Universal Credit)</p> <p>Telephone number</p> <p>Contact address</p>

Special Circumstances	Evidence and information relating directly to the special circumstances and housing needs.
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People who are applying for help because they are either homeless or threatened with homelessness may need to provide additional information. This could include:

- ☞ Possession order from the Court.
- ☞ Bailiff's Warrant.
- ☞ Notice requiring or Seeking Possession from their landlord, for example a Section 21 Notice or a Section 8 Notice.
- ☞ Letter from employer terminating employment (if accommodation is provided with their job) accompanied by an employment contract.
- ☞ Letter from relative/friend, asking applicant to leave (this letter should be signed, addressed and dated, providing a phone number and giving formal notice to vacate the premises).
- ☞ Letter from solicitor/police/other organization relating to the housing needs of the applicant.
- ☞ Divorce papers (including property settlement and details of any custody matters).

### ***Who can join the CHR?***



Anyone over the age of 16 can apply to join the CHR as long as:

- 🏠 They are residents of the United Kingdom aged 16 and over.
- 🏠 They are British Nationals and, subject to any guidance that may be issued by the Government following Britain's departure from the European Union on March 29<sup>th</sup>, 2019, European Economic Area Nationals (European Union countries plus Iceland, Norway and Liechtenstein) aged 16 and over who have been habitually resident in the United Kingdom, Channel Islands, Isle of Man or the Republic of Ireland (Common Travel Area). Any period of residence less than two years may have to be tested by us.
- 🏠 They are refugees or other persons who have been granted permission to remain in the United Kingdom.
- 🏠 Their current address – the one from which they are making their application - is their sole and principal place of residence. (This does not apply to people who are of no fixed abode).
- 🏠 They are not already registered for housing on the Powys CHR either on their own or on someone else's housing application.
- 🏠 They are not specifically excluded from the CHR because of national law governing access to social housing.
- 🏠 They are not specifically excluded from the CHR because they are responsible in previous or current tenancies for serious breaches of tenancy conditions.

### *Applicants aged 16 or 17*

Applicants aged 16 or 17 will be assessed with reference to their ability to manage a home. This may include a referral to Powys County Council's Children's Services team

or other organisations who work with young and vulnerable people, for comment on the applicant's suitability. There are two ways a person under 18 can be given the right to occupy a property:

-  Any tenancy that is given to a person under 18 will be held in trust until their 18<sup>th</sup> birthday (after which they can legally hold a tenancy in their own right). This means that another suitable person (such as a parent, legal guardian, carer, social worker or relative) will be required to act as a guarantor and trustee and so be responsible for the property until the applicant reaches the age of 18.
-  A licence to occupy the property will be granted by the landlord.



### *Existing Tenants of a 'Homes in Powys' landlord*

People who already have a tenancy with a 'Homes in Powys' landlords, including those who have an Introductory or Starter Tenancy (which can last for up to eighteen months), who want to transfer to a new home will have their application treated on the same basis as an applicant who does not currently live in a social rented home.




If an existing tenant of a 'Homes in Powys' landlord is in breach of their tenancy conditions, their priority for a new home may be reduced.

### *Applicants Who Own Residential Property*

Applicants who currently own any residential property, including property in which they are not currently living, are able to join the CHR. However, their priority for the allocation of a social home will depend upon the status of their current home and any other properties they own. People will be considered to have a housing need if any of the following situations apply:

-  The applicant owns property which does not meet their current housing needs or which they cannot move into. This includes:
  - Property that is not being physically suited to their health and mobility needs and is unable to be adapted to meet those needs within the resources available to the applicant. This will need to be supported by evidence from appropriately qualified agencies.
  - Property that is in such a poor state of repair, by reference to the Housing Health and Safety Rating System (HH&SRS), that the health and safety of the applicant and their household is at risk or harm from Category One Hazards and the applicant can access the resources needed to remove the hazards. This will need to be supported by a formal HH&SRS and means assessment, undertaken by the Council's Private Sector Housing team.
  - Property is let on a secure tenancy (in most cases this will be for a tenancy let before January 1989) to another household. If property is let on an assured short-hold or similar tenancy, the applicant will be expected to take possession of such property for their own use.
-  The applicant is no longer able, for good reason (such as loss of employment due to redundancy or ill health) to maintain payments necessary to cover debt

secured to purchase property in which they could reasonably be expected to live. This excludes all debt secured on the applicant's property for other expenditure not related to the property itself.

-  There is clear evidence that the applicant is at risk of domestic violence and unable to remain in their property due to a real and present risk to the health and safety of both the applicant and those included on their application.
-  The sale of the applicant's home or any other residential properties that they own or in which they have a legal interest anywhere in the world, will not release sufficient funds for them to buy, in a village or town in Powys where it is reasonable for them to live, either outright or with a mortgage, a home that meets their housing needs. Exceptions include:
  - The applicant has a legal interest in a property in which they are not allowed to live as a result of a legal ruling by a Court. One example would arise following a relationship breakdown in which residence in the family home is assigned by the Court to one or other of those in the former relationship.
  - The property is in a country where it is unsafe, due to conflict or natural disaster, for the applicant to arrange the sale of their property.
-  The applicant's income would be insufficient to allow them after the sale of their property, taking into account any capital they may receive from the sale of property, to rent a suitable private sector home in a village or town in Powys where it is reasonable for them to live.

Property owners who take up a social housing tenancy will be expected to sell their property before their Introductory or Starter Tenancy comes to an end. They will also be expected to occupy their social property as their only or principal home.

### *Joint Applicants*

People can apply together to join the CHR if they want to be joint tenants of a home offered them by a member of 'Homes in Powys'. However, all applicants who want to be joint tenants must be eligible to join the CHR, be aged 16 or over and intend to occupy the property as their sole or principal home. Couples applying may only be offered a joint tenancy.

### *Debts or Money Owed to 'Homes in Powys' Landlords*

All applicants are responsible for paying arrears of rent outstanding from any previous social housing tenancy. 'Homes in Powys' partners will share with other members of the partnership details of debts owed by tenants who apply to join the CHR. Each member of 'Homes in Powys' has its own arrangements to recover past debts, which may include previous debts being added to the rent and charges applicants will be expected to pay for a new social tenancy. This information can be found in 'Appendix A: Landlord-by-Landlord Special Allocation Conditions'.

### *Employees of 'Homes in Powys' Partners*

Applications to join the CHR are accepted from employees of 'Homes in Powys' members, elected members of Powys County Council and any of their close family members, provided they are eligible to apply. Board members of housing associations will need to consult with their association before submitting an application. Applicants will be asked to disclose any such relationship when applying to join the CHR. These applications will be assessed and prioritised, according to the CAS, by an officer not related to the applicant.

The following relations will be classed as a close family member:

- Spouse or civil partner
- Common law partner (including same sex partners)
- Parent
- Son/Daughter
- Brother/Sister
- Grandparent/Grandchild
- Aunt/Uncle
- Step & Half Relations
- Niece or nephew

#### *Prison Leavers*

Guidance contained in the Welsh Government's Prisoner Pathway will be taken into account when dealing with applications made by, or on behalf of, a person who is in prison, or youth detention accommodation. A person in prison does not need to make an application for housing in person. Applications can be made and will be accepted, within 66 days of release, by a third party on behalf of a person in custody, for example by a Prison Resettlement Officer, as part of a Resettlement Plan.

#### ***Who may not be able to join the CHR?***

People who by law cannot join the CHR regardless of their housing need or circumstances are those who:

- ✗ Come under immigration rules that expressly forbid them from claiming housing help.
- ✗ For tax purposes, live outside the Common Travel Area, (United Kingdom, Channel Islands, the Isle of Man or the Republic of Ireland).
- ✗ Do not have the right to live in the United Kingdom.
- ✗ The Secretary of State has decided are not eligible for housing.

An applicant or a member of an applicant's family who, during a previous tenancy with any 'Homes in Powys' landlord, has been responsible for unacceptable behaviour may not be allowed to register on the CHR. This behaviour includes:

- ✗ Non-payment of rent for any tenancy where the rent arrears were sufficiently high for the landlord to have secured an Outright Possession Order from a court.
- ✗ Breach of housing tenancy conditions sufficiently serious enough for the landlord to have secured an Outright Possession Order from a court.



- ✗ Using a property for illegal or immoral purposes which resulted in a criminal conviction for such activity.

The personal circumstances of an applicant will be taken into account when considering whether or not to exclude that person from the CHR, including:

- ? Is/was the behaviour serious enough to make the applicant or a household member unsuitable to be a tenant?
- ? Whether or not the applicant or a household member is still behaving at the time of their application in a way that would make them unsuitable to be a tenant.

Applicants who are excluded from the CHR will be offered advice and guidance about their housing options. They will also be notified of the decision and the reasons for that decision in writing. Applicants who are excluded have the right to ask Powys County Council, as the administrator of the CHR, to review the decision. The review will be undertaken by a panel of three housing managers, drawn from across the 'Homes in Powys' partnership. Excluded applicants do have the right to re-apply for housing if they believe their behaviour or circumstances have changed and can provide proof of any changes.

### ***Applicant's Obligations***

Every applicant has an obligation to be honest and open about their situation and their housing circumstances. It is a criminal offence which may be punishable by a fine, for anyone to knowingly or recklessly give false information or to knowingly withhold information that is reasonably requested. Powys County Council will consider taking further action - including prosecution - against anyone who commits these offences. Any false or misleading statement may disqualify the applicant from further consideration for housing for a period of one year. If as a result of such illegal action an applicant becomes a tenant of an 'Homes in Powys' partner, they may have their tenancy terminated and further action - including criminal proceedings - taken against them.

Any changes to an application, for example if the people living with the applicant change or the applicant wants to change the areas in which they would like to live, should be notified promptly by the applicant to Powys County Council. This can be done by changing their application on line, calling 'Housing One' on 01597 827 464, sending an e-mail to [housing@powys.gov.uk](mailto:housing@powys.gov.uk) or a letter to Housing Applications, Housing Services, Powys County Council, County Hall, Llandrindod Wells, LD1 6LG.

### ***At-a-glance guide to Changes in Circumstances***

People	Change of telephone number
	Change of e-mail address
	The applicant has added a joint applicant (for example a new partner)
	The applicant has removed a joint applicant (for example following a divorce or relationship breakdown)

	A household member is now pregnant
	A household member has given birth to a baby
	Someone has moved into the home and joined the applicant's household
	Someone has moved out of the home and left the applicant's household
	The applicant has changed their name
	A member of the applicant's household has died
	A pet has joined the applicant's household
	A pet has left the applicant's household
Property	Change of address with details about the new address including number of bedrooms, type of property and tenure
	The applicant has been served a notice to leave their home, by their current landlord or by the Courts
	The applicant has inherited a property
	Change of Local Connection
	Change of Area Preference
Finance	Change of employment
	Change of social security entitlement
	Increase or decrease in income, including wages, pension or social security payments

### ***Keeping an application 'live'***

Applicants will need to renew their application every twelve months. This is to make sure that the Council knows that applicants still want to be considered for social housing and that the applicant's details are up-to-date. An application can be renewed on line or by telephone.

The date for renewing the application will be twelve months after the original application was registered on the CHR. This is the Anniversary Date of the application. Applicants will be reminded in good time of the need to renew their application. An e-mail, text or letter, depending on the applicant's preferred method of communication, will be sent 14 days before the Anniversary Date. This is to remind the applicant to renew their application. If the application has not been renewed 14 days after the Anniversary Date, another reminder will be sent to the applicant. If there is still no response, a further reminder will be sent to the applicant, given a further seven days to renew their application. If the housing application still hasn't been renewed, it will be cancelled, with the applicant being advised accordingly.

There is no limit on how long an applicant can remain on the CHR, as long as they renew their application every twelve months. This is because in some cases, for example specific types of property or areas where there are few social homes, it can take an extremely long time for a suitable home to become available to rent. 'Homes in Powys' partners use the CHR as a source of information to decide where to build new homes. Intelligence about instances people are willing to wait a long time for a

social home is useful to steer investment to places where there is a need for homes but where there are currently none available.

An applicant whose application has been cancelled will need to re-apply to join the CHR. If the applicant decides to re-apply at a later date, the date when the new application is made will be used to determine how long an applicant has been waiting for re-housing. The date of any cancelled application will not be taken into account when prioritising applicants for re-housing.

Once an applicant's original housing need has been met, for example they have been rehoused, their application will end. If the applicant wants to apply for housing again, they will need to make a fresh application.

### ***Cancelling Applications***

Applications will be cancelled in the following circumstances:

- ✘ At the request of the applicant or their advocate.
- ✘ If there is no reply to review and reminder communications.
- ✘ If an applicant is suitably re-housed.
- ✘ If an executor or representative notifies the Council that the applicant has passed away.
- ✘ If an applicant has given false or misleading information on their application.
- ✘ If an applicant has withheld relevant information from their application.
- ✘ If an applicant is excluded from the housing register due to serious unacceptable behaviour.
- ✘ If an applicant's immigration status changes, making them ineligible for social housing.

### **Stage Three – Assessing and Prioritising Applications for Housing**

Social housing provided by 'Homes in Powys' partners will initially only be allocated to people who have been accepted onto the CHR.

### ***Accessibility and Adapted Homes***

Every empty property will also be designated as having one of five Accessibility Codes. Details of these codes can be found below. This will be done by looking at the design and layout of the property and whether or not it has features such as a walk-in wet room or hand rails fitted to the path or stairs. This includes homes designed with older people in mind. By matching the accessibility needs of applicants with the design of each property, applicants can be offered a home which they can easily access.

Each applicant will be asked to say whether or not they or anyone living with them needs a home with level access or adaptations to accommodate any disabilities they may have. Examples include wheelchair access or a level access shower. If they do, the applicant will be advised to approach Powys People Direct for an assessment by an

Occupational Therapist (OT) to decide what access arrangements or adaptations they need. Applicants will be responsible for securing an OT assessment as this is a matter of personal interest to them as the request could require the sharing of sensitive information relating to their health. Only in the most exceptional of circumstances for the most vulnerable clients will a ‘Homes in Powys’ officer submit a request for an OT assessment. Following the OT’s assessment, the applicant will be awarded one or more of five Accessibility Codes, depending on their needs. Until they have had an OT assessment, they will be awarded an Accessibility Code based on the self-assessed information they have given. However, any formal offer of a home with an Accessibility Code of L1, L2, L3 or L4 will be conditional on the applicant securing a formal OT assessment to validate their accessibility needs.

Applicants who advise that they don’t need a home with special access will be assigned the General Needs Accessibility Code. Because a lot of the social housing in Powys does not have special access features, this means that people with the General Needs Accessibility Code can be considered for a much wider range of properties.

### ***At-a-glance Guide to Accessibility***

<b>Applicant Need</b>	<b>Accessibility Code</b>	<b>Property Design</b>
Needs a fully wheelchair accessible property	L1	<p><b>Fully Wheelchair Accessible.</b> Main path no more than 1:15 gradient; access to all essential facilities – all bedrooms, kitchen and living room; level access bathroom and toilet; wheelchair turning, storage, charging and transfer space; all corridor and doors widths suitable for wheelchairs; level or ramped access to exterior doors.</p> <ul style="list-style-type: none"> <li>• These properties will only be let to people with an L1 or L2 Accessibility Code unless there is no-one with an L1 or L2 code able to accept the property.</li> </ul>
Needs a partially wheelchair accessible property	L2	<p><b>Partially Wheelchair Accessible.</b> Main path no more than 1:15 gradient; access to one bedroom, kitchen and living room with corridors and doors serving these areas to be of a suitable width– additional rooms need not be accessible; level access bathroom and toilet; wheelchair turning; storage, charging and transfer space; level or ramped access to exterior doors).</p> <ul style="list-style-type: none"> <li>• These properties will be offered first to people with an L2 Accessibility Code and then to people with an L3 Accessibility Code</li> </ul>
Needs a property	L3	<b>Level Access.</b> No steps to the front or back







with no steps to the exterior doors		door of the property; limited gradient (max 1:12) to paths. <ul style="list-style-type: none"> <li>• These properties will be offered first to people with an L3 Accessibility Code, then to people with an L4 Accessibility Code and finally to people with a GN Accessibility Code</li> </ul>
Able to manage a limited number of steps	L4	<b>Limited Access.</b> No more than four steps to the front or back door of the property. <ul style="list-style-type: none"> <li>• These properties will be offered first to people with an L4 Accessibility Code and then to people with a GN Accessibility Code</li> </ul>
Able to access any type of property	GN	<b>General Needs.</b> Any property not otherwise designated as L1, L2, L3 or L4.

### ***Number of bedrooms***



Every landlord decides the number of bedrooms in each home before allocation. This takes into account the size of the property and the occupancy levels intended by the designers.

All applicants, regardless of which Priority Band their application falls in, and who are in receipt of housing benefit (partial or full) or the housing element of Universal Credit, will only be eligible for properties in line with the Department of Work and Pension’s (DWP) property size criteria. This is because social security for housing costs, paid either as part of Universal Credit or Housing Benefit, is reduced if people have more bedrooms than social security rules say they need.

One bedroom is allowed for:

-  Each adult couple.
-  Any other person aged 16 or over.
-  Two children of the same sex under the age of 16.
-  Two children under the age of 10 regardless of their sex.
-  Any other child.
-  A carer (who does not normally live with the family) if a family member needs overnight care.

No additional bedroom is allowed for any other reasons, including:

-  The tenant and their partner need to sleep apart because of a medical condition - unless the couple are getting the medium or higher care elements of Disabled Living Allowance (DLA) and can provide medical evidence explaining why they can’t sleep in the same room. (Applicants should be aware that different rules will apply to the Personal Independence Payment, which is replacing DLA).
-  The main residence of any children is another address, but there is a spare room for when they stay over.

Applicants who are working, not receiving social security housing support and can show that they can afford a larger property will have the option to apply for one bedroom above what the DWP criteria says they need. The applicant will need to complete a Financial Well-being Assessment when a property is offered. This is to help make sure they can afford a larger property. If their circumstances have changed and they cannot afford the property, the offer will be withdrawn.

### ***Households without children***



Houses will normally be allocated to households with dependent children or those who are expecting a baby (except for one bedroomed houses). This is because there is across much of Powys a shortage of houses suitable for families with young children, who need space to play safely. A dependent child is defined as a person aged 0-15 in a household or someone aged 16-18 in full-time education and living in a family with his or her parent(s) or guardian(s). A young child is defined as being ten years old or younger.

In cases where there are no families with dependent children who are either eligible or want the house – such homes may be offered to households without children or households with grown-up children or other adult family members.

### ***Households with children***

Only children who are legally residing with the applicant are considered when deciding what homes can be offered to the applicant. Evidence used to validate this includes documentary evidence showing the receipt of relevant social security benefits including child benefit or a Court-awarded 50:50 custody arrangement between parents or guardians. Access to children is not taken into account when deciding what type of property will be offered to an applicant.

Wherever possible, households with at least one child under the age of ten years old will be offered a house. However, in some areas where there is a shortage of houses, maisonettes or flats - including those with communal entrances or hallways - may be offered to families with children aged ten or below. This will only happen when a flat or maisonette is suitable for the family, taking account of:

-  The type of entrance to the flat or maisonette, both through a communal area and stairway or a private entrance. This will include whether or not prams or pushchairs can be easily taken to and from the flat – excessive steps or stairs for example could make an upper floor flat unsuitable for a family with children.
-  The type of flooring in the flat or maisonette block and its sound proofing qualities, to reduce the risk of the noise of children playing causing problems for neighbours.

Similar consideration will be given when assessing whether a family with children living in a property above ground floor is in housing need and would benefit from a transfer to a house or a ground floor flat.

## ***Households with Non-dependents***

Non-dependants are people aged 18 or over who are not dependant on the applicant in the way that a child may rely on an adult. Examples include children who have grown-up but are still living at home and adult friends or relatives who live with the applicant but are not the applicant's partner.

### ***At-a-Glance Guide to Household Type and Property Type***

☞ *Each housing application is unique. Please note that this At-a-Glance Guide is designed to cover the majority but not all matches of households to property types.*

<b>Household Type</b>	<b>Property Type and Size</b>
Single Applicant and Applicant & Partner – without resident children	Bedsit One bedroom flat
Single Applicant or Applicant & Partner with one resident child or one non- dependent	Two-bedroom flat (subject to the flat being suitable for children) Two-bedroom maisonette (subject to the maisonette being suitable for children) Two bedroom house
Single Applicant or Applicant & Partner with two or three children or two or three non-dependents or a combination of children and non-dependents up to three in total	Two or three-bedroom flat (subject to the flat being suitable for children and subject to DWP Occupancy Rules) Two or three-bedroom maisonette (subject to the maisonette being suitable for children and subject to DWP Occupancy Rules) Two or three-bedroom house (subject to DWP Occupancy Rules) Four bedroom house (subject to DWP Occupancy Rules)
Single Applicant or Applicant & Partner with four or more children or four or more non-dependents or a combination of children and non-dependents over four in total	Three or four-bedroom house bedroom (subject to DWP Occupancy Rules) House with five or more bedrooms (subject to DWP Occupancy Rules)
Single Applicant or Applicant & Partner - Older Persons	One or two bed accommodation that is suitable for older persons (subject to DWP Occupancy Rules). (Please note that each 'Homes in Powys' partner has its own criteria for allocating homes suitable for older people)
Households containing a physically disabled applicant who requires level access, or an adapted property depending on the nature of any disability or medical illness.	Adapted properties suitable for their needs or properties that are suitable for adaptation at a reasonable cost. This may include properties usually considered for older people, sheltered accommodation, ground floor accommodation or bungalows.

Some 'Homes in Powys' landlords use a 'Best Fit' approach to matching people to the right-sized property, which in some cases may differ from the At-a-Glance guide. More details can be found in Appendix A.

### **Connections with Powys**

People do not need to be resident in Powys to join the CHR. However, if applicants are not resident in the county full time, they may have their priority for a new home reduced – details can be found below in the Priority Band guidance.

### **Area Preference**

People can decide in which village areas and towns they wish to be housed. The village areas and towns are listed in 'Appendix B – Social Housing in Powys'. People will be considered for homes in the selected areas but priority will be given to those with a Local Connection to the village or town.


Applicants can also give a preference for a village where there is no social housing but is one where they would like to live or with which they have a Local Connection. This information will be used to help 'Homes in Powys' partners decide where new social housing will be built – including places where there is a clear need but currently no social homes.

### **Local Connection**

Local Connection gives an applicant extra priority, within each band, for homes in a particular village or town if the applicant has a clear connection and need to live there. If the availability of social housing in a particular village or town is below twenty units of the type and size of home for which the applicant is eligible, the applicant will be advised that they can, if they want to, add another Local Connection to one other village or town. The community they choose has to be adjacent to the village or town where they have their original Local Connection and has to have at least twenty or more suitable properties.







Details of what homes are available in the villages and towns in Powys can be found in 'Appendix B – Social Housing in Powys'.

Applicants can have a Local Connection to more than one village or town. For an applicant to claim Local Connection, they will need to provide evidence that at least any one or more of the following conditions applies to them or a person in their household who will be living in the property:

-  Are living full time in the village or town and have been so for a period of at least twelve months at the time of application. The accommodation they are living in needs to be legally defined as residential accommodation and a place they can live in all year round. Living in a holiday park in a mobile home that under planning regulations cannot be lived in full time (52 weeks a year) would



not be considered a full time home. However, a mobile home in a designated residential park, where occupancy is permitted for the full year, would be considered living full time in a village or town. For people who are asking for help because they are either homeless or threatened with homelessness, their last settled home will be used to see whether or not they have a local connection to a Powys community.

-  Are in full time education in the village or town and have been so for a period of at least twelve months at the time of application.
-  Have previously lived full time in the local village or town for a period of at least three consecutive years.
-  Are currently employed in the local village or town and have been so for a period of at least twelve months or are have been employed for at least twelve months by a business or public service relocating to the village or town.
-  Have been volunteering in the village or town, for a service benefitting that community, and have been so for a period of at least twelve months at the time of application.
-  Need to provide full time care to a resident/or need to receive full time care from a resident in the local village or town who would otherwise be unable to provide or receive care because of the lack of affordable housing.
-  Have close relatives who have lived continuously in the area for the last five years and with whom the applicant has a meaningful and on-going relationship. Close relatives are defined as parents or children.

Clear evidence will need to be provided to justify a Local Connection. The At-a-glance Guide to Local Connection Evidence shows what sort of information an applicant will be asked to provide.

### ***At-a-glance Local Connection Evidence Guide***

<b>Local Connection</b>	<b>Evidence</b>
Living or having lived in the village or town	Electoral register entry Rent account Mortgage statement Tenancy agreement Utility bill Bill for Council Tax Pension book Full driving licence
Studying in the village or town	Confirmation of attendance from the educational establishment attended by the applicant or a member of their household.
Employment	Contract of employment from current employer. For those working on a 'zero hours' contract, evidence that the applicant has been working in the area for more than 20 hours per week for the

	previous twelve months. Written offer of employment from future employer. This does not include offers based on a 'zero-hours' contract.
Volunteering	Confirmation in writing from a registered charity or public agency that the applicant is currently and has been regularly and consistently volunteering for a service serving the village or town.
Provide or receive care	Confirmation from Adult Social Care, Children's Service or an NHS agency of the care being needed and the ability of the applicant to provide the required care.
Family connections	Evidence of residence by defined family members and of a meaningful and ongoing relationship with the applicant.

### Priority Bands

Each applicant will be placed in one of five Priority Bands, depending on the type and urgency of their housing needs and requirements. It is the responsibility of the applicant to notify Powys County Council of any change in their circumstance so that their application can be re-assessed and if necessary, moved to a different Priority Band. The Council can also move an application between Priority bands if it becomes aware of new circumstances or facts that affect the application. If an applicant is moved to another band, the date that the change is made becomes the new starting date for the application. This recognises the priority of applicants already in that band.

Being 'Ready-to-Move' is important for applicants to be offered a home. If applicants are not 'Ready-to-Move', they may find that their social housing options are reduced and they could be placed in the lowest Priority Band.

### *At-a-glance guide to being Ready-to-Move*





	<b>Ready-to-Move</b>	<b>Not Ready-to-Move</b>
Financial	Any current rent account with a social landlord is not in arrears.	Current rent account in arrears with a 'Home in Powys' landlord.
	There are no outstanding debts, for example former tenancy arrears or re-chargeable repair bills, to a current or previous social landlord or that any outstanding debts are covered by a repayment agreement, the terms of which have been fulfilled in their entirety by the	Outstanding debts owed to a current or previous 'Home in Powys' landlord that are not covered by a repayment agreement that has been sustained in full for a period of at least twelve months. This includes rent arrears and repairs charges.

	applicant for a period of no less than twelve months.	
	The applicant is able to pay any 'Start-of-Tenancy Rent' that their landlord may require.	Unable to pay any Rent-in Advance that may be requested by a 'Homes in Powys' landlord.
	The applicant is able to manage the financial obligations arising from their new home, such as utility bills and Council Tax.	Unable to cover the costs of running a new home.
	The applicant is able to cover the cost of removal expenses.	Unable to cover removal expenses, including for tenants clearing the current property of all rubbish and other belongings.
Lifestyle	If currently renting from a social landlord, their property has not been damaged by the applicant, is not in an unclean condition and that any garden is not overgrown and is clear of rubbish. The current property will be inspected once an application has been made to agree any work that the tenant needs to do to bring the property and garden up to standard.	There is outstanding damage to their current home, if that is rented from a 'Homes in Powys' landlord. This will include an overgrown or rubbish-filled garden.
	Willing and able to comply with all tenancy conditions	Breached tenancy conditions at any time during the tenancy with a 'Home in Powys' landlord which have resulted in a Notice of Seeking Possession being served on the applicant.
	Able to provide essential furniture, including kitchen goods.	
	The applicant can be 'boxed-up' and ready-to-go within seven days of an offer being made.	

### ***Priority Band One***






Applicants will only be allowed to join Priority Band One in the exceptional circumstances, set out below. Each case for Priority Band One will be considered individually and on its own merits by a panel of three Housing Managers or Team Leaders from 'Homes in Powys' partners. To join Priority Band One, applicants will need to demonstrate specific, defined and evidenced housing needs that can be resolved only by a move to a different home.

## *Community Safety*

-  Witnesses where a specific location or property is required and recommended by the Police and the UK Witness Protection Scheme to safeguard the safety of the witness. In such cases close liaison will take place between Powys County Council, the relevant partner landlords, the Police and other criminal justice partners to make sure that allocations will be made quickly and confidentially.
-  Victims of serious crime, as defined in the Serious Crime Act 2007, where a specific location or property is required and recommended by the Police to safeguard the victim from further criminal activity related to the original crime.
-  The housing of applicants who fall within the remit of the Multi-Agency Public Protection Arrangements (MAPPA) protocol where a specific location or property is required to make sure that the safety of the community is not jeopardised. These allocations will be made in accordance with the separate MAPPA scheme. All other MAPPA cases will be considered under homelessness policy and procedure.
-  Applicants or a member of their household who have participated in a criminal trial, as either a defendant or plaintiff who, to safeguard the safety of themselves or a member of their household, need to be moved to a new location. In such cases close liaison will take place between Powys County Council, the relevant partner landlords, the Police and other criminal justice partners to make sure that allocations will be made quickly and confidentially.

## *Extraordinary Medical Needs*

People currently living in Powys who need to move because of evidenced urgent medical reasons, including where an applicant or a member of their household:

-  Has a condition that is expected to be terminal and re-housing is required due to unsuitable accommodation or to support the provision of suitable care and their current accommodation cannot be adapted to meet their needs.
-  Has a condition that is life threatening and the applicant's existing accommodation is a major contributory factor to that condition or is hindering recovery and the current property cannot be adapted to meet their needs.
-  Has an imminent planned discharge from hospital and there is no accommodation available to them that it is reasonable for them to occupy.
-  Would be unable to leave their accommodation or get to a safe place without assistance within two and a half minutes in the case of an emergency such as a fire, as assessed by a Fire Safety Officer, OT or medical specialist.
-  Has a medical need for extensive adaptations that cannot reasonably be made to their current home for substantial practicable, technical or financial reasons.

## *Housing First*

Housing First is an international programme designed specifically to help people who have extremely complex and challenging housing needs. It is targeted at those whose ability to live independently in a home of their own is not possible because they face at least three or more of the following challenges:

- 👉 Long-term street homelessness, for example rough sleeping for a long time.
- 👉 Enduring deep-rooted and persistent mental, psychological or emotional health challenges.
- 👉 Severe physical health needs that are causing them serious problems in their life.
- 👉 Experiencing or have suffered domestic abuse and violence.
- 👉 Seriously addicted to illicit drugs and/or alcohol, evidenced by a medical assessment.
- 👉 In regular contact with the criminal justice system, evidenced by the Police or other criminal justice agency.

Applicants will only be awarded Housing First status if:

- 🏠 Their condition and housing needs has been validated and verified with supporting evidence by relevant professional agencies, relevant to the person's personal circumstances and needs.
- 🏠 There is a package of intensive and guaranteed support in place, agreed and funded with all relevant agencies, with a commitment to provide the package for as long as it is needed by the applicant.
- 🏠 A co-ordinating Key Worker, working with or for a reputable and qualified support agency, to help the person move into settled accommodation and maintain access to continuing support for as long as it is needed by the applicant.
- 🏠 They have a Local Connection to Powys.

### *Tied Accommodation*

- 🏠 The applicant is in tied accommodation provided by a 'Homes in Powys' partner in Powys and requires secure housing following the termination of their employment through redundancy, retirement or the termination by their employer of the duties that required them to have tied accommodation.



### *Safeguarding and Social Care*

- 🏠 Powys Social Services have carried out a statutory assessment and there is a child or adult at risk in the household and a move to a new home will contribute to reducing the safeguarding risks to that person.
- 🏠 Foster carers who have been verified by Powys County Council's Children's Services as being in urgent need of an alternative home to allow them to meet identified foster care needs of a specific, named child.

### *Natural disaster*





- 🏠 A tenant of a 'Homes in Powys' landlord whose home has been made uninhabitable by flood, fire or other natural disaster and it is not technically or financially possible for their home to be made habitable again within twelve months.

## *Redevelopment and regeneration*

-  Existing tenants of one of the 'Homes in Powys' partners who need to move because their home in Powys is about to be demolished, redeveloped or subjected to major works.
-  Owner occupiers or private tenants who need to move because their home in Powys is to be demolished or redeveloped and has been subject to, or will be subject to, a compulsory purchase order arising from a wider development or regeneration scheme.

## *Housing Management Move*


A Housing Management Move will be considered in the most exceptional of circumstance for existing tenants of one of the 'Homes in Powys partners who need to be moved to a different home as the *only* resolution to a social problem that if left unresolved will pose a serious threat to the health and safety of the applicant, their current neighbours or the local community. Such housing management problems, which will require a high level of evidence to be considered for Band One status, include:

-  Irreconcilable differences between neighbours, where one of the neighbours is an owner occupier or the tenant of a different landlord that that of the applicant *and* where there is no realistic possibility of legal action bringing the matter to a peaceful conclusion *and* where there is clear and present danger to the safety of the applicant and/or their neighbour.
-  Severe anti-social behaviour that presents a clear and present danger to the health and safety of the applicant, or their neighbours and community *and* that can *only* be resolved by a move to a different home *and* where there is no realistic possibility of legal action bringing the anti-social behaviour to an end.
-  Urgent social reasons which constitute a real and present threat or harm to life, evidenced by the Police or other criminal justice system agency.
-  People who are over occupying a home from 'Homes in Powys' landlord to such an extent that the health and safety of the household is severely compromised as a result of the over occupation, decided by reference to the definition of overcrowding in Section 324 of the Housing Act 1985 *and* whether or not all members of the household would be unable to safely leave their accommodation without assistance within two and a half minutes in the case of an emergency such as a fire, as assessed by a Fire Safety Officer, OT or medical specialist.






## **Priority Band Two**

To join Priority Band Two an applicant must, be 'Ready-to-Move' and have the following housing needs:


### *Key Workers*

-  Keyworkers are people who are needed to support the provision of essential public services and address skills shortages identified by industry and agriculture working in Powys. An applicant's income also needs to be too low to allow them to buy or rent a privately provided home in the town or village where they will be based for their work. This town or village will be considered to be a Local Connection for the applicant as long as the Key Worker status remains in force.



#### *At-a-glance Guide to Key Workers*

-  Any employer be they private, public or third sector can request Key Worker status for a position, trade or profession. For Key Worker status to be granted, there must be evidence of serious recruitment and retention matters, arising from a lack of suitable and accessible accommodation, that are adversely affecting the provision of public services or economic activity and prosperity in Powys.
-  Key Worker status for a trade or profession can apply to the whole of Powys or to particular communities.
-  The decision regarding what profession or trade will be considered as Key Workers, and in what communities, is taken each year by the Council, using information provided by locally operating employers and the Council's Economic Development team. This information is published on April 1<sup>st</sup> and applies for the following twelve months.
-  Allocations to applicants granted Key Worker status will be made to the village or town where their work is based. If a trade or profession loses its Key Worker status, any applicants given Key Worker priority because their work is in the Key Worker category, will lose that priority.
-  An applicant's income, to qualify for Key Worker status, will need to be below an 'income to property value' ratio of '1 to 3.5'. This calculation will use the annual gross salary of the applicant and the average property price will be for a home suitable for their needs in the village or town where their work is or will be.

#### *Service Personnel*

-  Service Personnel who have been seriously injured or disabled in Service and who have an urgent need for housing by reference to affordability, tenure security and property type and which can best be met by a social home with appropriate and necessary adaptations.

#### *Under occupation*

-  Social housing tenants in Powys who are under occupying their current homes, by reference to the occupation criteria set out by the DWP, and want to move to a property with fewer bedrooms.
-  Social housing tenants in Powys who are under occupying a home and are subject to the Under Occupation/Bedroom Tax social security rules set by the




DWP, a result of which means they are in rent arrears, will be allowed to join Priority Band Two and move home:

- Without clearing their current rent account subject to them agreeing a repayment plan for the rent arrears. Some 'Homes in Powys' partners will add any such debts to the applicant's new rent account – details can be found in Appendix A.
- By agreeing to a repayment plan for any rechargeable repairs, and any other debts owed to a 'Homes in Powys' partner, for example to put right damage caused by the tenant or to clean the property, which are needed to bring their property back up to standard. Some 'Homes in Powys' partners will add any such charges incurred during previous tenancies with them, to the applicant's new rent account – details can be found in Appendix A.

### Priority Band Three



For an applicant to join Priority Band Three, they will need to be 'Ready-to-Move' and have a clear 'Housing Need'. The term 'Housing Need' covers a wide range of situations but the law, including Part 2 of the Housing (Wales) Act 2014, the Housing Act 1996 and the Welsh Government's 'Code of Guidance for Local Authorities on Allocation of Accommodation and Homelessness 2016' help social landlords and the public understand better what is meant by the term 'Housing Need'.

'Housing Need' includes:




-  People who are homeless, as defined by Part 2 of the Housing (Wales) Act 2014. This includes people who are owed any duty by Powys County Council under:
  - Section 66 (Duty to help prevent a household from becoming homeless – this is the prevention duty that applies to households who are not yet homeless);
  - Section 73 (Duty to help to secure accommodation for homeless applicants – this is the first duty that applies to households who are already homeless) and
  - Section 75 (Duty to secure accommodation for applicants who are priority need and unintentionally homeless – this applies once the section 73 duty has ended).
-  People who are owed a duty by Powys County Council as set out in the Housing Act 1996 Act under:
  - Section 190(2) covers people who are eligible for assistance, homeless, in priority need and intentionally homeless;
  - Section 193(2) covers people who eligible for assistance, homeless, in priority need and not intentionally homeless;
  - Section 195(2) refers to the homelessness prevention duty owed to persons who are eligible for assistance and threatened with homelessness.
-  People occupying insanitary, unsafe or overcrowded housing or otherwise living in unsatisfactory housing conditions. A property will be considered insanitary or unsafe if a home visit and assessment by an Environmental Health Officer



shows the property has Category One Hazards, which are set out in the Housing Health and Safety Rating System.

-  People who need to move on medical or welfare grounds (including grounds relating to a disability).
-  People who need to move to a particular locality in Powys, where failure to meet that need would cause hardship (to themselves or to members of their household). Examples could include applicants whose income or circumstances mean that they cannot buy or rent a home on the private market and so would be faced with hardship.

Care Leavers leaving the care of Powys County Council, will be allowed to join Priority Band Three provided that the Council's social services team confirm:

-  The applicant is ready for independent living.
-  The applicant has a structured and resourced pathways support plan in place to help them make the transition to independent living.
-  The applicant is currently engaging positively with their assigned support workers and agencies.

An applicant will only be considered to be a Care Leaver when they are first leaving care. For any subsequent applications for housing the applicant will no longer be classed as a Care Leaver.

#### **Priority Band Four**

Applicants who have no 'Housing Need', but are 'Ready-to-Move' and are not eligible to join Priority Bands One to Three, will be able to join Priority Band Four.

#### **Priority Band Five**

Applicants who have a housing need but are not 'Ready-to-Move' or eligible to join Priority Bands One to Four, will be able to join Priority Band Five.

Tenants who have been served by a 'Homes in Powys' landlord with a Notice of Seeking Possession for breaking their tenancy conditions will be placed into Priority Band Five. They will remain in Priority Band Five until their landlord confirms that they are no longer in breach of their tenancy agreement.

#### **Free Allocation (Hard to Let)**

Occasionally, there may be a property for which there are no eligible applicants in any of the five Priority Bands. In these instances, the size and property criteria may be relaxed. For example, applicants who can afford the rent may be allocated a property with two bedrooms above what they need. If there are still no suitable applicants the property will be advertised on the Powys County Council Facebook page and website, by the property's 'Homes in Powys' landlord on their website or Facebook page and on any other suitable platforms, such as 'Right-Move', 'Your Move' and 'Gumtree' until applications are made for the property. Applicants who apply for the property will

then be prioritised using the Powys CAS as a guide to deciding who will be offered the home.

### **Advice to Applicants – Time on the CHR**

It is not reasonable or indeed practicable to be able to give applicants advice on how long they may have to wait for the offer of a home. This is because the CAS considers many things, such as housing needs, as well as the length of time an applicant has been a member of the CHR, and because it is not possible to predict when properties will become available. Any such information would be inaccurate and unreliable. 'Homes in Powys' partners will not therefore advise applicants how long they may have to wait for a social home.

### **Older Persons' Accommodation**

Many 'Homes in Powys' partners have homes that have been designed and are managed with older people in mind. This includes, for example, properties in schemes supported by warden-style services or homes without steps to the doors. Applicants with evidenced medical/accessibility needs that can best be met by older persons' accommodation, irrespective of age, may also be offered a home more usually used for older people. Examples include where an applicant's accessibility needs match those of an available property in a development of older persons' accommodation.

Each partner landlord has its own approach to how it lets accommodation designed and managed with an eye to the needs of older people. Details can be found in Appendix A. However, in all cases offers of homes in schemes or developments aimed primarily at older people, for example sheltered schemes, will respect the make-up of these communities.

### **Homes with Planning Conditions**

Some homes in Powys are now developed on sites where the planning permission required an Affordable Housing Scheme to be in place. An approved Affordable Housing Scheme sets out the details of who can and cannot occupy the homes. It is designed to make sure that affordable homes remain affordable and that homes built specifically for local people are generally lived in by people from the local area. The owner of these properties, in the case of rented homes the landlord, is responsible for making sure that they satisfy the requirements set out in an approved Affordable Housing Scheme. 'Homes in Powys' will only offer properties covered by an Affordable Housing Scheme to applicants who meet all the conditions of the Scheme.






In the past, properties were developed on sites in Powys that incorporated a Section 106 planning agreement setting out who is able to have a home on the development. Section 106 agreements are still used by the Brecon Beacons National Park. A Section 106 agreement has the same effect on who can live in the homes as an Affordable Housing Scheme

Both Affordable Housing Scheme and Section 106 agreements are put in place by the Planning Authority when it is necessary to make sure that the homes are always occupied by local people who need an affordable home. They are legally binding on the landlord and cannot be ignored when deciding who can live in the properties. That is why any such properties will always be allocated according to the requirements set out in the planning conditions and not by reference to the CAS.

## **Local Lettings Policies**

'Homes in Powys' partners may use Local Lettings Policies in particular communities or areas within the County. Such policies are used only in exceptional circumstances, for example as part of a regeneration led investment programme. They will only be introduced in consultation with the local communities, partners and agencies working in and around the area.

Any Local Lettings Policy in Powys will have a:

-  Clear definition of what is to be achieved by the Local Lettings Policy.
-  Clear evidence base to back up the need of the Local Lettings Policy.
-  Completed an equality and fairness impact assessment.
-  Clear time for the Local Lettings Policy to remain operational.
-  Date when the local lettings policy is to be reviewed.

When Local Lettings Policies are in place, all homes in the area covered by the policy will be allocated according to the relevant Local Letting Policy. However, all Local Lettings Policy must give reasonable preference to those applicants within the preference groups set out in the Housing (Wales) Act 2014 and cannot contravene legislation governing equal opportunities or discriminate against or in favour of protected groups.

## **Resettlement Passport**

The Resettlement Passport is a tenancy skills course designed to improve the skills and confidence of vulnerable people taking on a tenancy. It is available online and offline. The opportunity to complete the Resettlement Passport will be shared with applicants, especially those who are new to independent living such as people moving into their own home for the first time. The course is made up of ten units, offering people a chance to learn more about the things they need to know make a success of their tenancy. This includes social security benefits, budgeting, avoiding debt and how to get the best deal for services such as gas and electricity. Further details can be found on the Resettlement Passport website at [www.resettlementpassport.org.uk](http://www.resettlementpassport.org.uk) or by calling Housing One on 01597 827464.

## **Deliberate Worsening of Housing Conditions**

If an applicant deliberately does or fails to do something which worsens their housing conditions, their priority on the CHR will be considered by a panel of three housing managers from across the Homes in Powys partnership who will have the option of




reducing the application to Band Five for one year. This decision will only be taken after careful consideration of the case. After a year has passed, the applicant can ask for the case to be reassessed and the application may be reinstated into the appropriate band.

Examples of deliberately worsening housing conditions are:

- ✗ Giving up a suitable property that it was reasonable to continue to occupy.
- ✗ Creating overcrowding by allowing family and/or friends to move into a home which otherwise meets the applicant’s housing need.
- ✗ Deliberately moving into a property, without good reason (for example an illegal eviction by a private landlord from their current home) that is unsuitable for their needs.
- ✗ Becoming unable to continue to occupy accommodation due to action that the applicant could have avoided, for example anti-social behaviour or causing damage to the property.

### **Stage Four – Offering Homes to CHR Members**

When a property becomes available for letting to a new tenant, to find out which applicant’s housing needs are best met by that home, a shortlist of potential tenants is drawn up. This is based on:

-  The information held on the CHR for the applicants including Accessibility Level, Local Connections and Area Preference, household details, the type of property for which they are eligible and any other relevant information
-  The type and location of the property that has become available
-  Any specific conditions set out by the property’s landlord for the property. These can be found in Appendix A.

Then the ‘Homes in Powys’ Cascade is followed. Applicants are considered in strict order according to the Powys CAS, until an eligible applicant accepts the available property. Within each Cascade Stage, applications are considered in date order, starting with the applicants that have been registered for the longest period of time.

There are very few social homes with four or more bedrooms in Powys. To make sure that these properties go to those with the largest households and who therefore need more space, the size of the household is also taken into account when deciding who should be offered a home. Larger households have a higher priority over smaller households for this type of home.

A three-bedroom parlour house – a property with two living rooms downstairs - will be considered in the same way as a four-bedroom house.

### ***‘Homes in Powys’ Cascade***

<b>Cascade Stage</b>	<b>Applicant Status</b>	<b>Notes</b>
A	Accessibility -matching the	A short list is drawn up of all applicants

	accessibility requirements of applicants with the accessibility of the property	<p>whose:</p> <ul style="list-style-type: none"> <li>✓ Accessibility Code is the same as that of the property available to let.</li> <li>✓ Area Preferences include the community where the property is available to let.</li> </ul> <p>Then Cascade Stages B to I are followed until the property has been let. If the property is not let, then another short list is drawn up of applicants whose Accessibility Code is the next one permitted for the property (see Accessibility Code Guidance). Cascade Stages B to I are again followed. This process is repeated until the property is let or the property is given a Free Allocation.</p> <p><i>Accessibility Code Guidance</i></p> <ul style="list-style-type: none"> <li>• L1 &gt; L2 &gt; L3 &gt; L4</li> <li>• L2 &gt; L3 &gt; L4</li> <li>• L3 &gt; L4 &gt; GN</li> <li>• L4 &gt; GN</li> </ul>
B	<b>Band One – Local Connection</b>	If property has four or more bedrooms - by family size and date order. If the property has three or less bedrooms - by date order only.
C	<b>Band One – No Local Connection</b>	This will only apply to applicants who meet the Community Safety conditions as defined by the Powys CAS. If property has four or more bedrooms - by family size and date order. If the property has three or less bedrooms - by date order only.
D	<b>Band Two – Local Connection</b>	If property has four or more bedrooms - by family size and date order. If the property has three or less bedrooms - by date order only.
E	<b>Band Two – No Local Connection</b>	If property has four or more bedrooms - by family size and date order. If the property has three or less bedrooms - by date order only.
F	<b>Band Three – Local Connection</b>	If property has four or more bedrooms - by family size and date order. If the property has three or less bedrooms - by date order only.
G	<b>Band Three – No Local Connection</b>	If property has four or more bedrooms - by family size and date order.

		If the property has three or less bedrooms - by date order only.
H	<b>Band Four</b> – Local Connection	If property has four or more bedrooms - by family size and date order. If the property has three or less bedrooms - by date order only.
I	<b>Band Four</b> – No Local Connection	If property has four or more bedrooms - by family size and date order. If the property has three or less bedrooms - by date order only.
J	<b>Band Five</b> – Local Connection	If property has four or more bedrooms - by family size and date order. If the property has three or less bedrooms - by date order only.
K	<b>Band Five</b> – No Local Connection	If property has four or more bedrooms - by family size and date order. If the property has three or less bedrooms - by date order only.
L	<b>Free Allocation</b>	

### **Making an offer of a home**

All the ‘Homes in Powys’ partners use the same computer system for managing the Powys CHR so offers of homes can be made directly to applicants by any member of the partnership.

### ***Communicating the offer of a home***

Offers of a home will usually be made by telephone to the applicant. If there is no reply to a telephone call, it will be followed up by a text message and/or an e-mail.

### ***How many offers will be made?***

Households who are not owed a homelessness duty under the Housing (Wales) Act 2014 will be given two reasonable offers of a home. A reasonable offer is one that meets the needs and preferences of the applicant as set out in their CHR application. Reasonable refusals of offers can be made without jeopardising the applicant receiving future offers. However, a second unreasonable refusal of an offer will mean the applicant’s application being removed from the CHR. If the applicant later wishes to apply for housing, they will need to submit a new application to join the CHR.

For a **first offer** if the applicant does not make contact within two working days of the offer being made, the offer will be withdrawn and the property offered to another applicant. A review letter and a text and/or an e-mail will be sent by the property’s landlord to the applicant who did not respond, giving them seven days to contact the landlord making the offer. This is to help understand why there was no response. It also provides an opportunity to make sure that the applicant’s details are up-to-date. If

the applicant does contact the landlord, they will be able to explain why they did not respond to offer.

- ☞ If the reasons for not responding are not reasonable, then the offer will be considered the first of the two offers to which each applicant is entitled. Unreasonable reasons include not wanting to answer the telephone or not being able to find the time to respond to the offer.
- ☞ If the reason for not responding is reasonable, then the withdrawn offer will not count towards the two offers to which each applicant is entitled. Reasonable reasons for not responding to an offer include being away on holiday with limited access to telephones and e-mails, in hospital or working away with limited access to communications. The applicant will still be entitled to two offers.

For a **second offer** if the applicant does not make contact within two working days, they will be sent a review letter and a text and/or an e-mail giving them seven days to contact the landlord making the offer to explain why they did not respond to offer.

- ☞ If the reasons for not responding are not reasonable, then the landlord will advise Powys County Council that the CHR application is to be cancelled.
- ☞ If the reason for not responding is reasonable, then the withdrawn offer will not count towards the two offers for which each applicant is entitled. Their CHR application will remain live and the applicant will be eligible for one further offer of a home.

### ***Accepting or refusing the offer of a home***

Applicants can refuse the offer of a property and not jeopardise their status on the CHR as long as the reasons for refusing a property are reasonable. A reasonable refusal will not count towards the two offers to which each applicant is entitled. However, if the reasons for refusing an offer are unreasonable, the offer will count towards the two to which each applicant is entitled.

#### *Examples of Reasonable Refusals*

- ✓ Former partners or ex-family members live in the immediate neighbourhood and there is evidence of a risk of conflict, unrest or distress to the applicant.
- ✓ The property is unsuitable due to evidenced medical conditions, such as access to the property that could not have been foreseen at the time of allocation and offer.
- ✓ Following a Financial Well-being Assessment, the applicant is unable to afford the property or pay any 'Start-of-Tenancy Rent' that may be expected by the landlord.
- ✓ The property would result in an unreasonably long journey to school for children living with the applicant and there is no available home-to-school transport.
- ✓ Unable to afford to live in the property due to the Benefit Cap.

#### *Examples of Unreasonable Refusals*

- ✗ Not liking the village or town if the applicant had included the settlement in their Area Preferences.
- ✗ Not liking the décor.
- ✗ Not liking the neighbours.
- ✗ Claiming that the property is too small (for example, a single person refusing a bedsit) if the size of the property is correct for the applicant and their households.
- ✗ There is no car parking at or near the property.
- ✗ Failing without good reason to provide the property's landlord with information requested to validate the applicant's CHR application and ability to comply with the landlord's tenancy conditions.

### ***Applicants who are homeless***

Applicants who are owed a homelessness duty by the Council to be offered a home will have one offer, made under the terms of homelessness legislation, of a property that will solve their homelessness problems. Such an offer of accommodation will always try to suit the applicant's needs, including where they would like to live. Unfortunately, it may not always be possible to provide a property in a particular village or town.

Applicants who are homeless will need to consider carefully refusing an offer even if it is not where they want to live. Such a refusal could be considered unreasonable and if so, the Council will have discharged its duties, under the legislation covering housing for homeless people. However, the applicant will still be allowed to remain on the CHR and will be eligible for one further offer of accommodation.

### ***Overlooking applicants***

Applicants may in exceptional circumstances be overlooked for a property, even if their application is next in line for the home. A decision to overlook an applicant must be authorised by a three 'Homes in Powys' housing managers. This will happen only where there is clear evidence, supported by the Police or other criminal justice system agency, that an allocation may cause conflict or anti-social behaviour to an existing resident or to the community. Examples where an application for a property can be overlooked include:

- To prevent a convicted violent offender being rehoused in the vicinity of their victim or their victim's family.
- To prevent a perpetrator of domestic violence or abuse being rehoused in the vicinity of their victim, or their victim's family, evidenced by the victim having moved away from the perpetrator in the past or confirmation of the domestic violence or abuse from the Police, social services, relevant support agencies or other parts of the criminal justice system.

### ***Emergency Accommodation***



The Head of Housing at Powys County Council has delegated powers, which are permitted under Section 3.67 of the Welsh Government's Code of Guidance, to make emergency offers of accommodation outside of the terms of the CAS. This power will be used only in the most exceptional of circumstances and when it is used, a full report will be presented within three months to 'Homes in Powys' partners detailing why the action has been taken.

### **Validating Income and Eligibility**

To help make sure that people are not at risk of falling into rent arrears and possibly losing their home in the future, at the point of offer, applicants will be asked to demonstrate they will be able to afford a property. For example, for prospective Powys County Council tenants, this may include completing a 'Financial Wellbeing Assessment' which may include an 'Income and Expenditure' form, being asked to provide proof of income and having a credit check carried out. Help will be offered by HMOOs or Tenancy Support Officers (TSOs) where needed to complete the 'Financial Wellbeing Assessment'. Similar approaches are used by the other 'Homes in Powys' landlords. Some applicants may be asked to get financial advice to help them better manage their money. This is to help reduce the risk of them falling into rent arrears or getting behind with their housing bills, which could lead to them losing their home.

To make sure that the applicant is still eligible for the property they are to be offered, they will be asked for proof of identification and any other information the landlord needs to confirm the housing and personal circumstances of the applicant. More details on what types of information may be requested are detailed above in the 'At-a-glance Guide to Housing Application Information and Evidence'. If the applicant does not without good reason provide the information requested by the landlord, then the offer will be withdrawn and will be considered an unreasonable refusal.

Applicants at the time a property is viewed will be asked to provide evidence that they have a bank account, such as a bank card or cheque book. This is so that wherever possible rent payments can be made by direct debit and that if the applicant needs to claim Universal Credit, there will be less risk of delays in them making such a claim. The property landlord will signpost applicants without a bank account to where they can get help to open one.

### **Start-of-Tenancy Rent**

'Homes in Powys' landlords each have different requirements for 'Start-of-Tenancy Rent'. Details of these can be found in Appendix A. Applicants, when they are being made an offer, should make sure that they are able to make any up-front payments expected by their new landlord. If they cannot make the required payment, they should advise the landlord as quickly as possible so that the offer can be withdrawn and the property offered to another applicant.

### **When can an offer be withdrawn?**

An offer can be with-drawn up to the point of tenancy agreement being signed.

Examples of reasons why an offer may be withdrawn are:

- ✗ The applicant cannot afford the 'Start-of-Tenancy Rent' expected by the landlord.
- ✗ The property fails to become available, for example the current tenant decides to stay in the property.
- ✗ There is a concern for community safety, for example evidence is received from the Police or other agencies that offering the property to the applicant may result in serious distress to people living in the immediate vicinity of the property or to the applicant and their household.
- ✗ The applicant has withheld information that if known would have prevented the offer being made – in these cases the application will be reassessed and if necessary placed in a different Priority Band.
- ✗ Information becomes known about the applicant and their application that would have prevented the offer being made - in these cases the application will be reassessed and if necessary placed in a different Priority Band.
- ✗ The offer has been made in error.
- ✗ The household's circumstances change between the time the offer is made and the tenancy signed - in these cases the application will be reassessed and if necessary placed in a different Priority Band.
- ✗ The property is required for an emergency.

## **Applicants Rights**

Applicants have the following rights:

- ✓ To a copy of their housing application.
- ✓ To be notified and to request a review of any decision regarding eligibility to join the CHR and the grounds for making that decision.
- ✓ To be informed on request, and request a review, of any facts used to make that decision.
- ✓ To receive information about how their application will be processed and what priority has been given to the application.
- ✓ To receive information on the likely availability of appropriate accommodation.

*What can applicants do if they don't agree with decisions made about their applications for housing?*

Applicants have the right to request a review of a decision regarding their:

- Eligibility to join the CHR.
- Any facts which have been used to reach a decision in respect of the Priority Band in which the applicant has been placed.
- The applicant believes that they have been treated as ineligible on the basis of their immigration status.
- The applicant believes that they have been treated as ineligible to join the register due to unacceptable behaviour.

- The applicant believes that they have had their application cancelled because they have refused a reasonable offer of accommodation.

Requests for a review should be made in writing or by e-mail to Powys County Council, within 28 days of notification of the decision. Applicants' circumstances at the time of the review will be considered, particularly if they have changed from when the decision was first made.

An officer not involved in the original decision will consider the request for a review. Applicants will be informed of the outcome of the review within 14 days of the hearing or receipt of the written statements. If the applicant remains dissatisfied with the review decision they may apply for a judicial review or submit their case to the Ombudsman for investigation.

## **Complaints**

Every 'Homes in Powys' partner has a procedure to deal with complaints about their work, staff and levels of service. If an applicant or anyone else affected is not satisfied with the service they receive from any member of 'Homes in Powys', they should submit a complaint to that partner. Details of how to contact each partner can be found on their websites.

## **Privacy Statement**

Powys County Council will process data submitted by applicants in accordance with all current data protection legislation. Further information can be found at <https://customer.powys.gov.uk/privacy>.

Every 'Homes in Powys' partner also has its own privacy statement, available upon request from the partners or by visiting their websites.

## **Equality and Diversity**

'Homes in Powys' partners are all committed to equal opportunities and do not discriminate either directly or indirectly on grounds of gender, sexual orientation, religion, colour, race, nationality, disability, age or ethnic origin. To make sure that we are respecting equal opportunities, applicants will be asked to answer monitoring questions.

'Homes in Powys' partners also believe that strong communities thrive and prosper if individuals and groups are treated fairly, with respect, and given equitable and good access to rights and services. All landlords in Powys are working to create an environment where this is possible and to put equality and diversity at the heart of everything that they do.

'Homes in Powys' will promote equality and diversity by:

- ✓ Building values of mutual respect where individuals have a sense of belonging and where individuals are encouraged to participate and gain full access to services to which they are entitled.
- ✓ Recognising that some individuals and certain communities are particularly disadvantaged and will require extra recognition and support to deal with their disadvantages.

‘Homes in Powys’ will work to:

- ✓ Improve social cohesion by promoting positive relationships and a sense of community and belonging - by reducing fear and tensions – particularly around race, disability, faith, generational, gender and sexuality issues - by promoting a vision in which individuals, groups and communities are properly valued.
- ✓ Promote citizenship rights and responsibilities. Partners will do this by ensuring that they do all they can in providing real leadership and compliance with duties and by acting to protect the rights of individuals and groups by ensuring that abuse, mistreatment or discrimination is recognised and properly dealt with.

## **Councillors**

Councillors develop and approve Council policy but they cannot be involved in assessing housing applications or the allocation of housing. However, this does not prevent them from seeking or providing information on behalf of their constituents. ‘Homes in Powys’ members will work collaboratively with councillors in understanding and meeting housing needs.

## **Changing the Powys CAS**

Any major changes to the Powys CAS will be subject to a full and detailed consultation process for all those potentially affected. Results of the consultation will be presented to Powys County Council and partner housing associations. Any major policy changes will need to be approved by Powys County Council and ‘Homes in Powys’ partners.

For any minor policy changes, decisions will be delegated to the Powys County Council Portfolio Holder with responsibility for Housing. Minor changes to procedure will be delegated to the Powys Head of Housing. ‘Homes in Powys’ partners will be asked for consent prior to all such changes.

## **Legal Matters**

The Powys Common Allocations Scheme has been designed to all the legal responsibilities of all members of the ‘Homes in Powys’ partnership. It has been developed in accordance with the Housing Act 1996 (Part 6), the Homelessness Act 2002, the Housing (Wales) Act 2014, the Social Services and Well-being (Wales) Act 2014, the Well-being of Future Generations Act (Wales) 2015 and the Code of Guidance for Local Authorities: Allocation of Accommodation and Homelessness (Welsh

Government, 2016). It also pays regard to the rules and regulations that govern the social security system.

- Anti-social Behaviour, Crime and Policing Act 2014
- Armed Forces Covenant
- Data Protection Act 1998
- Data Protection Act 2018
- Equalities Act 2010
- Freedom of Information Act 2000
- General Data Protection Regulation (GDPR)
- Homelessness Act 2002
- Housing Act 1985
- Housing Act 1996
- Housing (Wales) Act 2014
- Human Rights Act 1998
- Immigration Status Act 2014
- Localism Act 2011
- Race Relations Act 1976
- Serious Crime Act 2007
- Sex Discrimination Act 1975
- Social Services and Well-being (Wales) Act 2014
- Welfare Reform Act 2012
- Well-being of Future Generations Act (Wales) 2015

The Housing (Wales) Act 2014 can be found at <http://www.legislation.gov.uk/anaw/2014/7/contents> The Housing Act 1996 can be found at <http://www.legislation.gov.uk/ukpga/1996/52/contents>

The Homelessness Act 2002 can be found at <http://www.legislation.gov.uk/ukpga/2002/7/contents>

The Welsh Government's Code of Guidance for Local Authorities on Allocation of Accommodation and Homelessness can be found on their website at <http://gov.wales/topics/housing-and-regeneration/services-and-support/managing-social-housing/allocate/?lang=en>

Powys Housing Services website can be found at <http://www.powys.gov.uk>

The Powys Common Allocations Scheme is consistent with all relevant Powys County Council strategic plans, in particular the 'Powys Housing Strategy', 'Vision 2025' and 'Love Where You Live'.

Powys County Council and its partners are under a duty to protect the public funds it administers, and to this end may use the information you have provided as part of any application to join the CHR for the prevention and detection of fraud. It may also

share this information with other bodies responsible for auditing or administering public funds for these purposes.

We will process data submitted by you in accordance with data protection legislation. For further information, please read Powys County Council's Privacy Notice.

<https://customer.powys.gov.uk/privacy>"

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## Appendix A: Landlord-by-Landlord Special Allocation Conditions

	Clwyd Alyn (part of the Pennaf Group)	Grwp Cynefin	Melin Homes	Mid-Wales Housing Association	Newydd	Pobl Group (including Gwalia)	Powys County Council	Wales and West Housing
Best Fit. To avoid people under occupying a home, priority will be given to households who 'best fit' a property. This will be decided by matching the number of people in the household with the number of people for whom the home has been designed to accommodate.			Yes	Yes			Housing in line with DWP property size criteria for Universal Credit/housing benefit support	Yes
Flats and Children. Households with children may be offered accommodation above ground floor.			Yes	Yes			Yes	Yes
Households without children			Will consider applicants with access to children,					

			subject to affordability, for two bedroom properties					
Introductory or Starter Tenancy; New tenants to the landlord will be offered an Introductory or Starter Tenancy for period of between one year and eighteen months. Conversion to a secure or assured tenancy will be agreed if there are no breaches of the terms of the Introductory Tenancy.			Starter Tenancy	Starter Tenancy. Tenants are not allowed to transfer during a Starter Tenancy.			Introductory Tenancy	Starter Tenancy
Older Person's Homes. Homes designed for older people are let in accordance with a landlord and/or scheme specific lettings policy for this type of property			Age criteria for homes designed for older people is 55+	Yes			'Powys Silver Homes' policy applies to homes designed for older people	Over 50's with a medical need that demonstrates a need for older person housing, 55+ without a medical need

<p>Pets: Applicants should contact the landlord with homes in the areas where they would like to live to check what type of pets are allowed in those specific properties.</p>			<p>Yes</p>	<p>Yes</p>			<p>Yes</p>	<p>Pets allowed</p>
<p>Reasonable Offer Limit</p>						<p>Should an applicant refuse a reasonable offer from Pobl, no further offers will be made to the applicant for a period of twelve months.</p>		
<p>Start-of-Tenancy Rent.</p>			<p>Yes</p>	<p>Yes – except in exceptional circumstances</p>			<p>Start-of-Tenancy Rent is expected, the amount - one week up to one month - depending on the payment cycle agreed with the tenant.</p>	

Under 18 years old				Licence to Occupy					

## Appendix B – Social Housing in Villages and Towns in Powys

Powys County Council regularly undertakes a Local Housing Market Analysis (LHMA). This is to provide intelligence on housing markets and needs to shape the County's planning policies and inform investment decisions by developers and landlords. There are nine LHMA areas in Powys, based on natural market trends.

<b>LHMA Areas</b>	<b>Villages and Towns</b>
LHM1 – Welshpool Triangle	TBA
LHM2 – Machynlleth Border	TBA
LHM3 – Newtown and Llanidloes	TBA
LHM4 – Knighton and Presteigne Border	TBA
LHM5 – Llandrindod Wells and Rhayader	TBA
LHM6 – Builth Wells and Llanwrtyd Wells	TBA
LHM7 – Brecon, Talgarth and Hay	TBA
LHM8 – Ystradgynlais Border	TBA
LHM9 – Crickhowell Border	TBA

## Appendix C: Amendments to the Common Allocation Scheme – Impact Assessment

**Please read the accompanying guidance before completing the form.**

This **Impact Assessment (IA)** toolkit, incorporates a range of legislative requirements that support effective decision making and ensure compliance with all relevant legislation. **Draft versions of the assessment should be watermarked as “Draft” and retained for completeness. However, only the final version will be made publicly available. Draft versions may be provided to regulators if appropriate. In line with Council policy IAs should be retained for 7 years.**

### Common Allocations Scheme Impact Assessment

<b>Service Area</b>	Housing	<b>Head of Service</b>	Simon Inkson	<b>Director</b>	Nigel Brinn	<b>Portfolio Holder</b>	Cllr James Evans
<b>Proposal</b>	Common Allocations Scheme Policy Statement						
<b>Outline Summary / Description of Proposal</b>							
Following the publication in July 2018 of the CHR Review undertaken by Imogen Blood Associates on behalf of the Powys Strategic Housing Partnership (SHP), the existing Common Allocation Scheme Policy and Procedure has been combined into one easy read document for both the public and staff alike. Whilst there has been no major changes made to the policy, the opportunity has been taken to make minor amendments, intended to give clarification and transparency of the allocation process from start to finish.							

1. Version Control (services should consider the impact assessment early in the development process and continually evaluate)

Version	Author	Job Title	Date
V1	Kelly Jones	Housing Policy and Strategy Officer	13/11/18
V2	Kelly Jones	Housing Policy and Strategy Officer	19/11/18

2. Profile of savings delivery (if applicable)

2018-19	2019-20	2020-21	2021-22	2022-23	TOTAL
£N/A	£N/A	£N/A	£N/A	£N/A	£N/A

3. Consultation requirements

Consultation Requirement	Consultation deadline/or justification for no consultation

Staff consultation required	<p>Under s.168(3) of the Housing Act 1996, when an alteration is made to a scheme reflecting a major change of policy, an authority must ensure that those likely to be affected by the change are notified of it within a reasonable period, and explain, in general terms, the effect of the change. When consulting on an allocation scheme the Welsh Government usually allows a minimum of 12 weeks for the consultation period. However, due to there only being minor changes to the policy and due to the limited time frame (CAS policy to be submitted to Scrutiny Committee in December 2018 and Cabinet January 2019) the decision has been made to consult with the following for a reduced amount of time:</p> <ul style="list-style-type: none"><li>• Tenant Services Monitors</li><li>• Powys County Councillors</li><li>• Head of Social Services</li><li>• Head of Economic Development</li><li>• Housing Services Colleagues</li><li>• Strategic Housing Partnership</li></ul>
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4. Impact on Other Service Areas

**Does the proposal have potential to impact on another service area? (Have you considered the implications on Health & Safety, Corporate Parenting and Data Protection?)  
PLEASE ENSURE YOU INFORM / ENGAGE ANY AFFECTED SERVICE AREAS AT THE EARLIEST OPPORTUNITY**

Occupational Therapy Service: One minor change is the introduction of each property being designated an Accessibility Level ranging from 1 (fully wheelchair accessible) to 5 (general needs). The aim is to be able to match the accessibility levels of each household with the design of each property. To ensure a suitable match, before an allocation is made an OT assessment will need to be in place. Whilst the decision to introduce Accessibility Levels was done in consultation with the OT department and whilst they are able to accept new referrals, they do not have the capacity to assess the backlog of applicants already on the register. In light of this plans are being put in place to introduce a phased approach and prioritise those existing applicants who are most in need, to have an OT assessment carried out.

Economic Development Service: Another change is the introduction of Key workers, as defined in the policy, into priority Band 2 of the CAS. For Key Worker status to be granted, there must be evidence of serious recruitment and retention matters, arising from a lack of suitable and accessible accommodation, that are adversely affecting the provision of public services or economic activity and prosperity in Powys. The decision regarding what profession or trade will be considered as Key Workers is taken each year by the Council, using information provided by locally operating employers and the Council’s Economic Development team. Such status only lasts for a year but can be renewed if the evidence justifies renewal.

It will be up to the Councils Economic Development Team to assess, evidence and publish what is classed as a “key worker” on the Councils’ public website.

5. How does your proposal impact on the council’s strategic vision?

Council Priority	How does the proposal impact on this priority?	<b>IMPACT</b> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<b>IMPACT AFTER MITIGATION</b> Please select from drop down box below
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Council Priority	How does the proposal impact on this priority?	<u>IMPACT</u> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<u>IMPACT AFTER MITIGATION</u> Please select from drop down box below
<p><b>The Economy</b> <b>We will develop a vibrant economy</b></p>	<p>The priority given to key workers will address the skills shortages identified and have a positive effect on economic activity and prosperity in Powys.</p> <p>The introduction of a Financial Well Being Assessment for each new tenant will also aim to ensure that tenancies are sustainable and help to identify support where needed. It will also identify those wishing to seek employment and links have been made with the Regeneration Service and the employability projects currently in place which aim to get the people of Powys back into work.</p>	Good	<p>To ensure that the allocation of social accommodation is not abused by those with key worker status, a clause has been inserted into the policy that an applicant's income, to qualify for key worker status, will need to be below an "income to property value" ratio of '1 to 3.5'. Also the decision regarding what profession or trade will be considered as Key Workers will be reviewed each year.</p>	Good

Council Priority	How does the proposal impact on this priority?	<u>IMPACT</u> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<u>IMPACT AFTER MITIGATION</u> Please select from drop down box below
<p><b>Health and Care</b>  <b>We will lead the way in effective, integrated rural health and care</b></p>	<p>The policy helps to focus on a person’s well-being by ensuring that they are housed in the right property. Introducing Accessibility Levels in the matching process, aims to ensure a person’s accessibility level is met by the property they are allocated ensuring that they are safe and able to maintain their independence as much as possible.</p> <p>Again the priority given to key workers will help fill the gap left by skill shortages in the area and help to attract those workers who are needed such as nurses, carers etc.</p> <p>The policy addresses the subject of safeguarding and helping vulnerable applicants by giving Band 1 priority to those households identified as being at risk and giving priority in certain cases to foster carers.</p> <p>The introduction of the Resettlement Passport modules referenced in the policy aim to ensure the basic needs of a tenant such as basic life skills and money management are addressed. Housing are currently working with the Youth Service and other support agencies, in rolling this venture out across Powys so wherever possible targeting the younger population of Powys.</p>	<p>Good</p>	<p>As highlighted above whilst the decision to introduce Accessibility Levels was done in consultation with the OT department and whilst they are able to accept new referrals, they do not have the capacity to assess the backlog of applicants already on the register. In light of this plans are being put in place to introduce a phased approach and prioritise those existing applicants who are most in need, to have an OT assessment carried out.</p> <p>Regarding key worker status, it will be up to the Councils Economic Development Team to assess, evidence and publish what is classed as a “key worker” on the Councils’ public website and for this to be annually reviewed.</p>	<p>Good</p>

Council Priority	How does the proposal impact on this priority?	<u>IMPACT</u> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<u>IMPACT AFTER MITIGATION</u> Please select from drop down box below
<p><b>Learning and skills</b> <b>We will strengthen learning and skills</b></p>	<p>The introduction of the Resettlement Passport modules referenced in the policy aim to ensure the basic needs of a tenant such as life skills, cooking, shopping and money management are addressed. Housing are currently working with the Youth Service and other support agencies, in rolling this venture out across Powys. On completion of all 10 modules a certificate is awarded which may help towards accessing housing, further education or employment.</p> <p>The introduction of a Financial Well Being Assessment for each new tenant will also identify those wishing to gain new skills, retrain and seek employment. Links have been made with the Regeneration Service and the employability projects currently in place which aim to get the people of Powys back into work.</p>	<p>Good</p>		<p>Good</p>

Council Priority	How does the proposal impact on this priority?	<u>IMPACT</u> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<u>IMPACT AFTER MITIGATION</u> Please select from drop down box below
<p><b>Residents and Communities</b> <b>We will support our residents and communities</b></p>	<p>The Powys Common Allocations Scheme is consistent with all relevant Powys County Council strategic plans, in particular the 'Powys Housing Strategy', 'Vision 2025' and 'Love Where You Live'.</p> <p>All members of the partnership believe that communities can thrive and prosper if individuals, families and groups are treated fairly, with respect, and given access to rights and services. That is why 'Homes in Powys' offers people advice and help to find the right home for them.</p> <p>Regarding the area of choice where an applicant would like to live we are also able to record an applicant's wish to live in areas of Powys where neither PCC nor its partners have existing stock which will aid future affordable housing development.</p> <p>In conjunction with this PCC are now member of Tai Teg, an affordable housing register which enables applicants to express an interest in all types of affordable housing including intermediate rent, shared ownership and self-builds.</p> <p>The local connection clause has also been widened to include those who have volunteered in an area for 12 months which acknowledges and rewards the positive impact that volunteers have.</p>	Neutral	<p>By recording the reason why a property is refused by an applicant after allocation, we are hoping this will help inform our Love where you live strategy so we can identify if there are certain areas of Powys or types of accommodation which are not so sought after and help to address the reasons why.</p>	Good

**Source of Outline Evidence to support judgements**

Homeless Review  
 Review of the Powys CHR and allocation system by Imogen Blood Associates  
 Powys Local Housing Market assessment

6. How does your proposal impact on the Welsh Government’s well-being goals?

Well-being Goal	How does proposal contribute to this goal?	<b>IMPACT</b> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<b>IMPACT AFTER MITIGATION</b> Please select from drop down box below
<p><b>A prosperous Wales:</b>                      An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.</p>	<p>The priority given to key workers will address the skills shortages identified and have a positive effect on economic activity and prosperity in Powys.</p> <p>The introduction of a Financial Well Being Assessment for each new tenant will also aim to ensure that tenancies are sustainable and help to identify support where needed. It will also identify those wishing to seek employment and links have been made with the Regeneration Service and the employability projects currently in place which aim to get the people of Powys back into work.</p> <p>The local connection clause has also been widened to include those who have volunteered in an area for 12 months which acknowledges and rewards the positive impact that volunteers have and helps us move towards a prosperous Powys/Wales.</p>	<p>Good</p>	<p>To ensure that the allocation of social accommodation is not abused by those with key worker status, a clause has been inserted into the policy that an applicant’s income, to qualify for key worker status, will need to be below an “income to property value” ratio of ‘1 to 3.5’. Also the decision regarding what profession or trade will be considered as Key Workers will be reviewed each year.</p>	<p>Good</p>

<p><b>A resilient Wales:</b>  A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).</p>	<p>No impact</p>	<p>Neutral</p>		<p>Neutral</p>
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<p><b>A healthier Wales:</b> A society in which people’s physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.</p> <p><b>Public Health (Wales) Act, 2017:</b> Part 6 of the Act requires for public bodies to undertake a health impact assessment to assess the likely effect of a proposed action or decision on the physical or mental health of the people of Wales.</p>	<p>The policy helps to focus on a person’s well-being by ensuring that they are housed in the right property. Introducing Accessibility Levels in the matching process, aims to ensure a person’s accessibility level is met by the property they are allocated ensuring that they are safe and able to maintain their independence as much as possible.</p> <p>Again the priority given to key workers will help fill the gap left by skill shortages in the area and help to attract those workers who may be needed such as nurses, carers, mental health workers etc.</p> <p>The policy addresses the subject of safeguarding and helping vulnerable applicants by giving Band 1 priority to those households identified as being at risk and giving priority in certain cases to foster carers.</p> <p>The introduction of the Resettlement Passport modules referenced in the policy aim to ensure the basic needs of a tenant such as basic life skills and money management are addressed. Housing are currently working with the Youth Service and other support agencies, in rolling this venture out across Powys so wherever possible targeting the younger population of Powys.</p> <p>Priority within Band 1 has also been given to those</p>	<p>Good</p>	<p>To ensure that the allocation of social accommodation is not abused by those with key worker status, a clause has been inserted into the policy that an applicant’s income, to qualify for key worker status, will need to be below an “income to property value” ratio of ‘1 to 3.5’. Also the decision regarding what profession or trade will be considered as Key Workers will be reviewed each year.</p> <p>As highlighted above whilst the decision to introduce Accessibility Levels was done in consultation with the OT department and whilst they are able to accept new referrals, they do not have the capacity to assess the backlog of applicants already on the register. In light of this plans are being put in place to introduce a phased approach and prioritise those existing applicants who are most in need, to have an OT assessment carried out.</p>	<p>Good</p>
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<p><b>A Wales of cohesive communities:</b> Attractive, viable, safe and well-connected Communities.</p>	<p>The Powys Common Allocations Scheme is consistent with all relevant Powys County Council strategic plans, in particular the 'Powys Housing Strategy', 'Vision 2025' and 'Love Where You Live'. All members of the partnership believe that communities can thrive and prosper if individuals, families and groups are treated fairly, with respect, and given access to rights and services. That is why 'Homes in Powys' offers people advice and help to find the right home for them.</p> <p>Regarding the area of choice where an applicant would like to live we are also able to record an applicant's wish to live in areas of Powys where neither PCC nor its partners have existing stock which will aid future affordable housing development.</p> <p>The local connection clause has also been widened to include those who have volunteered in an area for 12 months which acknowledges and rewards the positive impact that volunteers have within a community and as a result helps us move towards a more cohesive community.</p>	<p>Good</p>	<p>By recording the reason why a property is refused by an applicant after allocation, we are hoping this will help inform our Love where you live strategy so we can identify if there are certain areas of Powys or types of accommodation which are not so sought after and help to address the reasons why.</p>	<p>Good</p>
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<p><b>A globally responsible Wales:</b> A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.</p> <p><b>Human Rights - is about being proactive (see guidance)</b></p> <p><b>UN Convention on the Rights of the Child:</b> The Convention gives rights to everyone under the age of 18, which include the right to be treated fairly and to be protected from discrimination; that organisations act for the best interest of the child; the right to life, survival and development; and the right to be heard.</p>	No impact	Neutral		Neutral
<p><b>A Wales of vibrant culture and thriving Welsh language:</b> A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.</p>				
<p><i>Opportunities for persons to use the Welsh language, and treating the Welsh language no less favourable than the English language</i></p>	<p>The new Housing Options Wizard as referenced in the policy will be available in Welsh. This will enable Welsh speakers to present their situation in Welsh and get written responses via the interactive module in Welsh.</p>	Good	<p>The wizard is an enhancement to the service provided and increases the opportunity of Welsh Speakers to be dealt with in Welsh and get their housing plans in Welsh.</p>	Good
<p><i>Opportunities to promote the Welsh language</i></p>	<p>The Housing Options Wizard and on-line registration process will be available in Welsh - this is not currently available.</p>	Good	<p>The wizard will promote the use of Welsh. For those who are homeless, the response provided in the form of a housing plan will be in Welsh - a service we currently can't provide.</p>	Good

<i>Welsh Language impact on staff</i>	Responses received via the wizard and on-line registration process in Welsh can be dealt with by Welsh speaking staff in the Housing Service and therefore there will be an increased opportunity for Welsh speaking staff to use Welsh .	Good	The availability and opportunity for the public to submit details interactively to the service in Welsh will enhance the opportunity of Welsh speaking staff to interact in Welsh.	Good
<i>People are encouraged to do sport, art and recreation.</i>	No impact	Neutral	To investigate if people moving into a home, can receive a free voucher to a leisure centre.	Unknown
<b>A more equal Wales:</b> A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).				
<i>Age</i>	<p>The provision of housing options via Welsh may benefit older people who are more comfortable speaking in Welsh.</p> <p>The new IT system is web based which may increase access to younger people. As the new system is web based this may limit accessibility to some who prefer face to face or telephone contact.</p> <p>Whilst the introduction of Accessibility Levels will help to match those applicants with mobility issues, it may have an effect on the make-up of current sheltered schemes as an allocation based on accessibility may result in an allocation of a bungalow being made to a person under 60 years of age.</p>	Good	<p>The Housing Service will still be contactable by phone and face to face and can assist access to the module and assist in completing the online forms. Accessibility to the system is also improved as any of the partner agencies can help an applicant to complete the necessary forms on-line.</p> <p>Each partner landlord has its own approach to how it lets accommodation designed and managed with an eye to the needs of older people. However, in all cases offers of homes in schemes or developments aimed primarily at older people, for example sheltered schemes, will try to respect the make-up of these communities wherever possible.</p> <p>The age bands of those allocated an “older person” property will need to be monitored once policy is in place.</p>	Good

<b>Disability</b>	<p>The policy helps to focus on a person's well-being by ensuring that they are housed in the right property. Introducing Accessibility Levels in the matching process, aims to ensure a person's accessibility level is met by the property they are allocated ensuring that they are safe and able to maintain their independence as much as possible.</p> <p>Access to the Housing Options Wizard is now available on-line as is the application process thus increasing the accessibility of the Housing Service to those who may not have been able or comfortable with speaking over the telephone or face to face.</p> <p>Regarding the property size an applicant is allowed, it may be argued that we are being unfair to those who are in receipt of benefits yet are unable to seek employment due to disability. Due to the level of benefits it could be the case that the household would be able to afford and extra bedroom yet are still not allowed the extra bedroom.</p>	Good	In mitigation to the bedroom size criteria there may be times where there is a hard to let property in which case the size and property criteria may be relaxed.	Good
<b>Gender reassignment</b>	No impact	Neutral		Neutral
<b>Marriage or civil partnership</b>	No impact	Neutral		Neutral
<b>Race</b>	Gypsies and Travellers from their very name suggests that they may not tend to stay in one place for a length of time and it may be suggested that the local connection criteria of being in an area for the last 12 months or a previous connection of 3 consecutive years goes against them. The policy also states that the accommodation needs to be legally defined as residential accommodation and a place they can live in all year round.	Poor	The local connection clause re last 12 months and previous connection of 3 years is not a new change to the policy and has been in place for a number of years with no adverse impact. There is also a separate Gypsy and Traveller Allocation Policy in place which places greater emphasis on family connection in order to qualify under the local connection criteria.	Neutral
<b>Religion or belief</b>	No impact	Neutral		Neutral

<b>Sex</b>	No impact	Neutral		Neutral
<b>Sexual Orientation</b>	No impact	Neutral		Neutral
<b>Pregnancy and Maternity</b>	No impact	Neutral		Neutral

**Source of Outline Evidence to support judgements**

CHR statistics show that there is almost an exact correlation between the percentages of those on the waiting list and lettings regarding gender, age bands and household type.  
 Homeless Review  
 Review of the Powys CHR and allocation system by Imogen Blood Associates  
 Powys LHMA

7. How does your proposal impact on the council's other key guiding principles?

Principle	How does the proposal impact on this principle?	<b>IMPACT</b> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<b>IMPACT AFTER MITIGATION</b> Please select from drop down box below
<b>Sustainable Development Principle (5 ways of working)</b>				

Principle	How does the proposal impact on this principle?	<u>IMPACT</u> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<u>IMPACT AFTER MITIGATION</u> Please select from drop down box below
<p><b>Long Term:</b> <i>Looking to the long term so that we do not compromise the ability of future generations to meet their own needs.</i></p>	<p>In order to create a sustainable tenancy and in conjunction with the Governments direction, the policy states that those in receipt of partial or full housing benefit or the housing element of Universal Credit may only apply for properties in line with the DWP property size criteria. In turn those who are in employment and are able to afford it have the option to apply for one bedroom above what the DWP criteria says they need. This provides the incentive to encourage people back into work wherever possible, improve their skills.</p> <p>In conjunction with this the decision has also been made to place those who are not ready to move, in the lowest band. Again the aim is that this will provide an incentive for them to become “tenant ready” whether that be through repayment of arrears or participation of the Resettlement Passport modules etc. Again this will look to send a positive message to the communities and applicants; not housing those who will fail or who abuse the system.</p> <p>Regarding the area of choice where an applicant would like to live we are also able to record an applicant’s wish to live in areas of Powys where neither PCC nor its partners have existing stock which will aid future affordable housing development.</p>	<p>Good</p>	<p>It may be argued that we are being unfair to those who are in receipt of benefits yet are unable to seek employment due to disability. Due to the level of benefits it could be the case that the household would be able to afford and extra bedroom. In mitigation to this there may be times where there is a hard to let property in which case the size and property criteria may be relaxed.</p>	<p>Good</p>

Principle	How does the proposal impact on this principle?	<u>IMPACT</u> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<u>IMPACT AFTER MITIGATION</u> Please select from drop down box below
<p><b>Collaboration:</b> Working with others in a collaborative way to find shared sustainable solutions.</p>	<p>The Powys Common Allocations Scheme is consistent with all relevant Powys County Council strategic plans, in particular the 'Powys Housing Strategy', 'Vision 2025' and 'Love Where You Live'.</p> <p>All members of the partnership believe that communities can thrive and prosper if individuals, families and groups are treated fairly, with respect, and given access to rights and services. That is why 'Homes in Powys' offers people advice and help to find the right home for them.</p> <p>By combining the policy and procedure into one easy read document it is hoped that this will offer clarification and transparency to the allocation process. Whilst wherever possible the policy has been amended to align all the partners' values and priorities any nuances between partners have been detailed in an Appendix to the policy to help inform the user in a clear and concise way.</p> <p>As detailed above, the policy has encouraged the Housing Service to work more collaboratively with OT's, Regeneration and support agencies.</p> <p>The allocation policy is closely aligned with the Homeless Strategy of which a key priority is to in partnership with key agencies explore how a multi-agency case management approach can evolve to</p>	<p>Good</p>		<p>Choose an item.</p>

Principle	How does the proposal impact on this principle?	<u>IMPACT</u> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<u>IMPACT AFTER MITIGATION</u> Please select from drop down box below
<b>Involvement (including Communication and Engagement):</b> <i>Involving a diversity of the population in the decisions that affect them.</i>	The policy has been developed in accordance with the findings of the review by Imogen Blood Associates which in itself consulted both the public, PCC staff and other service users.	Good	Time constraints in rolling the new policy out may have an adverse impact due to a full consultation not being carried out.	Poor
<b>Prevention:</b> <i>Understanding the root causes of issues to prevent them from occurring.</i>	By introducing the Housing Options wizard as referenced in the policy it is hoped that users will have a better understanding of the housing options open to them and address those needs before it reaches crisis.  As part of the Financial Well Being Assessment, we also look to gain an understanding of what it is that the tenant wishes to achieve, housing related or otherwise and services will need to be pulled in to help the tenant achieve those goals wherever possible.	Good	The Housing Options Wizard is still yet to be developed and is due to be in place by Spring 2019	Choose an item.
<b>Integration:</b> <i>Taking an integrated approach so that public bodies look at all the well-being goals in deciding on their well-being objectives.</i>	The allocation policy is closely aligned with the Homeless Strategy of which a key priority is to in partnership with key agencies, explore how a multi-agency case management approach can evolve to meet the needs of households who revolve around the homeless system and place demands on a variety of services.  The partnership and collaborative priorities stated in the action plan acknowledge that wellbeing goals can be addressed by agencies/services/organisations working together.	Good	The multi-agency monitoring of partnership/collaboration will further enhance addressing the wellbeing goals and will assist in addressing the consequences of changes in one service impacting on another.	Good



Principle	How does the proposal impact on this principle?	<u>IMPACT</u> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<u>IMPACT AFTER MITIGATION</u> Please select from drop down box below
<p><b>Preventing Poverty:</b> Prevention, including helping people into work and mitigating the impact of poverty.</p>	<p>As stated above links have been made with employability services with the Regeneration Service, 3 x Tenancy Support Workers are now in place to help identify and work with those who may be struggling to keep their home. A priority in the homeless action plan is to develop close partnership working with DWP/Job Centre+ to mitigate any impact the introduction of Universal Credit may have on household's ability to retain their tenancies. This will include maximising the income of households and encouraging people into work.</p>	<p>Good</p>	<p>Closer working with the DWP should enhance the ability of the citizens of Powys to access financial assistance when they need it.</p>	<p>Good</p>
<p><b>Unpaid Carers:</b> Ensuring that unpaid carers views are sought and taken into account</p>	<p>No impact</p>	<p>Neutral</p>		<p>Choose an item.</p>
<p><b>Safeguarding:</b> Preventing and responding to abuse and neglect of children, young people and adults with health and social care needs who can't protect themselves.</p>	<p>The policy addresses the subject of safeguarding and helping vulnerable applicants by giving Band 1 priority to those households identified as being at risk and giving priority in certain cases to foster carers.</p>	<p>Good</p>		<p>Choose an item.</p>
<p><b>Impact on Powys County Council Workforce</b></p>	<p>It is hoped that the introduction of a new IT system "Abritas" which includes the Housing Options Wizard and on-line registration will free up staff time to spend on the value work.</p>	<p>Good</p>		<p>Choose an item.</p>
<p><b>Source of Outline Evidence to support judgements</b></p>				

Principle	How does the proposal impact on this principle?	<u>IMPACT</u> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<u>IMPACT AFTER MITIGATION</u> Please select from drop down box below
Homeless Review Review of the Powys CHR and allocation system by Imogen Blood Associates				

8. What is the impact of this proposal on our communities?

Severity of Impact on Communities	Scale of impact	Overall Impact
Low	Low	Low
Mitigation		

9. How likely are you to successfully implement the proposed change?

Impact on Service / Council	Risk to delivery of the proposal	Inherent Risk
Medium	Medium	Low
Mitigation		

Risk Identified	Inherent Risk Rating	Mitigation	Residual Risk Rating
Tight timescales re consultation of policy which if not met has an impact on the timescales re roll out of new IT system which may then impact on a breakdown in partnership working re CHR.	Medium	Each partner is committed to making this policy work and to ensure the effective roll out of the IT system	Low
Once the policy has been approved and the IT system is in place each applicant will need to re-apply and be re-assessed.	Medium	Waiting list will need to be closed down for an agreed period to allow exiting applicants to reapply. Sufficient resources need to be allocated by all partners.	Low
	Choose an item.		Choose an item.
<b>Overall judgement (to be included in project risk register)</b>			
<b>Very High Risk</b>	<b>High Risk</b>	<b>Medium Risk</b>	<b>Low Risk</b>
			x

10. Overall Summary and Judgement of this Impact Assessment?

Outline Assessment (to be inserted in cabinet report)	Cabinet Report Reference:
The combined Common Allocation Scheme Policy and Procedure explains and clarifies, in a transparent manner, how the allocation process works for each partner.	

11. Is there additional evidence to support the Impact Assessment (IA)?

What additional evidence and data has informed the development of your proposal?
Homeless Review Review of the Powys CHR and allocation system by Imogen Blood Associates CHR Statistics LHMA

12. On-going monitoring arrangements?

What arrangements will be put in place to monitor the impact over time?
The Strategic Housing Partnership will continue to monitor the effectiveness of the CAS.
Please state when this Impact Assessment will be reviewed.
November 2019

13. Sign Off

Position	Name	Signature	Date
Impact Assessment Lead:			
Head of Service:	Simon Inkson		
Director:	Nigel Brinn		
Portfolio Holder:	Cllr James Evans		

14. Governance

Decision to be made by	Date required
Cabinet	Jan 2019

**FORM ENDS**

## IMPROVEMENT AND ASSURANCE BOARD

### MINUTES

Wednesday 31 October 2018, 13:00 – 16.30

Committee Room A, County Hall, Llandrindod Wells

Present

Jack Straw (Chair)	JS	Independent Chair
Bozena Allen	BA	Independent Member
Jaki Salisbury	JSa	Independent Member
Cllr Rosemarie Harris	RH	Executive Leader
Cllr Aled Davies	AD	Deputy Leader

In Attendance – PCC Representative

			Present for Item:
Alison Bulman	AB	Director of Social Services	All
Cllr Stephen Hayes	StH	Portfolio Holder for Adult Services	All
Cllr. Rachel Powell	RP	Portfolio Holder for Young People	All
Cllr James Evans	JaE	Portfolio Holder for Corporate Governance	All
David Johnston	DJ	Interim Head of Children Services	2
Dylan Owen	DO	Head of Transformation for Adult Services	9 & 10
Diane Reynolds	EP	Strategic Programme Manager	All
Karen Southcott	KS	Minute Taker	All
Ian Budd	IB	Director of Education	
Jane Thomas	JT	Head of Financial Services	All
Jeremy Evans	JeE	Performance Audit Director, Wales Audit Office	All
John Byrne	JB	Union Convener, Unison	All
Mohammed Mehmet	MM	Acting Chief Executive	All
Phil Hodgson	PH	WLGA Adviser	All
Alistair Davey	AD	Welsh Government Social Services Division	All
Caroline Evans	CE	Corporate Policy, Assurance and Inspection Officer	All
Cllr James Evans	JaE	Portfolio Holder for Corporate Governance	All
Rachel Thomas	RT	WLGA Adviser	All
Jan Coles	JC	Head of Childrens Services	2

Apologies

Cllr James Gibson Watt	JGW	Leader of the Liberal Democrat Group
Catrin Jones	CJ	Welsh Government
David Powell	DP	Acting Deputy Chief Executive
Emma Palmer	EP	Head of Strategic Policy and Performance
Louise Barry	LB	Head of Operations for Adult Services

1.	<p><b>Minutes from Last Meeting</b></p> <p>The minutes of the last meeting, dated 26 September 2018, were agreed as an accurate record.</p> <p>Data agency staff – DJ confirmed he has provided detailed analysis.  <b><u>Action:</u> JC and DR to build this into future performance reports.</b></p>
2.	<p><b>Children’s Services – Performance Report</b></p> <p>DJ updated the Board on the recent inspection. Inspectors gave updates on a daily basis. The date for the draft report will be the 19 November with 10 days to challenge regarding factual accuracy, with the report being published sometime after that.</p> <p>PH questioned whether members would be prepared for members of the board to have sight of the draft report.  <b><u>ACTION:</u> MM and AB to consider whether the draft report can be shared confidentially with the Chair.</b></p> <p><b>Performance Report:</b></p> <p>DJ went through the themes.</p> <ul style="list-style-type: none"> <li>• Data continues to be an issue but not as much as in the past.</li> <li>• Roadshows / workshops on the potential future structure of the service have been heard. Positively received by staff and will move to formal consultation in January. JS stated it was previously agreed the structure and approach would be with the Board in October. Clearly this has not happened and queried when would this be received. JS requested for the next meeting a clear process through consultation to implementation.  <b><u>Action:</u> JC to bring structure to next meeting in November.</b>  <b><u>Action:</u> HR to provide the slides and to distribute to members of the Board.</b></li> <li>• Performance 4 &amp; 5 DJ reported an improvement in all areas. JS pointed out that over 6 months there is no improvement. AB confirmed at the last meeting that an instruction had been issued to Senior Managers that assurance was required that all visits happened on time (from October) with a clear expectation that we would have details and understanding of exceptions. Therefore, there is an expectation of significant improvement and compliance at the next meeting where we will review October performance data. AB is currently receiving weekly reports manually from the teams until such time the performance reports pick up the new measures.</li> <li>• AD queried the timeframe around the top 5 indicators. Lag in data and things have moved on. AD stated there is the need to be sure we are aware of what the obstacles are and what is being done about it to hit those targets. BA would want to see those 4 out of 5 100% every month minus one or two cases. MM agree but would like contextualisation here – welsh averages. In terms of assurance need to be 100% and clarity on the exceptions. PH agreed important to understand context where Powys fits with other 21 local authorities. 5 KPIs – how to achieve consistency and persistency. JS reported there has to be a narrative that pulls all this together. When</li> </ul>

	<p>is it going to reflect in the numbers, particularly LAC numbers which have grown again. Need out of county definition.</p> <p>Work programme dealing with this issue. Closer to home better aspiration.  <b>Action: AB and DJ need to advise more detailed proposal on meeting statutory timescales.</b></p> <p>Section 47 – need to find further assurance which will provide at next board.  <b>Action: DJ/JC to escalate to PLOG re: Health’s failure to attend statutory meetings. AB will pick up tomorrow with health board.</b></p> <p>JS – TAF – Due a report and numbers are still very low. 33 referrals were made to TAF in September. Can we evidence that it is effective in supporting statutory services?  <b>Action: Re-circulate annual report, additional analysis to be provided by DJ/JC.</b></p> <p>BA – we need to know is TAF being maximised and having appropriate outcomes. Look at themes and why children being re-registered. Can we dig underneath that to support? AB – include in performance report. Wanted to understand to why. First month that has been reported. JS – at what point can this be answered? Analysis – AB looking at January. Need few months’ data to have anything meaningful. Beginning to get numbers but need to get underneath numbers and understand why bounce back, etc. January – 3 months’ data we could pull together.  <b>Action: JC/AB to provide analysis and learning of reviewing the numbers of Children numbers of children returning to care.</b></p> <p>AB attended first regional safeguarding board. Well represented and better engaged.</p>
3.	<p><b>Children’s Services – Progress Against CIW Recommendations</b></p>
	<p>BA – still have some questions regarding the RAG ratings. AB welcome working together on action plan. Whole action plan will be reviewed in next couple of months.</p> <p><b>Action: BA/JSa/AB/JC/EP/LB/DO to meet next month (outside of the Board) to discuss the BRAG ratings across both Children’s and Adults. CE to arrange meeting.</b></p>
4.	<p><b>Children’s Services – Summary of PPD Contacts</b></p>
	<p>Report for information.</p> <p><b>Action: AB and JC will look at definitions as there appear to be too many “no action required” category.</b></p>
5.	<p><b>Children’s Services – CLA Strategic Framework</b></p>
	<p>The framework was received by the Board for information only. JS commented this was a good piece of work setting up the right framework for the future. However, there is an urgent need to operationalise and impact on frontline services. DJ informed the Board that a workshop is planned for tomorrow and will begin to populate work streams.</p>
6.	<p><b>Children’s Services – Draft CLA Performance Strategy</b></p>

	<p>Board felt as a strategic document this is exactly what is needed, but again operationalisation is key. DJ outlined the issues staff have been dealing with.</p> <p><b>Action:</b> JS asked that AB develop an overarching narrative that describes the Powys commitment to children and binds all the strategies together.</p>
<p><b>7.</b></p>	<p><b>Children’s Services – Briefing Highlighting How the ‘Voice of the Child’ Commitment is Being Delivered</b></p>
	<p>IB provided an update on the key work streams. Youth Forum and Start Well Partnership Consultations. Pledge request from young people themselves being developed.</p> <p>The Youth Forum identified a piece of work to help improve consistency of school councils across Powys. Provided guidance in terms of our expectations following up with policing activities to make sure each one is effective.</p> <p>Young people have been involved with the interviews for the Head of School Services and Head of Children’s Services, interviews for the Chief Executive will also include a young person’s panel, formed by the youth forum and children looked after.</p> <p>RT really pleased to see this – highlight work spoke about school council and follow up work around that – good to see imbedded into wider parts of the organisation. IB – conscious long way to go internally and externally.</p> <p>DJ – workshop – invite other agencies in to look at collectively how we are working together to achieve these outcomes. Have said would be useful to have session. To be advised by authority in what form and when this would be most effective. Needs some thought but agreed a good thing to do.</p> <p>JS thanked DJ for all his efforts as interim Head of Service.</p> <p><b>Action:</b> AB to discuss with MM and arrange a multi-agency Board session with a specific agenda.</p> <p>RP said we should maximise systems across all agencies including sharing of Datix.</p> <p><b>Action:</b> AB and DJ/JC to move Datix forward with Health</p>
<p><b>8.</b></p>	<p><b>Corporate Leadership and Governance – Highlight Report</b></p>
	<p>The report was received by the Board.</p> <p>JSa will do some specific work on BRAG status with DP, but asked about: -</p> <ol style="list-style-type: none"> <li>1. Improvement area C workforce. Talked about new approach to appraisals. Where are we, where is the information to give us assurance that this will be implemented in a comprehensive way?</li> <li>2. Area D red since may – adult social care budget review. Shared with service – JT confirmed this has been completed.</li> <li>3. ICT business systems – transform our business – BRAG blue. Understanding nowhere near that – key element need to be picked up for next time.</li> <li>4. F – update for next time. Partnerships – blue – what is the outcome trying to achieve? What is still left to do? Clarify by who and when. Significant progress but needs to move to next level.</li> </ol>



	<p>JS said there is a need to reflect on reports, do we need to take a deep dive into a subject? Select areas fundamentally important to the Council and need to have assurance, but don't want to create a massive amount of reports for the Board. MM – debate 3 or 4 things that really capture what captures the board's assurance. Overall vision for Council – proper financial plan, an appropriate culture, focus on outcomes and clarity around priorities. Is it impacting outcomes? RH – need to go back to beginning – 5 objectives – this document has grown and needs refreshing. JS – 5 things – about delivery and pace and execution. Plan – need to go back to 5 things. MM would like to speak with JS and IB and to try and go back to fundamentals which will reassure board.</p> <p>JE to table WAO presentation brief re: Review of Transformation, as to how it links in to this work.</p> <p><b>Action:</b> MM / DP / IB to speak with JSa to refresh report, focussing on vision, MTFs, culture, performance management and delivery priorities.</p> <p><b>Action:</b> JE to present at next Board re: WAO review of Transformation</p> <p>DR gave a presentation on the work of business intelligence. PH said a huge step forward and congratulations on building this work. JS said the authority has moved on and the authority is in a different place in terms of information. It now needs to drive performance.</p>
<p><b>9.</b></p>	<p><b>Adult Services – Performance Report</b></p>
	<p>SH said there are two areas of concern – winter pressures have started and we are having difficulty providing care packages. There is a need to work closely with Health to ensure new measures are applied effectively.</p> <p>DO presented report. Statutory visits 99%. Supervision now well over 90%. Calls into PPD – able to answer calls much more efficiently.</p> <p>Welsh language active offer increase – now at 29%. Shrewsbury hospital issues challenging. Lot of work still going into this report, still drilling down to ensure this will be right. JS – so many things under development – if we were able at some point to fully populate – it is there but needs to be clear. Officers to look at if relevant elements and update. BA – performance data – DTOC major issue – 153 days longest. BA – quality and quantity page 24 – detailed info percentage audit undertaken – is welcomed – is that the reality? Monitoring visit beginning of December. The Board sought assurance that the high level of good and excellent scores reported by Quality Assurance were robust. This will undoubtedly be tested in the forthcoming monitoring visit.</p>
<p><b>10.</b></p>	<p><b>Adult Services – Progress Against CIW Recommendations</b></p>
	<p>Generally good progress. All items including 'blue' to remain visible in report until the action plan is refreshed following future inspection.</p>
<p><b>11.</b></p>	<p><b>Budget Presentation and Finance Report</b></p>
	<p>JT presented the Budget 2019/20 report. This included:</p> <ul style="list-style-type: none"> <li>• Summary of position previously reported</li> <li>• Budget Development (areas of specific review)</li> <li>• Budget Pressures – General/Corporate, Services, Children's Services, Adult Social Care</li> <li>• Provisional Settlement 2019/20</li> </ul>

	<ul style="list-style-type: none"> <li>• Revised Budget Gap</li> <li>• What does this mean for Social Services Budgets?</li> <li>• Budget Sign off and Assurance</li> </ul> <p>JS thanked JT for providing such a clear presentation. MM felt progress over the last 6 months has been significant. The Board acknowledged that the pressures on social care are appropriately reflected in the work to date.</p>
<b>12.</b>	<b>External Advisers Updates</b>
	The updates had been circulated with the meeting agenda.
<b>13.</b>	<b>Any Other Business</b>
	There were no items.