



Doncaster Council

Agenda

To all Members of the

CABINET

Notice is given that a Meeting of the Cabinet is to be held as follows:

Venue: Council Chamber, Civic Office, Waterdale, Doncaster DN1 3BU

Date: Wednesday, 30th November, 2022

Time: 10.00 am

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Damian Allen
Chief Executive

Issued on: Tuesday, 22 November 2022

Governance Services Officer for this meeting: Amber Torrington
01302 737462

Doncaster Metropolitan Borough Council

www.doncaster.gov.uk

Item

1. Apologies for Absence.
2. To consider the extent, if any, to which the public and press are to be excluded from the meeting
3. Public Questions and Statements.

(A period not exceeding 20 minutes for questions and statements from members of the public and Elected Members to the Mayor of Doncaster, Ros Jones. Questions/Statements should relate specifically to an item of business on the agenda and be limited to a maximum of 100 words. As stated within Executive Procedure Rule 3.3 each person will be allowed to submit one question/statement per meeting. A question may only be asked if notice has been given by delivering it in writing or by e-mail to the Governance Team no later than 5.00 p.m. on Friday, 25th November, 2022. Each question or statement must give the name and address of the person submitting it. Questions/Statements should be sent to the Governance Team, Floor 2, Civic Office, Waterdale, Doncaster, DN1 3BU, or by email to Democratic.Services@doncaster.gov.uk)

4. Declarations of Interest, if any.
5. Decision Record Forms from the meeting held on 16th November, 2022 for noting (previously circulated).

A. Reports where the public and press may not be excluded

Key Decisions

- | | |
|--|-----------|
| 6. Doncaster Council Housing Allocation Policy Review. | 1 - 200 |
| 7. 2022-23 Quarter 2 Finance and Performance Improvement Report. | 201 - 264 |

Non-Key Decisions

- | | |
|---|-----------|
| 8. St. Leger Homes of Doncaster Limited (SLHD) performance and delivery update - Quarter 2 ended 30 September 2022 (2022/23). | 265 - 280 |
|---|-----------|

Cabinet Members

Cabinet Responsibility For:

**Chair – Ros Jones, Mayor of
Doncaster**

Budget and Policy Framework

**Vice-Chair – Deputy Mayor
Councillor Glyn Jones**

Housing and Business

Councillor Lani-Mae Ball

Portfolio Holder for Education, Skills and Young
People

Councillor Nigel Ball

Portfolio Holder for Public Health, Leisure, Culture
and Planning

Councillor Joe Blackham

Portfolio Holder for Highways, Infrastructure and
Enforcement

Councillor Rachael Blake

Portfolio Holder for Children’s Social Care,
Communities and Equalities

Councillor Phil Cole

Portfolio Holder for Finance and Trading Services

Councillor Mark Houlbrook

Portfolio Holder for Sustainability and Waste

Councillor Jane Nightingale

Portfolio Holder for Corporate Resources

Councillor Andrea Robinson

Portfolio Holder for Adult Social Care

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Doncaster Council

Report

Date: 30 November 2022

To: The Mayor and Members of Cabinet

Report Title: Doncaster Council Housing Allocation Policy Review

Relevant Cabinet Member(s)	Wards Affected	Key Decision?
Cllr Glyn Jones	All	Yes

EXECUTIVE SUMMARY

1. This report sets out recommendations for fourteen proposed changes to Doncaster Council's Housing Allocations Policy.
 - 1.1. Drivers for the review include the change in demand for social housing in recent years and more significantly over the last 2 and a half years, the developing housing market and significant increases in applicants who are unsuitably housed or homeless, all of which are outlined in section 5.
 - 1.2. A key part of the review process has been to undertake extensive consultation with residents, active housing applicants, community groups, key stakeholders and elected members using a range of media and support to inform discussion. The consultation is summarised in section 15.
 - 1.3. The overall objectives of the Housing Allocations Policy are to:
 - Continue to prioritise those in housing need within Doncaster
 - Support sustainable and vibrant communities
 - Reflect local priorities
 - Make the best use of available housing stock
 - Have a clear system in place setting out a framework of eligibility, qualification and priority of access to council homes and nominations made to Housing Associations (Registered Providers)

- Fulfil the Council’s obligations under Part VI and VII of the 1996 Housing Act, Homelessness Act 2002 (as amended by the Homeless Reduction Act 2017) and associated codes of guidance and statutory instruments
- 1.4. With demand for some stock exceeding supply, the proposed policy changes are about making the best use of the resources available by supporting applicants to make informed decisions about their housing options and access to social housing. This includes limiting the number of offers made to priority applicants and managing the process as effectively as possible to manage expectation.
 - 1.5. An extensive public and stakeholder consultation exercise was undertaken on the proposed changes. The groups, stakeholders and public consultees represent a good geographical spread across the Borough and demographic including vulnerabilities and hard to reach groups. In the public survey, all changes received a positive response.
 - All fourteen proposals were supported by a favourable combined score of strongly agree/agree of over 55%
 - Eight of which were supported by 70 – 80% agreement
 - Further analysis was completed on Change number 8 relating to the allocation of age designated accommodation and is outlined in section 17 below

EXEMPT REPORT

2. No

RECOMMENDATIONS

3. That Cabinet considers the outcomes of the review, public and stakeholder consultation as set out in this report and shown in **Appendices D and E**.
- 3.1. That Cabinet considers the recommendations on policy changes consulted on, full details of which are in **Appendix A**.
- 3.2. That Cabinet formally adopt the amended Housing Allocations policy as shown at **Appendix C**.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

4. This policy sets out the revised framework for housing allocations of council homes and housing association nominations in Doncaster. Each year approximately 1,400 council homes from a total housing stock of c. 20,000

and an additional 100 – 300 Housing Association properties become vacant to re-let, including new build schemes.

- 4.1. This review aims to ensure that this policy is fit for purpose, responsive to changes in housing supply and demand, and makes the best use of available housing stock. This is especially important given the current pressures on access to housing and local supply and demand outlined below.

BACKGROUND

5. The Housing Allocations Policy was last reviewed in 2017/18. Six changes were made and implemented in April 2018 after a review of the Housing Register. It met its objectives to be compliant with legal changes in The Homeless Reduction Act 2017 and prioritising move on from supported housing into independent living to free up supported accommodation, which was a priority at that time.
- 5.1. Since 2019/20, over the last 2 financial years* we have seen a substantial rise in the number of applicants in priority bands, demand for housing and competing priorities:
 - 93%* increase in applicants in the highest Platinum Band, the majority of whom are statutory homeless
 - 38%* and 32%* increase in applicants in the Gold and Silver Bands respectively
 - 40%* reduction in the number of family houses becoming vacant to relet
 - Demand exceeding supply for both family and single person (non-age designated) accommodation across the borough
 - 26,247 homeless approaches in 2021/22, a 78% increase from 2019/20
 - 160%* increase in statutory homeless single and couples without children in the Platinum Band
 - Continued pressure on the use of temporary accommodation, an increase of 198% from 2019/20 to 2021/22 placements
 - Affordability in accessing the private rented sector and the growth of Houses in Multiple Occupation targeted at young professionals and not those on benefits
 - Employment opportunities in the Borough and demand for housing driving an increase in house prices

* Based on data from 1 March 2020 and 1 March 2022

- 5.2. These trends have been factored into the review and helped develop and inform the proposals.

OPTIONS CONSIDERED

6. Options considered have been informed through legislative requirements, research, consultation and input from the project group key officers, including Doncaster Council’s Legal services.
- 6.1. Each of the fourteen changes are outlined in **Appendix A**, including:
- The proposed change
 - The reason for change
 - The public consultation outcome
 - The recommendation



Further analysis of proposal eight is set out in paragraph 17 below.





REASONS FOR RECCOMENDED OPTIONS




7. Given the challenges outlined in section 5, the policy needs to be more responsive to the changing housing market and increasing pressures and demands on local people and services. This is especially important regarding the Council’s corporate responsibilities in supporting vulnerable people and investment in homeless prevention and support. Recommendations for each change are in **Appendix A** as outlined in 6.1.
- 7.1. Given that access to social housing is limited, the policy needs to support applicants who have a realistic chance of being rehoused, to make informed choices to access available housing within a shorter period. It sets out clear sanctions if not engaging, whilst still considering assessed needs in terms of reasonable offers of accommodation. This supports timescales in the homeless prevention agenda, reduced time in temporary accommodation and priority bands for those in the highest housing need.

IMPACT ON THE COUNCIL’S KEY OUTCOMES

8.

Great 8 Priority	Positive Overall	Mix of Positive & Negative	Trade-offs to consider – Negative overall	Neutral or No implications
 Tackling Climate Change				

 Developing the skills to thrive in life and in work				<input checked="" type="checkbox"/>
 Making Doncaster the best place to do business and create good jobs				<input checked="" type="checkbox"/>
 Building opportunities for healthier, happier and longer lives for all	<input checked="" type="checkbox"/>			
<ul style="list-style-type: none"> • Providing suitable and accessible housing which will significantly improve living circumstances • Supporting people in accessing suitable housing to meet their needs • Prioritising those most in need including those who are in reasonable preference groups as defined in 1996 Housing Act section 166A(3) • Ensuring people are prioritised who live in unsuitable or unsustainable accommodation • Providing information on housing need to inform new social housing provision 				
 Creating safer, stronger, greener and cleaner communities where everyone belongs	<input checked="" type="checkbox"/>			
<ul style="list-style-type: none"> • Allocating homes fairly and consistently in accordance with legal frameworks • Working with partners to ensure that allocations are appropriate and sustainable • Working with partners to ensure that allocations are made to support risk management plans • Including a mechanism to respond to extraordinary circumstances where there is an overwhelming need for short term housing supply 				

 Nurturing a child and family-friendly borough	✓			
<ul style="list-style-type: none"> • Prioritising families in need for social housing • Prioritising children leaving care for rehousing to support them in their transition to independent living • Supporting new and existing foster carers to access suitable accommodation where the size and type of accommodation does not support their ability to foster 				
 Building Transport and digital connections fit for the future				✓
 Promoting the borough and its cultural, sporting, and heritage opportunities				✓
Fair & Inclusive	✓			
<ul style="list-style-type: none"> • Operating a legally compliant policy • Supporting victims of domestic abuse in accessing alternative and suitable accommodation • Supporting older adults to remain independent in their homes by providing access to a range of housing options 				

Legal Implications [Officer Initials: NC | Date: 27/09/22]

9. Each Local Authority has a duty to publish a Tenancy Strategy under the Localism Act 2011, setting out the types and length of tenancies allocated within their area. The individual Housing Allocation Policy of the Authority sits under this Strategy. Section 166A of the Housing Act 1996 requires that every Local Housing Authority must have an allocations policy for determining priorities between people who qualify for an allocation of housing and the procedure to be followed. Local Authority Housing Allocations Policies have to be legally compliant with Part VI of the Housing Act 1996, and statutory guidance issued by the Secretary of State.
 - 9.1. The current Allocation of accommodation: guidance for local housing authorities in England was published in June 2012 and updated in March 2022. In addition, the Local Housing Authority must have regard to Department of Levelling Up, Housing and Communities Homelessness Code of Guidance for Local Authorities published in February 2018 and updated in June 2022.
 - 9.2. In formulating or amending their allocation policies, the Local Housing Authority must also have regard to:
 - Its current homelessness strategy under section 1 of the Homelessness Act 2002; and
 - Its tenancy strategy under section 150 of the Localism Act 2011
 - 9.3. In determining priorities, an allocation policy must secure reasonable preference for the following categories of people:
 - Homeless persons or persons threatened with homelessness
 - Persons occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions
 - Persons who need to move on medical or welfare grounds; and
 - Persons who need to move to a particular locality within the local authority's area and a failure to meet that need would cause hardship to themselves or others.
 - 9.4. A Local Housing Authority must not allocate housing accommodation except in accordance with their allocation policy section (166A (14) Housing Act 1996).
 - 9.5. In compliance with the duty on the Council to act fairly, an extensive public and stakeholder consultation exercise has been undertaken on the proposed changes to the Allocations Policy. The responses received as part of the consultation must be consciously taken into account by elected members, before a final decision is made on the proposals.

- 9.6. In considering the proposals contained within this report, elected members are also reminded of their obligations under section 149 Equality Act 2010. This section contains the Public Sector Equality Duty (PSED), which obliges public authorities, when exercising their functions, to have 'due regard' to the need to:
- a) Eliminate discrimination, harassment and victimisation and other conduct which the Act prohibits;
 - b) Advance equality of opportunity between people who share relevant protected characteristics and those who do not; and
 - c) Foster good relations between people who share relevant protected characteristics and those who do not
- 9.7. Protected characteristics are age, gender, disability, race, sex, sexual orientation, gender reassignment, religion or belief and pregnancy and maternity. Only the first aim of the PSED set out in paragraph 9.6 above applies to a further protected characteristic of marriage and civil partnership.
- 9.8. Having due regard to advancing equality involves:
- Removing or minimising disadvantages suffered by people due to their protected characteristics;
 - Taking steps to meet the needs of people from protected groups where they are different to the needs of other people; and
 - Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low
- 9.9. Elected members must consciously consider and have due regard to the three aims of the general equality duty when dealing with the recommendations contained within this report. A completed due regard statement has been produced at **Appendix B** to assist elected members in this regards.

Financial Implications [Officer Initials: JC | Date: 27/09/2022]

10. Financial implications are implicit in all six of the policy objectives listed in 1.3 above, but likely to be reflected most in:
- Prioritising those in housing need within Doncaster
 - Making best use of available housing stock
 - Fulfil the Council's Obligations under Housing and Homeless Acts and associated codes of guidance and statutory instruments

10.1. The financial implications of this updated policy have not yet been quantified, but should:

- Make better/best use of housing stock;
- Improve lettings performance thereby reducing rent lost from empty properties; and
- Improving availability of stock should also reduce the ongoing, high costs relating to homelessness, temporary accommodation and bed and breakfast
- Change 1 may incur additional costs in terms of incentives to be paid (details of any incentive scheme will need to be agreed) but should be recovered via more efficient use of the housing stock.

Human Resources Implications [Officer Initials: AA | Date: 27/09/22]

11. There are no direct HR Implications in relation to this report.

Technology Implications [Officer Initials: PW | Date: 27/09/22]

12. There are no direct technology implications in relation to this report and it is assumed that the changes to policy can be accommodated by the Choice Based Lettings system. (SLHD are in the process of moving from the Abritas system to a new CBL module in Open Housing).

RISKS AND ASSUMPTIONS

13. There is potential for legal challenge against any aspect of the policy by an individual or organisation. In terms of the recommendations made the extent and robustness of the consultation is mitigation but no guarantee that a challenge will not be made. As accommodation becomes scarcer, the potential for challenge increases.

13.1. Legal services have provided advice and guidance through the review as further mitigation against a successful challenge.

CONSULTATION PROCESS

14. The review process began in February 2022 when eighteen potential changes were discussed in meetings with the Mayor, Portfolio holder, elected members and MPs. These were informed by best practice, feedback from staff, stakeholders and customers and corporate priorities.

14.1. Our Community Involvement Team also completed a survey with 234 council tenants identified as under-occupying a council house by two or more bedrooms, of pensionable age, and claiming help with their housing

costs. This was to inform proposals relating to Change number 1, incentivising tenants of houses to release family houses to relet and move into bungalows or flats. This has informed the proposed policy change and additional work being carried out with our Tenancy Sustainability Team to consider extending available support.

- 14.2. There were two rounds of seminars with elected members in both March and May 2022, with 47 elected members attending over the five meetings held. A monthly newsletter giving updates was also provided and presentation to Regeneration and Housing Overview and Scrutiny Panel. Regeneration and Housing Overview and Scrutiny Panel have also considered the way the consultation has been carried out as well as consideration of the final report. A verbal update will be given to Cabinet from the Regeneration and Housing Overview and Scrutiny Panel meeting of 23 November 2022.
- 14.3. Extensive consultation followed with partner organisations and stakeholders including Registered Providers, the Voluntary Sector, Public Health and Homeless Charities, in addition to staff within Doncaster Council and St Leger Homes. Contact and responses were invited up to the end of the full consultation period in September 2022.
- 14.4. We consulted with 451 organisations with 59 given face-to-face presentations on the changes. Following feedback on the initial proposed changes and further research, this was reduced to 14 potential changes to take to Public Consultation in June 2022.
- 14.5. An additional workshop was held with Supported Housing Providers to look at the implications of Change 6 with our Single Point of Access Team in Home Options after initial concerns.
- 14.6. Public consultation began on 20 June 2022 for a period of 10 weeks closing on 31 August 2022 with an online survey and additional support through our SLHD Customer Access Team for those without internet access and the SLHD Customer Involvement Team supporting local community groups.
- 14.7. The consultation was promoted through a Communications Plan and included press releases, social media posts, direct messaging to over 8,000 housing applicants, a House Proud publication to 20,000 council tenants, newsletter updates to stakeholders and frontline staff and support for community groups through our Customer Involvement Team enabling 239 individuals to complete the online survey.

CONSULTATION OUTCOMES

15. There were 897 responses in total, 866 via the online survey and an additional 1041 comments (these are listed verbatim in **Appendix E** excluding redactions for identification or offence).
- 15.1. The survey explained each potential change, the reason why the change is being suggested, using the five-point Likert scale (Strongly Agree, Agree, Neither Agree nor Disagree, Disagree and Strongly Disagree), as well as an opportunity to comment on each proposal and whether any other changes should be considered.
- 15.2. Of the 866 online respondents, 702 confirmed their postcode. Only 15 confirmed that they lived outside of the borough, 11 of which have active housing applications. Respondents represent a good geographical spread across the borough. These responses are mapped by location and volume in **Appendix D**.
- 15.3. 47% of respondents have an active house application, 29% were council tenants, 21% private tenants, 10% owner-occupiers and the remaining were other tenures or no response.
- 15.4. All of the 14 proposals consulted on received a favourable minimum combined score of Strongly Agree/Agree of over 55% with eight supported by 70 – 80% agreement.
- 15.5. 222 commented on the open question relating to any additional policy changes that should be considered. Fifty of these comments have been redacted due to identification or offence; the remaining comments have been grouped by theme, with top themes being:

a) **9.5% Return to time waiting list**

We are legally required under the 1996 Housing Act to give reasonable preference (priority) to certain groups of applicants including those who are homeless, overcrowded, living in unsuitable and insanitary accommodation and accommodation that does not meet their medical needs. We do have time waiting elements within each band, and the lower bands of Bronze and General are in date order of application although we cannot change the whole register.

b) **6% Provide more help for those struggling to afford private rented accommodation**

This is outside of the scope of the Housing Allocations Policy but is a key part of the investment in our Home Options Service, to open up the private rented sector in providing access to more affordable housing.

c) **5% Prioritise people in the surrounding area first**

We prioritise applicants with an enhanced local connection under the Local Lettings Policy for New Build Council Homes and this has been included in a recent Housing Association new build Scheme in the North of the Borough. Given the demand for accommodation and number in priority bands, we would not recommend extending this further as it would compromise the Council's ability to meet its statutory duties.

d) **5% Related to own personal circumstances**

Applicants commented on their own personal circumstances without identifying themselves (so these comments were not redacted) the circumstances of which are covered in the existing policy framework.

DUE REGARD STATEMENT

16. Partner and stakeholder and public consultation has been at the heart of the policy review. A Due Regard Statement has been completed and is in **Appendix B**. Analysis of the proportion of each protected characteristic in comparison with the profile of the current Housing Register demonstrates a comparable percentage response. This is positive considering the number of unanswered responses in the survey to the equality information, which range from 13 - 27%.
 - 16.1. The one disparity was that the proportion of female respondents to the survey was higher than the gender profile of applicants on the housing register.
 - 16.2. Given the length and content of the survey, the level of engagement and completion is positive and reflects the current focus on access to affordable housing.
 - 16.3. There are 19 potential positive impacts on protected groups in the fourteen recommended changes, particularly around impact on homeless households, which supports one of the policy priorities.
 - 16.4. Any unforeseen adverse impacts will be identified through monitoring processes and statistical/data analyses.

ADDITIONAL ANALYSIS CHANGE EIGHT

17. Review of age-designated properties shortlisting rules.
 - 17.1. As part of the consultation process Doncaster Council's Strategic Housing Team requested further data analysis and clarification from Legal Services be undertaken on Change 8, due to concerns regarding the increase in more complex individuals, demand, potential impact of right to buy, community cohesion and sustainability.
 - 17.2. Change 8 proposes to alter the way we prioritise applicants for age-designated flats and bungalows that are advertised to applicants under 60 due to lower demand from those age 60 and over.
 - 17.3. Currently we prioritise applicants' aged over 60 first, in priority band order and remaining applicants are then considered in descending age order, regardless of their priority. Therefore, we are considering these applicants in age order before considering their level of housing need. Due to the increases in applicants in priority bands this can mean that someone is lower on the shortlist because of their age but may be in the highest band, including statutory homeless cases.
 - 17.4. Analysis confirmed that in 2021/22 478 properties were age designated flats and bungalows and represented c 40 percent of the properties available to relet. Of the 478 properties, 203 were allocated to applicants under 60. This includes applicants with medical needs and those on Doncaster Council's Accessible Housing Register. It also includes applicants who were allocated properties based on descending age order after exhausting age 60 and over bidders.
 - 17.5. In Quarter 1 of 2022/23 123 age-designated properties were advertised to bid on, of which 11 were allocated to older applicants in the Platinum Band. One hundred and eight of the total bids were made by Platinum Band applicants. This confirms that stock access is limited to those in priority bands due to the age restrictions and current shortlisting rules in place.
 - 17.6. Demand has increased from people aged 60 and over for some property types and locations and we review individual demand before deciding on what age the property is advertised to. Giving additional preference to applicants aged 60 and over ensures that they are prioritised for this type of accommodation, even when it is advertised to 50+ or 40+ age bands.
 - 17.7. Legal services confirmed that so long as the local authority have complied with its statutory duties (to have regard to its homelessness and tenancy strategies and to frame its allocations policy to secure reasonable and additional preference for the groups of people referred to in section 166A of the Housing Act 1996), then it has flexibility in drafting its Allocations Policy

to meet local needs and priorities. However, the local authority's approach must still be a rational one based on evidence linked to those local needs and priorities.

- 17.8. We were also able to identify other Local Authority housing allocations policies which gave additional preference to applicants aged 60 and over.
- 17.9. Outcomes from the public consultation noted that 75% were in favour of the change, 14% were neutral, 9% disagreed/strongly disagreed, and 2% did not respond. Sixty percent of the respondents who disagreed/strongly disagreed made an additional comment, of which 35% thought that this type of accommodation should be reserved for the elderly and seriously disabled.
- 17.10. Having considered a number of options, and whilst recognising the strong support for this proposal from the consultation exercise, on balance it is felt that there is a continuing need to prioritise older applicants aged 60 and over, to access appropriate sheltered housing to maintain their independence, health and wellbeing. Therefore, the recommendation is to continue to prioritise applicants aged 60 and over for this type of accommodation, and consider any remaining applicants under 60 by band order and not by age. Applicants under 60 who have assessed medical needs for adapted accommodation will also continue to be given priority for this type of accommodation.
- 17.11. There are three additional safeguards in place to support this change.
- 17.12. Of the ten Local lettings policies currently in place, four have an age restriction and further restrictions regarding conduct and convictions.
- 17.13. The policy already contains a mechanism to use a sensitive let working with housing management to identify where this is required, for example following an eviction or anti-social behaviour of the previous tenant.
- 17.14. There is an additional safeguard in the policy changes covered by Change 13 where we will make it clear in the policy when the council reserve the right to refuse making an offer of accommodation. The relevant example is "Where the behaviour or lifestyle of applicants or members of their household will not support a sustainable tenancy, for example in a sheltered housing bungalow or flat complex." This allows the applicant to be bypassed for an unsuitable offer of accommodation although they retain the right to appeal against this decision.

APPENDICES

- A** Table of changes and recommendations
- B** Due Regard Statement
- C** Doncaster Council Housing Allocations Policy and Property Eligibility Table
- D** Consultation Response Report
- E** Public Consultation Comments excluding redactions

GLOSSARY OF ACRONYMS AND ABBREVIATIONS

- SLHD St Leger Homes of Doncaster
- EMT Executive Management Team

REPORT AUTHOR & CONTRIBUTORS

Name, Title

Andrea Jarratt, SLHD Access and Allocations Service Manager
01302 737176 | andrea.jarratt@stlegerhomes.co.uk

Neil Concannon, Doncaster Council Head of Service Litigation
01302 734023 | neil.concannon@doncaster.gov.uk

Mark Cundy, Doncaster Council Senior Legal Officer
01302 737705 | mark.cundy@doncaster.gov.uk

Name, Title

Mark McEgan SLHD Director of Housing and Customer Services
01302 862706 | mark.mcegan@stlegerhomes.co.uk

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Proposed Changes to Doncaster Council’s Housing Allocations Policy and Recommendations

No	Change	Why?	Public consultation	Recommendation policy change
Change 1	Include incentives for under occupiers of council houses to downsize to a bungalow or flat e.g., enhanced priority.	To increase the number of family houses to re let as we do not have enough for those families in most need. To support our tenants into more affordable and suitable long-term accommodation.	80.60% of respondents agreed or strongly agreed. 7.04% of respondents disagreed or strongly disagreed.	Award Platinum priority where there is a need for this accommodation Direct Matches can be used where there is a family with a specific need identified. This will maximise the opportunity to increase the number of houses to relet to those most in need.
Change 2	Allocate a proportion of higher demand properties to those with lower needs.	To create balanced and sustainable communities. To give people in lower bands a chance of being rehoused.	74.14% of respondents agreed or strongly agreed. 7.62% of respondents disagreed or strongly disagreed.	Advertise 5% of properties by management area of the Borough to applicants in the silver, bronze band and transfer list with good tenancy conduct. This will include any allocations through Local Lettings Policies (LLP).
Change 3	Give priority to larger families in a priority band for larger properties (4 bed+ houses).	Only 2% of our housing stock is four bed or larger. There are fewer opportunities for larger families to be rehoused, so if they are in a priority band we should rehouse them first.	66.63% of respondents agreed or strongly agreed. 11.77% of respondents disagreed or strongly disagreed.	Prioritise all families in the higher priority bands of Gold and Platinum with a 4 bed + housing need to ensure we are giving this additional preference to those most in need.

Change 4	Strengthen the tenancy ready process and the affordability/sustainability of accommodation. Collect more information at application stage to offer targeted support before rehousing applicants who are at risk of tenancy failure e.g. due to affordability issues or previous tenancy failure.	To extend our tenancy sustainability support offer and stop tenants being set up to fail where there are concerns about affordability and sustainability of accommodation.	76.32% of respondents agreed or strongly agreed. 4.96% of respondents disagreed or strongly disagreed.	Collect more information from applicants at risk of tenancy failure through previous tenancy conduct and/or affordability, who are likely to be rehoused. Ensure information is proportionate and meets General Data Protection Regulation (GDPR) principles.
Change 5	Review of priority awarded to Homeless applicants with a priority need in accordance with best practice, e.g. where homelessness cannot be prevented for the unintentionally homeless who are vulnerable.	Prevent delay in Platinum priority being awarded to households where the housing duty owed can only be discharged through a suitable offer of council accommodation. Reduce length of stay in temporary accommodation for these households. Reduce the time taken to be re-housed by awarding the maximum priority.	72.05% of respondents agreed or strongly agreed. 6.58% of respondents disagreed or strongly disagreed.	Include two additional categories in the Platinum Band relating to homelessness: 1. Where homelessness cannot be prevented and owed a relief duty under Section 189(b) of the Housing Act 1996, in priority need and the local authority is not minded to believe that the household has become intentionally homeless, or the applicant is placed in temporary accommodation under s188, and is unable to access the private rented sector. This is subject to assessment by our Home Options Service. 2. Reapplication to a housing authority within two years of acceptance of a private rented sector offer under section 195A(1), the section

				<p>193(2) duty will apply regardless of whether the applicant has a priority need where: a. a person makes a re-application for assistance within two years of accepting a private rented sector offer under section 193(7AA); and, b. the applicant is eligible for assistance and has become homeless unintentionally.</p> <p>Point 2 is in existing legislation but is not explicit in the current policy.</p> <p>Extend the existing ability to make direct offers after a twenty-eight day period to applicants in the above categories. (Replace policy wording 'will' with 'may').</p> <p>Homeless applicants should make active bids from the first available bidding cycle and case officers reserve the right to make assisted bids on the customer's behalf. This may be outside of the customer's area preferences.</p>
Change 6	Restrict applicants awarded Platinum priority who are moving from supported housing projects into independent living to those where we can nominate homeless people to fill their space. Remove	To open up the referral pathways into supported housing for single homeless cases. Remove the backdate of the priority effective date	<p>61.78% of respondents agreed or strongly agreed.</p> <p>5.88% of respondents</p>	<p>Restrict to applicants from projects who meet the following criteria.</p> <p>Platinum banding will only be awarded where the applicant's engagement in the 'Resettlement Pathway' is confirmed by the Single</p>

	<p>the priority backdate currently given to these applicants.</p>	<p>as this is to the detriment of the growing number of statutory homeless single people.</p>	<p>disagreed or strongly disagreed.</p>	<p>Point of Access (SPOA) Team. The SPOA Team will confirm engagement where individuals meet the criteria below:</p> <ol style="list-style-type: none"> 1. The individual was placed via Home Options and SPOA form at the start of their supported accommodation placement. 2. The individual has successfully completed a period of support. 3. The Individual has an up-to-date rent account and service charge. 4. Local connection rules apply in relation to the allocations policy. 5. The vacancy created by moving the individual on will be made available by the provider to Home Options SPOA Team as part of continued flow through the Supported Pathway. 6. Individuals will not be considered to be engaging in the resettlement pathway if they are refusing other suitable and reasonable move-on options such as PRS or non-commissioned supported accommodation.
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				7. As per the allocations policy an individual's Platinum Banding will be removed if they refuse an offer that is deemed suitable and reasonable.
Change 7	Ensure the priority given to domestic abuse victims reflects the Domestic Abuse Act 2021.	To have a clear rehousing policy in line with best practice.	80.37% of respondents agreed or strongly agreed. 2.77% of respondents disagreed or strongly disagreed.	Have a planned move on category of Gold Band for applicants who are supported by agencies to find alternative accommodation. Continue to assess those fleeing violence through homeless assessment as per the legislation.
Change 8	Change the way we prioritise people bidding on bungalows and age-designated flats advertised to 50+, 40+ and 30+ to band and effective priority date order to ensure we are rehousing people most in need.	Currently, we prioritise applicants in age order before considering their level of housing need.	75.29% of respondents agreed or strongly agreed. 8.66% of respondents disagreed or strongly disagreed.	As set out in paragraph 17.10 of the report, on balance it is felt that there is a continuing need to prioritise older applicants aged 60 and over, to access appropriate sheltered housing to maintain their independence, health and wellbeing. Therefore, the recommendation is to continue to give additional preference to applicants aged 60 and over and consider any remaining applicants under 60 in priority by band order and not by age.
Change 9	Amend priority for armed forces to include separated/divorced partners in the Platinum priority band if they have left forces accommodation in the last 5 years and have a housing need that they cannot resolve.	To be explicit in meeting the recommendation to support families moving out of armed forces accommodation.	55.78% of respondents agreed or strongly agreed. 12.93% of respondents	Include separated and divorced partners in both exemption from Local Connection criteria and Platinum priority band as family members.

		Cllr Houlbrook has been briefed.	disagreed or strongly disagreed.	In context, we have low numbers in this band with 5 active as of 01/04/2022 of which all were single people.
Change 10	<p>Review the number of offers to applicants before they may lose their priority or, in the case of Bronze and General Band, may be suspended for 6 months e.g.</p> <ul style="list-style-type: none"> • One offer for all homeless applicants (in all bands), • One offer for all platinum applicants, • Two offers for all gold applicants • Three offers for all other bands. 	<p>To be consistent on the number of offers to applicants given a priority band. To speed up the rehousing process and reduce the number of refusals. To support homeless prevention and the reduction in length of stays in temporary accommodation and supported housing projects.</p>	<p>55.78% of respondents agreed or strongly agreed.</p> <p>11.89% of respondents disagreed or strongly disagreed.</p>	<p>Replace the current offer restrictions of 3 offers for all applicants excluding statutory homeless applicants who have 1 offer of suitable accommodation with:</p> <ul style="list-style-type: none"> • One offer for all homeless applicants (in all bands), • One offer for all platinum applicants • Two offers for all other bands • A penalty of suspension for 6 months (applies to all bands) • Removal of homeless priority <p>Offers to be reasonable and take into account personal circumstances including caring responsibilities/ access to existing schools etc. in a decision-making framework. This has been amended following consultation to increase transparency, simplicity and introduce a more equitable system that is easier to explain, understand and administer.</p>
Change 11	Amend Doncaster Council's Accessible Housing Register (AHR) policy to include a refusal penalty in line with the revised	Many applicants on the Accessible Housing Register have refused more	59.93% of respondents agreed or strongly agreed.	Include a refusal penalty in line with Change 10 for Accessible Housing Register (AHR) applicants.

	Housing Allocations policy (change 10).	than 10 offers of accommodation that would meet their assessed needs. To be consistent with other applicants in priority bands. To reduce the time it takes to re let these properties.	9.47% of respondents disagreed or strongly disagreed.	Applicants on AHR are in the Gold or Silver Band. The proposal is for two offers. Offers to be reasonable and take into account personal circumstances including caring responsibilities/ access to existing schools etc. and in chosen areas where nominated for properties or on bids placed by the applicant.
Change 12	Simplify the advertising of low demand properties by promoting schemes we know are harder to let on our website to raise awareness and interest before we have a vacancy.	To reduce the administrative process and identify potential tenants more quickly. To ensure more transparency and provide more information on schemes to enable customers to make informed decisions. To manage customer expectation.	70.21% of respondents agreed or strongly agreed. 2.66% of respondents disagreed or strongly disagreed.	Promote lower demand schemes on our website with open advertising and flexible criteria when required/ Remove the Open Market list of owners who do not qualify for the Housing Register due to increases in demand, properties are rarely advertised to this list.
Change 13	Be clearer on where we reserve the right to not offer a property e.g. where there is a local lettings policy, a property is not medically suitable, we receive an unsatisfactory reference at confirmation stage etc.	To increase applicants' understanding and manage expectations by giving examples of the reasons why we may not continue with	75.52% of respondents agreed or strongly agreed. 2.65% of respondents	Include a section on Right not to offer in the policy include examples such as: <ul style="list-style-type: none"> • Severe Overcrowding • Does not meet identified medical needs

		an offer of accommodation.	disagreed or strongly disagreed.	<ul style="list-style-type: none"> • Unsuitable to live in a sheltered scheme • Does not meet the criteria of a Local Lettings Policy • Property no longer available
Change 14	Include Doncaster Council's right to suspend the housing register and allocations process to respond to an emergency / extraordinary circumstance.	To be able to respond to emergency events that present overwhelming short-term demand on available stock e.g., floods and the pandemic.	<p>67.79% of respondents agreed or strongly agreed.</p> <p>7.50% of respondents disagreed or strongly disagreed.</p>	Include Doncaster Council's right to suspend the housing register and allocations process to respond to an emergency / extraordinary circumstance. To be agreed by the SLHD Chief Executive Officer and Housing Portfolio Holder.

EQUALITY, DIVERSITY AND INCLUSION

DONCASTER METROPOLITAN BOROUGH COUNCIL

Due Regard Statement Template

How to show due regard to the equality duty in how we develop our work and in our decision making.

Due Regard Statement

A **Due Regard Statement** (DRS) is the tool for capturing the evidence to demonstrate that due regard has been shown when the council plans and delivers its functions. A Due Regard Statement must be completed for all programmes, projects and changes to service delivery.

- A DRS should be initiated at the beginning of the programme, project or change to inform project planning
- The DRS runs adjacent to the programme, project or change and is reviewed and completed at the relevant points
- Any reports produced needs to reference “Due Regard” in the main body of the report and the DRS should be attached as an appendix
- The DRS cannot be fully completed until the programme, project or change is delivered.

<p>1 Name of the ‘policy’ and briefly describe the activity being considered including aims and expected outcomes. This will help to determine how relevant the ‘policy’ is to equality.</p>	<p>Review of Doncaster Council’s Housing Allocations Policy last updated in 2018. This policy sets out the criteria for access to council homes and nominations to Housing Associations (Registered Providers) for a proportion of alternative social housing in Doncaster. Statutory Guidance is given in Part VI of the 1996 Housing Act and Code of Guidance.</p> <p>This is a substantial review, with eighteen initial changes considered and fourteen identified potential changes reaching consultation stage.</p> <p>Changes are being made to respond to changes in the housing market, reduction in turnover of family housing to relet and significant increases in demand from applicants who are unsuitably housed and increasing homelessness, to ensure that the policy is fit for purpose and prioritises those most in need.</p> <p>Change 1</p> <p>Include incentives for under occupiers of council houses to downsize to a bungalow or flat e.g. enhanced priority.</p> <p>Why? To increase the number of family houses to re let as we do not have enough for those families in most need. To support our tenants into more affordable and suitable long-term accommodation.</p> <p>Change 2</p> <p>Allocate a proportion of higher demand properties to those with lower needs.</p> <p>Why? To create balanced and sustainable communities. To give people in lower bands a chance of being rehoused.</p>
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Change 3

Give priority to larger families in a priority band for larger properties (4 bed+ houses).

Why? Only 2% of our housing stock is four bed or larger. There are less opportunities for larger families to be rehoused, so if they are in a priority band we should rehouse them first

Change 4

Strengthen the tenancy ready process and the affordability/sustainability of accommodation. Collect more information at application stage to offer targeted support before rehousing applicants who are at risk of tenancy failure e.g. due to affordability issues or previous tenancy failure.

Why? To extend our tenancy sustainability support offer and stop tenants being set up to fail where there are concerns about affordability and sustainability of accommodation

Change 5

Review of priority awarded to Homeless applicants with a priority need in accordance with best practice, e.g. where homelessness cannot be prevented for the unintentionally homeless who are vulnerable.

Why? To prevent delays in Platinum priority being awarded to those with limited rehousing options.

Change 6

Restrict applicants awarded Platinum priority who are moving from supported housing projects into independent living to those where we can nominate homeless people to fill their space. Remove the priority backdate currently given to these applicants.

	<p>Why? To open up the referral pathways into supported housing for single homeless cases. Remove the backdate of the priority effective date as this is to the detriment of a growing number of statutory homeless single people.</p> <p>Change 7</p> <p>Ensure the priority given to domestic abuse victims reflects the Domestic Abuse Act 2021.</p> <p>Why? To have a clear rehousing policy in line with best practice.</p> <p>Change 8</p> <p>Change the way we prioritise people bidding on bungalows and age-designated flats advertised to 50+, 40+ and 30+ to band and effective priority date order to ensure we are rehousing people most in need.</p> <p>Why? Currently, we prioritise applicants in age order before considering their level of housing need which is potentially open to legal challenge as discriminatory.</p> <p>Change 9</p> <p>Amend priority for armed forces to include separated/divorced partners in the Platinum priority band if they have left forces accommodation in the last 5 years and have a housing need that they cannot resolve.</p> <p>Why? To be explicit in meeting the recommendation to support families moving out of armed forces accommodation.</p>
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Change 10

Review the number of offers to applicants before they may lose their priority or, in the case of Bronze and General Band, may be suspended for 6 months e.g. 1 offer for all homeless applicants (in all bands), 1 offer for all platinum applicants, 2 offers for all gold applicants and 3 offers for all other bands.

Why? To be consistent on the number of offers to applicants given a priority band. To speed up the rehousing process and reduce the number of refusals.

Change 11

Amend Doncaster Council's Accessible Housing Register (AHR) policy to include a refusal penalty in line with the revised Housing Allocations policy (change 10).

Why? Many applicants on the Accessible Housing Register have refused more than 10 offers of accommodation that would meet their assessed needs. To be consistent with other applicants in priority bands. To reduce the time it takes to re let these properties.

Change 12

Simplify the advertising of low demand properties by promoting schemes we know are harder to let on our website to raise awareness and interest before we have a vacancy.

Why? To reduce the administrative process and identify potential tenants more quickly. To ensure more transparency and provide more information on schemes to enable customers to make informed decisions.

		<p>Change 13</p> <p>Be clearer on where we reserve the right to not offer a property e.g. where there is a local lettings policy, a property is not medically suitable, we receive an unsatisfactory reference at confirmation stage etc.</p> <p>Why? To increase applicants' understanding of the reasons why we may not continue with an offer of accommodation.</p> <p>Change 14</p> <p>Include Doncaster Council's right to suspend the housing register and allocations process to respond to an emergency situation / extraordinary circumstance.</p> <p>Why? To be able to respond to emergency events that present overwhelming short term demand on available stock e.g. floods and the pandemic.</p>
2	<p>Service area responsible for completing this statement.</p>	<p>SLHD Housing and Customer Services on behalf of Doncaster Council.</p> <p>Doncaster Council Legal Services</p>
3	<p>Summary of the information considered across the protected groups.</p>	<p><i>Protected user groups as defined by the Equalities Act 2010 are: Age, Disability, Race, Sex, Sexual Orientation, Religion and Belief, Maternity and Pregnancy, Gender Reassignment, Marriage and Civil Partnership</i></p> <p><i>Doncaster have chosen to add three additional groups which are not included in the Equalities Act 2010. These are:</i></p> <ul style="list-style-type: none"> • <i>Armed Forces and Veterans</i> • <i>Homelessness</i> • <i>Socio-economic</i>

Below is confirmation of the declared protected groups available, by category, for both the Housing Register as of 1 September 2022 and the Public Consultation on the Housing Allocations Policy Review, which was open for 10 weeks from 20 June 2022 to 31 August 2022.

As of 1 September 2022 there were c 8,000 active housing applications on the housing register including 1072 on the transfer list.

Responses vary from the public consultation and the percentage respondents are listed for comparison against each protected characteristic.

Age

Results from public consultation responses are representative of the age profile of the Housing Register. Although applicants aged 75 and over appear to be underrepresented, we are not able to draw this conclusion due to 13% of respondents not confirming their age.

	% Housing Register	% Public Consultation
Under 18	0.05	7.25
18 – 24	9.69	
25 – 34	25.80	19.52
35 – 44	20.96	18.13
45 – 54	14.71	15.94
55 – 64	13.44	14.90
65 – 74	9.10	7.04
75+	6.24	3.81
Not answered	-	13.39

Disability

Due to a high percentage of those not answering this question in the consultation we cannot draw conclusions on the true percentage of those with a disability. During stakeholder events we also engaged with Statutory and Voluntary sector organisations supporting disabled people, including Adult Social Care, Live Inclusive service users, Public Health and RDASH .

	% Housing Register	% Public Consultation
Yes	32.53	21.59
No	0.09	56.58
Prefer not to say	3.02	8.20
Not answered	4.34	13.63

Race

Considering over 17% of respondents preferred not to give this information or did not answer, the profile of respondents is very close to the profile of applicants on the housing register.

	% Housing register	% Public Consultation
White British	82.38	71.48
White Irish	0.17	0.35
Gypsy Traveller	0.21	0.23
White Any Other	9.01	6.35
Black African	1.97	1.15

Black Caribbean	0.26	0.35
Black Any Other	0.29	0.23
Arab	0.37	0.00
Chinese	0.18	0.12
Asian Bangladeshi	0.05	0.00
Asian Indian	0.23	0.00
Asian Pakistani	0.55	0.12
Asian Any Other	1.60	0.69
Mixed W&B African	0.11	0.12
Mixed W&B Caribbean	0.68	0.46
Mixed White & Asian	0.29	0.69
Mixed Any Other	0.33	0.23
Other Ethnic Group	0.99	0.12
Prefer Not to Say	0.33	3.58
Not answered	-	13.74

Sex

Although we are not able to confirm the shortfall in make responses as over 15% of respondents to the public consultation chose not to provide this information, there is still a higher percentage of female respondents to the public survey than represented on the housing register. Direct contact was made with each applicant through their account, on

social media and both the HomeChoice and corporate websites to encourage participation.

	% Housing Register	% Public Consultation
Male	63.29	21.02
Female	36.71	63.51
Prefer not to say	-	2.89
Not answered	-	12.59

Gender Reassignment

This group was over represented in terms of the percentage of responses from the public consultation to the housing register and also over 17% of respondents did not provide this information.

	% Housing Register	% Public Consultation
Yes	0.13	1.85
No	99.87	80.25
Prefer not to say	-	3.93
Not answered		13.97

Sexual Orientation

Despite over 27% of respondents not providing this information on the public consultation, groups are well represented in the consultation.

	% Housing register	% Public consultation
Heterosexual	80.86	65.82
Bisexual	1.20	3.81
Gay	0.64	0.69
Lesbian	0.61	0.46
Prefer not to say	7.76	12.39
Not answered	8.93	15.59

Religion and Belief

Comparable information is not available from the Housing Register. Over 23% of respondents chose not to give this information.

	Actual No.	%
Christian	275	31.76
Catholic	67	7.74
Jewish	1	0.12
Muslim	17	1.96
Buddhist	4	0.46
Hindu	0	0.00
Sikh	0	0.00
No Religion or Atheist	281	32.45
Other	18	2.08
Prefer not to say	81	9.35
Not answered	122	14.09

Armed Forces Veterans

We consulted with the Community Covenant Group during Stakeholder consultation where all organisations and related services are represented.

	Actual No.	%
Yes	75	0.92
No	7026	85.86
Prefer Not to Say	1082	13.22
Total	8183	-

The impact of the 14 proposed changes have been considered against each characteristic and are identified below in terms of positive, negative and neutral impact.

Change 1 Include incentives for under occupiers of council houses to downsize to a bungalow or flat e.g., enhanced priority.

Protected Characteristic	Impact	Further explanation
Age	Positive	The enhanced priority will support applicants who want to move from a council house into a flat or bungalow into more appropriate and sustainable accommodation.
Disability	Positive	The enhanced priority will further support those with medical rehousing needs to move from a council house into a flat or bungalow into more appropriate and sustainable accommodation.
Race	Neutral	The change does not impact on Race

	Sex	Neutral	The change does not impact on Gender
	Sexual Orientation	Neutral	The change does not impact on Sexual Orientation
	Maternity and Pregnancy	Positive	The aim of this change is to increase the amount of family houses available to relet to those most in need.
	Gender reassignment	Neutral	The change does not impact on Gender reassignment
	Marriage and Civil Partnership	Neutral	The change does not impact on Marriage and Civil Partnership
	Veterans	Neutral	The change does not impact on Veterans
	Homelessness	Positive	The aim of this change is to increase the amount of family houses to relet to those most in need.
	Socio- economic	Positive	Increasing the amount of affordable family housing to those most in need.

<p>Change 2 Allocate a proportion of higher demand properties to those with lower needs. This change does not distinguish between households based on any of the characteristics below.</p>		
Protected Characteristic	Impact	Further explanation
Age	Neutral	The change does not impact on Age
Disability	Neutral	The change does not impact on Disability
Race	Neutral	The change does not impact on Race
Sex	Neutral	The change does not impact on Gender
Sexual Orientation	Neutral	The change does not impact on Sexual Orientation
Maternity and Pregnancy	Neutral	The change does not impact on Maternity and Pregnancy
Gender reassignment	Neutral	The change does not impact on Gender reassignment
Marriage and Civil Partnership	Neutral	The change does not impact on Marriage and Civil Partnerships

	Veterans	Neutral	The change does not impact on Veterans
	Homelessness	Positive/Negative	The potential impact can be both positive and negative. Positive as it will, in some cases, support homeless prevention by enabling applicants to access social housing before their circumstances escalate. Negative because it will reduce the number of properties allocated based on housing need and available to those most in need including statutory homeless applicants.
	Socio-economic	Neutral	This change does not impact on socio economic
<p>Change 3 Give priority to larger families in a priority band for larger properties (4 bed+ houses). This change is targeted to rehousing larger families in housing need who have limited opportunities to access the private rented sector.</p>			
	Protected Characteristic	Impact	Further explanation
	Age	Neutral	This change does not impact on Age

	Disability	Neutral	This change does not impact on Disability
	Race	Neutral	This change does not impact Race
	Sex	Neutral	This change does not impact Gender
	Sexual Orientation	Neutral	This change does not impact Sexual Orientation
	Maternity and Pregnancy	Neutral	This change does not impact Maternity and Pregnancy
	Gender reassignment	Neutral	This change does not impact Gender reassignment
	Marriage and Civil Partnership	Neutral	This change does not impact Marriage and Civil Partnerships
	Veterans	Neutral	This change does not impact Veterans
	Homelessness	Positive	This will prioritise larger families who are predominantly homeless or threatened with homelessness to access the limited amount of 4 bed and larger properties becoming available to re let.

		This group of applicants have fewer options in the private rented sector if on a low income due to the benefit cap.
Socio- economic	Neutral	This change does not impact Socio-economic
<p>Change 4 Strengthen the tenancy ready process and the affordability/sustainability of accommodation. Collect more information at application stage to offer targeted support before rehousing applicants who are at risk of tenancy failure e.g. due to affordability issues or previous tenancy failure.</p> <p>This change will identify those who have limited income and also issues with previous tenancy failure.</p>		
Protected Characteristic	Impact	Further explanation
Age	Positive	Young people under 25 on benefits have limited access to help with housing costs and need initial support in managing a tenancy.
Disability	Neutral	This change does not impact on Disability
Race	Neutral	This change does not impact on Race

	Sex	Neutral	This change does not impact on Gender
	Sexual Orientation	Neutral	This change does not impact on Sexual Orientation
	Maternity and Pregnancy	Neutral	This change does not impact on Maternity and Pregnancy
	Gender reassignment	Neutral	This change does not impact on Gender reassignment
	Marriage and Civil Partnership	Neutral	This change does not impact on Marriage and Civil Partnership
	Veterans	Neutral	This change does not impact on Veterans
	Homelessness	Positive	This will identify applicants at an earlier stage who would benefit from tenancy support to sustain a tenancy and prevent homelessness.
	Socio- economic	Neutral	This change does not impact on Socio-economic
<p>Change 5 Review of priority awarded to Homeless applicants with a priority need in accordance with best practice, e.g. where homelessness cannot be prevented for the unintentionally homeless who are vulnerable.</p>			

Protected Characteristic	Impact	Further explanation
Age	Neutral	This change does not impact on Age
Disability	Neutral	This change does not impact on Disability
Race	Neutral	This change does not impact on Race
Sex	Neutral	This change does not impact on Gender
Sexual Orientation	Neutral	This change does not impact on Sexual Orientation
Maternity and Pregnancy	Neutral	This change does not impact on Maternity and Pregnancy
Gender reassignment	Neutral	This change does not impact on Gender reassignment
Marriage and Civil Partnership	Neutral	This change does not impact on Marriage and Civil Partnership
Veterans	Neutral	This change does not impact on Veterans
Homelessness	Positive	The aim of this change is to support homeless applicants

		in accessing the appropriate priority to avoid delays in the process and reduce time in temporary accommodation
Socio- economic	Neutral	This change does not impact on Socio-economic
<p>Change 6 Restrict applicants awarded Platinum priority who are moving from supported housing projects into independent living to those where we can nominate homeless people to fill their space. Remove the priority backdate currently given to these applicants. We have worked with supported housing providers to look at this option and how it will work in practice.</p>		
Protected Characteristic	Impact	Further explanation
Age	Neutral	This change does not impact on Age
Disability	Neutral	This change does not impact on Disability
Race	Neutral	This change does not impact on Race
Sex	Neutral	This change does not impact on Gender
Sexual Orientation	Neutral	This change does not impact on Sexual Orientation

	Maternity and Pregnancy	Neutral	This change does not impact on Maternity and Pregnancy
	Gender reassignment	Neutral	This change does not impact on Gender reassignment
	Marriage and Civil Partnership	Neutral	This change does not impact on Marriage and Civil Partnership
	Veterans	Neutral	This change does not impact on Veterans
	Homelessness	Positive	The aim of this change is to restrict priority to those leaving supported housing projects to providers who will accept nominations for homeless applicants to fill that place. This is to support the Council in discharging statutory duties and is especially important given the rise in single statutory homeless cases.
	Socio- economic	Neutral	This change does not impact on Socio-economic

<p>Change 7 Ensure the priority given to domestic abuse victims reflects the Domestic Abuse Act 2021.</p>		
Protected Characteristic	Impact	Further explanation
Age	Neutral	This change does not impact on Age
Disability	Neutral	This change does not impact on Disability
Race	Neutral	This change does not impact on Race
Sex	Neutral	This support is not Gender specific
Sexual Orientation	Neutral	This change does not impact on Sexual Orientation
Maternity and Pregnancy	Neutral	This change does not impact on Maternity and Pregnancy
Gender reassignment	Neutral	This change does not impact on Gender reassignment
Marriage and Civil Partnership	Neutral	This change does not impact on Marriage and Civil Partnership
Veterans	Neutral	This change does not impact on Veterans

	<p>Homelessness</p>	<p>Positive</p>	<p>This change will support both domestic abuse victims who are homeless and those who wish to make a planned move who will have clear pathways into priority bands.</p>
	<p>Socio- economic</p>	<p>Neutral</p>	<p>This change does not impact on Socio-economic</p>
<p>Change 8 Change the way we prioritise people bidding on bungalows and age-designated flats advertised to 50+, 40+ and 30+ to band and effective priority date order to ensure we are rehousing people most in need.</p>			
	<p>Protected Characteristic</p>	<p>Impact</p>	<p>Further explanation</p>
	<p>Age</p>	<p>Positive/Negative</p>	<p>This is both positive and negative as applicants aged 60 and over will continue to be given priority for this type of accommodation. Underage applicants, with the exception of those with assessed medical needs for adapted properties, will now be considered in priority band order and not age.</p>
	<p>Disability</p>	<p>Neutral</p>	<p>This change does not impact on Disability as those with</p>

		needs for adapted accommodation are prioritised regardless of age.
Race	Neutral	This change does not impact on Race
Sex	Neutral	This change does not impact on Gender
Sexual Orientation	Neutral	This change does not impact on Sexual Orientation
Maternity and Pregnancy	Neutral	This change does not impact on Maternity and Pregnancy
Gender reassignment	Neutral	This change does not impact on Gender reassignment
Marriage and Civil Partnership	Neutral	This change does not impact on Marriage and Civil Partnership
Veterans	Neutral	This change does not impact on Veterans
Homelessness	Positive/Negative	Applicants aged 60 and over who are homeless will be considered before underage applicants.

	Socio- economic	Neutral	This change does not impact on Socio-economic																					
<p>Change 9 Amend priority for armed forces to include separated/divorced partners in the Platinum priority band if they have left forces accommodation in the last 5 years and have a housing need that they cannot resolve.</p> <p>This change is in line with recommended practice.</p>																								
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	Gender reassignment	Neutral	This change does not impact on Gender reassignment
	Marriage and Civil Partnership	Neutral	This change does not impact on Marriage and Civil Partnership
	Veterans	Positive	This change will support veteran’s families in accessing housing in Doncaster who meet the criteria. The priority award will increase their chances of being rehoused and is in accordance with best practice.
	Homelessness	Positive	This will ensure that divorced or separated spouses of armed forces personnel will not have to go through the homeless assessment route as will have a clear pathway into a priority band
	Socio- economic	Neutral	This change does not impact on Socio-economic
<p>Change 10 Review the number of offers to applicants before they may lose their priority or, in the case of Bronze and General Band, may be suspended for 6 months e.g. 1 offer</p>			

for all homeless applicants (in all bands), 1 offer for all platinum applicants, 2 offers for all gold applicants and 3 offers for all other bands.

This change impacts on all applicants and we are committed to support applicants in making informed choices and classing offers as reasonable that meet any identified needs such as access to care and support. Vulnerability is actively identified throughout the application and offer process and appropriate support given, including assisted bidding and pro-active work with individuals, advocates and family members to ensure that they are not disadvantaged through this process.

After consideration of the feedback, this change has been amended to make it fairer, consistent and a transparent solution for customers in response to concerns raised. This will make it a more equitable solution which is easier to communicate and administer.

Protected Characteristic	Impact	Further explanation
Age	Neutral	This change does not impact due to the safeguards above
Disability	Neutral	This change does not impact due to the safeguards in place
Race	Neutral	This change does not impact due to the safeguards in place
Sex	Neutral	This change does not impact due to the safeguards in place
Sexual Orientation	Neutral	This change does not impact due to the safeguards in place

	Maternity and Pregnancy	Neutral	This change does not impact due to the safeguards in place
	Gender reassignment	Neutral	This change does not impact due to the safeguards in place
	Marriage and Civil Partnership	Neutral	This change does not impact due to the safeguards in place
	Veterans	Neutral	This change does not impact due to the safeguards in place
	Homelessness	Positive	This will support people who have priority for homelessness to make informed decisions about the housing options available to them. It will also ensure that applicants in each homeless category have an equitable and consistent number of offers and support shorter stays in temporary accommodation.
	Socio- economic	Neutral	This does not impact Socio-economic
<p>Change 11 Amend Doncaster Council’s Accessible Housing Register (AHR) policy to include a refusal penalty in line with the revised Housing Allocations policy Change 10</p>			

Vulnerability is actively identified throughout the application and offer process and appropriate support given, including assisted bidding and pro-active work with individuals, advocates and family members to ensure that they are not disadvantaged through this process.

Protected Characteristic	Impact	Further explanation
Age	Neutral	This change does not impact on Age
Disability	Positive	This will support disabled applicants to make more informed decisions about the housing options available to them. The implementation of this change needs to be managed and applicants supported in this transition.
Race	Neutral	This change does not impact on Race
Sex	Neutral	This change does not impact on Gender
Sexual Orientation	Neutral	This change does not impact on Sexual Orientation
Maternity and Pregnancy	Neutral	This change does not impact on Maternity and Pregnancy

	Gender reassignment	Neutral	This change does not impact on Gender Reassignment
	Marriage and Civil Partnership	Neutral	This change does not impact on Marriage and Civil Partnership
	Veterans	Neutral	This change does not impact on Veterans
	Homelessness	Neutral	This change does not impact on Homelessness
	Socio- economic	Neutral	This change does not impact on Socio-economic
<p>Change 12 Simplify the advertising of low demand properties by promoting schemes we know are harder to let on our website to raise awareness and interest before we have a vacancy.</p> <p>This change is to be more transparent in the advertising and letting of lower demand homes by promoting them on our website. This will give applicants information on properties that may be more realistic options if they meet the criteria of the property advert.</p>			
	Protected Characteristic	Impact	Further explanation
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	Disability	Neutral	This change does not impact on Disability
	Race	Neutral	This change does not impact on Race
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	Sexual Orientation	Neutral	This change does not impact on Sexual Orientation
	Maternity and Pregnancy	Neutral	This change does not impact on Maternity and Pregnancy
	Gender reassignment	Neutral	This change does not impact on Gender reassignment
	Marriage and Civil Partnership	Neutral	This change does not impact on Marriage and Civil Partnership
	Veterans	Neutral	This change does not impact on Veterans
	Homelessness	Positive	This change will give applicants who need housing urgently more information about properties that may be suitable for them and enable them to make an informed choice.

	<p>Socio- economic</p>	<p>Neutral</p>	<p>This change does not impact on Socio-economic</p>																					
<p>Change 13 Be clearer on where we reserve the right to not offer a property e.g., where there is a local lettings policy, a property is not medically suitable, we receive an unsatisfactory reference at confirmation stage etc.</p> <p>This change is to manage the expectations of applicants and provide more clarity on the offer process</p>																								
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		<p>Change 14 Include Doncaster Council’s right to suspend the housing register and allocations process to respond to an emergency / extraordinary circumstance.</p> <p>This change is to enable an appropriate response to emergency events that present overwhelming short-term demand on available housing stock. This will be managed through the emergency planning process and reflect corporate priorities. Potential impact on protected groups will be assessed at the time and the outcome dependent on the situation.</p>															
4	Summary of the consultation/engagement activities	<p>Elected members Five consultation events with 47 elected members in attendance to form the policy changes. Monthly updates to elected members from February onwards which are ongoing.</p> <p>Parish Councils We presented the changes to the Parish Council joint committee, provided with a factsheet and encouraged them to engage their parishioners in the Public Consultation.</p>															

	<p>Employee groups Six employee groups were consulted with across Access to Homes and Housing and Customer Services whose role in directly/indirectly impacted by the policy. They were also given information to support customers in taking part in the consultation.</p> <p>Survey with under-occupiers of council homes claiming assistance with housing costs to inform Change 1 proposal Our Community Involvement Team contacted 234 council tenants identified as under-occupying a council house by 2 or more bedrooms, of pensionable age, and claiming help with their housing costs, to understand if there were barriers to those wanting to downsize to a bungalow or flat. This has informed the proposed policy change and also additional work being carried out with our Tenancy Sustainability Team in making proposals to extend the support offered in this situation.</p> <p>Stakeholders 451 organisations in total were consulted with during the stakeholder consultation. Direct face-to-face consultation was carried out with 59 different stakeholder groups including Voluntary Sector organisations, Complex Lives, Housing Associations, Supported Housing Providers, Public Health and a range of council departments. A presentation and/or factsheet was emailed detailing the proposed amendments to Doncaster Council's Housing Allocation Policy. Stakeholder feedback was noted during the direct consultation and via the use of a dedicated email inbox where an additional 26 were received. This feedback informed the changes and those taken to final public consultation. A full record of the consultation will be retained should it be required.</p> <p>Public Consultation The total responses to the online public consultation from June 2022 to 31 August 2022 over 10 weeks was 866 of which 98% lived in the Doncaster Borough. Fifteen were from outside of the borough, eleven of which have active housing applications. There were an additional 1041 comments. There was also an opportunity to suggest any changes that</p>
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		<p>may have been missed in the proposals and 222 responded. The main themes are covered section 16.5 of the main report.</p> <p>Community Engagement Direct engagement with twelve community groups completing the survey above and totalling 239 of the total responses. Community Groups included family hubs, Doncaster Youth Council, GIG (Get Involved Groups) and the Minority Partnership Board.</p> <p>Legal Input Advice and support throughout from Doncaster Council Legal Services.</p>
5	<p>Real Consideration:</p> <p>Summary of what the evidence shows and how has it been used</p>	<p>Analysis of the proportion of each protected characteristic in comparison with the profile of the current Housing Register shows a comparable percentage response. This is positive considering the number of unanswered responses which ranged from 13 - 27%. The one disparity was that the proportion of female respondents to the survey was higher than the gender profile of applicants on the housing register.</p> <p>Given the length and content of the survey, the level of engagement and completion is positive and reflects the current focus on access to affordable housing.</p> <p>There are 19 positive impacts on protected groups in the fourteen proposed changes, particularly around impact on homeless households, which supports one of the aims of the policy. There are 3 potential positive/negative impacts which will need to be monitored.</p> <p>Staff and stakeholders were empowered to assist and support the public to complete the survey to ensure that no one was excluded for participating.</p> <p>The impact of Changes 10 and 11 relating to reducing the number of offers made to an applicant before losing their priority or being suspended, will inform the support and advice given to applicants as part of the process and also the need for a robust, consistent and fair procedure to be in place.</p>

		Vulnerability is actively identified throughout the application and offer process and appropriate support given, including assisted bidding and pro-active work with individuals, advocates and family members to ensure that they are not disadvantaged through this process.
6	Decision Making	<p>A summary of the overall findings of this statement have been included within the relevant reports as well as being attached in full as Background Papers.</p> <p>Cabinet will consider this report on the 30 November 2022 on the outcome of the consultation and recommended changes to the Housing Allocations Policy following input from</p> <ul style="list-style-type: none"> • SLHD Executive Management Team (completed) • Doncaster Council Executive Leadership Team • Feedback from Scrutiny on consultation process • Doncaster Council Executive Board • Feedback from Scrutiny on the policy changes (23 November 2022). Verbal update to be given to Doncaster Council Cabinet on 30 November 2022
7	Monitoring and Review	<p>Activity under this process will be reported to SLHD Director of Housing and Customer Services.</p> <ul style="list-style-type: none"> • The process will be reviewed for its effectiveness after 12 months with agreed performance indicators to identify if the policy is fulfilling its objectives and if there are any unexpected consequences or changes in priority that need to be addressed.
8	Sign off and approval for publication	<i>*To be completed on approval of the recommended policy changes*</i>

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DRAFT

Doncaster Metropolitan Borough Council Housing Allocations Policy

November 2022



Policy Changes	Description	Section
Change 1	Incentives for under-occupiers	5.1
Change 2	Allocating properties to lower bands	7.7
Change 3	Prioritising larger families for larger properties	6.4
Change 4	Tenancy ready process	4.6
Change 5	Homeless applicants priority	5.1
Change 6	Resettlement pathway priority	5.1 & 5.7
Change 7	Domestic abuse act	4.3 & 5.2
Change 8	Age-designated properties	6.3
Change 9	Separated/divorced partners of armed forces personnel	4.3 & 5.1
Change 10	Number of offers and suspensions	4.10, 5.8 & 7.14
Change 11	AHR policy refusal penalty	4.10, 5.8 & 7.14
Change 12	Low demand properties	7.2
Change 13	Right to not offer a property	4.11
Change 14	Right to suspend the housing register and allocations	2.5

Green = Policy Changes

Red = Additional Amendments

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1 Glossary of Terms

16/17 Year Old Protocol

The purpose of the protocol is to ensure that partners continue to work together to provide a constant and coordinated response to 16/17 year old young people who present as homeless and in need of accommodation and accommodation support services.

Adapted Properties

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

Adopters and Fosterers

Adopters or prospective adopters approved by the local authority who are accommodating, or are likely to accommodate, a looked after child or a child who was previously looked after by a local authority. Foster carers must be approved by the local authority or prospective foster carers where initial assessment of their suitability is positive, and who are accommodating, or are likely to accommodate a looked after child or a child who was previously looked after by a local authority. It also includes extended family who are approved as foster carers for their relative under the Fostering Regulations, 2011 or where a residence order is granted by court under (1989 Children Act) and supported by Children's Social Care or Special Guardianship cases (2002 Adoption and Children Act) and supported by Children's Social Care. It does not include private foster carers or non-agency adoption arrangements.

Allocation Policy

A set of rules on how properties will be advertised and let providing consistency across council housing allocations and nominations to Housing Associations/Registered Providers.

Anti-social Behaviour

Behaviour or conduct causing or likely to cause nuisance, annoyance, harassment, alarm or distress to another person.

Applicant

A person who applies to register on the choice based lettings scheme, including tenants of a local authority or a Housing Association/Registered Provider.

Assisted Bidding

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

Bands

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

Bidding

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

Choice Based Lettings Scheme

A system for letting affordable housing which allows housing applicants more choice by advertising vacancies and inviting applicants to express interest in being the tenant. This also raises awareness of what vacancies are being advertised to relet.

Disabled

Persons who have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on their ability to do normal daily activities as set out in the Equality Act 2010.

Effective Date

The date when the application is awarded priority and placed in a different band, which may be a later date than the date on which the application was originally made. This is the date used to decide the order of priority band applicants in the Platinum Gold and Silver bands in the bidding shortlist.

Eligibility

Assessment of whether an applicant has a right to access social housing in accordance with relevant legislation.

Housing Association/Registered Provider

A provider of affordable housing, including supported accommodation, who advertises a percentage of their vacancies through the Choice Based Lettings Scheme.

Housing Need

Applicants are assessed as having a housing need if the accommodation they currently occupy is unsuitable and where applicants are unable to resolve their circumstances. This can be as a result of ill health, overcrowding, lacking facilities or the applicant is otherwise deemed to be in a reasonable preference group as defined in housing law.

Housing Register

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

Housing Related Debt

Monies owed to a landlord, such as a Local Authority, Housing Association, Arm's Length Management Company or for temporary housing accommodation provided under homeless duties, hostels or supported housing projects, in respect of current or former tenancies. It can also include other debts such as re-chargeable repairs, court cost, support charges and prevention fund monies (e.g. bonds, rent in advance). Debts written off as part of bankruptcy or which are statute barred will be disregarded. DEBT means TRUE debt and does not include arrears where the housing provider is in receipt of regular housing benefit payment or direct debit / standing order which clear the rent account. Housing related debt does not include council tax debts.

Intentionally Homeless

A person's homelessness, or threat of homelessness, was caused by something that they deliberately did or failed to do.

Introductory Tenancy

An initial 12-month tenancy granted to new council tenants. The introductory tenancy is a trial period for the tenant to demonstrate to the Council that they can maintain their tenancy agreement.

Local Connection

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

Localism Act 2011

Legislation which has amended powers and duties of a local authority regarding the allocation of properties.

Locality

Local authority area in which the applicant currently lives.

Local Lettings Policy (LLP)

A time limited policy, which is introduced to take account of local circumstances. Examples of this may be where a new housing development becomes available or where there is severe anti-social behaviour concentrated in a particular area. This means that these properties will be let outside of the housing allocations policy. Each scheme will establish the criteria that will be used. These criteria will vary dependent upon the circumstances that led to the LLP.

Mutual Exchange

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

Priority Need

An individual who would be more vulnerable than other applicants if they were made homeless e.g. families with children.

Qualification

Assessment of whether an applicant qualifies to join the register under the qualification criteria set by Doncaster Metropolitan Borough Council.

Reasonable Preference Category

The phrase used in the Housing Act 1996, Localism Act 2011 & Homelessness Act 2002 to describe those types of housing need that should be given priority in a local authority's allocations policy.

Registration Date

The date a complete application, with all required supporting information, is received. This date may be used as a tie-breaker to decide who receives an offer of accommodation. Applicants in the Bronze, General Band and Transfer List are held in registration date order.

Relief Duty

Where the council is satisfied that an applicant is homeless and eligible, it must take reasonable steps to help the applicant secure accommodation that becomes available for at least six months.

Resettlement Pathway

A structured programme of supported housing for rough sleepers, young people and those who are homeless to develop independent living skills.

Sensitive Let

Where an individual property is advertised subject to additional checks.

Single Point of Access Team

A team within our Home Options service who work with supported housing providers to access accommodation and support the move to independent living.

Transfer List

A list of council tenants held in date order who do not have an assessed housing need. Applicants on this list will be considered after applicants in other bands on the housing register with the exception of the General Band and where there is an assessed need for adapted accommodation.

Under-Occupying

Where a household is occupying accommodation that is larger than their maximum room entitlement.

Unintentionally Homeless

A person's homelessness, or threat of homelessness, was not caused by something that they deliberately did or failed to do.

2 Introduction

This is Doncaster Council's Housing Allocations Policy. The policy is operated on behalf of Doncaster Council by its Arm's Length Management Organisation, St Leger Homes of Doncaster (SLHD).

2.1 Policy Aims and Objectives

As we do not own enough properties to meet the demand from everyone who has registered to move to one of our homes, we need to have a system in place which aims to give priority for housing to those who are in most housing need and reflects local priorities.

- This document sets out how we will assess applicants, let our properties and undertake our statutory duties to ensure that reasonable preference is given to applicants in housing need
- Making **best** use of our housing stock
- Supporting stable and vibrant communities by creating sustainable tenancies
- Fulfilling our obligations under Part VI and VII of the Housing Act 1996 and Homelessness Act 2002, as amended by the Homeless Reduction Act 2017
- That we allocate properties according to our duties under the equalities legislation and in accordance with our **Homelessness and Rough Sleeping, and** Tenancy Strategies. Doncaster Council and SLHD are committed to making sure that people are treated fairly and allocations are effectively monitored

2.2 Legal Framework

The Housing Act 1996 part VI ("the Act") requires the council to make all allocations of housing accommodation in accordance with a published scheme. This document is the full scheme, a summary of this scheme is available free of charge to anyone who asks for a copy, and can be found at www.doncasterhomechoice.co.uk.

The Act provides the framework for allocating housing accommodation, and defines categories of people who must be given reasonable preference when allocating accommodation. These categories, including locally agreed priorities, are outlined in section 5.

The Act also requires the council to outline its position with regard to giving applicants choice on the housing offer or to allow households to make a statement of preference on the area in which they wish to live (see section 2.4).

The provisions of the Localism Act 2011 allow the council the freedom to determine who qualifies for housing accommodation in its area, and develop solutions which make the best use of its social housing stock.

~~'Guidance for Local Authorities in England on the Allocation of Accommodation'~~ The government has issued statutory guidance which is updated periodically. Local authorities are required to have regard to this guidance when exercising their functions under Part VI of the 1996 Act.

~~'Providing Social Housing for Local People: Statutory Guidance on Social Housing Allocations for Local Authorities in England'~~ was published by the Department for Communities and Local Government in December 2013. Local Authorities are required to have regard to this guidance when exercising their functions under Part VI of the 1996 Act.

~~The policy will have regard to subsequent legislative changes including on criteria or eligibility.~~

2.3 Related Strategies

This policy has regard to:

- Doncaster Council's Housing Strategy
- Doncaster Council's Tenancy Strategy
- Doncaster Council's Place Plan
- Doncaster Council's Homelessness and Rough Sleeping Strategy

2.4 Statement of Choice

We advertise available properties through a choice based lettings scheme known as 'Doncaster HomeChoice'. The scheme enables applicants to view each available property so that they can choose which properties to bid on from the properties they are eligible for. to move to. This system gives more transparency and choice to the allocation process as we will give feedback on how each property is let through the 'Recent Lets' page on our website. This, and other available information, will explain how your application will be assessed and your chances of being rehoused. More information is available on our website at: www.doncasterhomechoice.co.uk.

2.5 Suspension of the Housing Register

Doncaster Council reserves the right to suspend the Housing Register and allocations process in response to an emergency situation and/or extraordinary circumstances where there is an overwhelming short term demand on available housing stock. This decision will be made by SLHD's Chief Executive Officer, in consultation with Doncaster Council's Housing Portfolio Holder.

3 Eligibility

All applicants will be considered. The Act and associated legislation states that some applicants are not eligible for an allocation of social housing (except for certain existing social housing tenants, including those seeking a transfer, who are to be given reasonable preference). Those who are assessed as not being eligible will be notified in writing. We will give the reasons why and inform the applicants that they have the right to a review, as outlined in section 8.

3.1 Who is not eligible?

A person from abroad who is subject to immigration control within the meaning of the Asylum and Immigration Act 1996 is ineligible for an allocation of housing accommodation unless they:

- Fall into one of the categories of people set out in regulations who are ~~allowed to apply~~ **eligible**
- Or where the Secretary of State has prescribed a household as being ineligible for the allocation of social housing by Local Authorities in England

We will not ~~allocate~~ **offer a joint tenancy** to two or more people where one party is ineligible.

Where the applicant falls into one of the ineligible groups, but is a current council or housing association tenant and is requesting a transfer, they may be eligible if their assessed housing need is in a reasonable preference group as defined by the 1996 Housing Act Part VI.

As previously stated, the eligibility of persons, including those from abroad, is determined by the Secretary of State and is subject to change. We will have regard to any changes that occur after the publication of this policy.

Eligibility for an allocation may change over time. Therefore, acceptance onto the register does not guarantee that the ~~person~~ **applicant** will be allocated accommodation. Eligibility will be confirmed again at the point of consideration of making an offer of accommodation and on review of their application. Where a ~~person's~~ **applicant's** circumstances changed and they are no longer eligible, their application will be removed from the housing register.

4 Qualification

In addition to being eligible, applicants need to then qualify to join the housing register. Those who are assessed as non-qualifying will be notified in writing. We will give the reasons why and inform the applicant that they have the right to a review, as outlined in section 8.

4.1 Who does not qualify?

- Applicants without a local connection (see section 4.2)
- Applicants under the age of 16 years
- Applicants who own or have a financial interest (and/or have transferred ownership of a property but have continuing rights to live there) with equity in their property of more than £120,000, will not be registered unless they have an assessed housing need which they are unable to resolve. This is to support access to affordable housing, predominately for older people to access appropriate sheltered housing and reduce demand on Adult Social Care
- Applicants or members of their household who have a history of significant antisocial behaviour which may include violence or threats of violence to staff or agents of Doncaster Council, SLHD, Registered Providers, previous landlords or the police or if they have been a tenant considered in breach of their tenancy. Each case will be assessed on its own merits.
- Applicants or members of their household with a history of significant unsatisfactory tenancy conduct or behaviour
- Applicants or members of their household with housing related debt equivalent to 8 weeks rent arrears with the exception of applicants in the Platinum Resettlement Category who have been identified as ready to move into independent living and are engaging with the resettlement process, where we will disregard former rent arrears.

We reserve the right to consider applicants in exceptional circumstances who are defined as non-qualifying above, including current Doncaster Council tenants who have accrued housing related debt and have been recommended for rehousing to smaller accommodation by the SLHD Tenancy Sustainability team.

Qualification for an allocation may change over time (e.g. where there has been a change in the law) therefore, acceptance onto the register does not guarantee that the person will be allocated accommodation. Qualification will be confirmed again at the point of consideration of making an offer of accommodation and on review of an application. Where a person's circumstances have changed and they no longer qualify, their application will be removed from the housing register.

Where an applicant has previously been assessed as not to qualify, they can make a new application if they consider that they should now be treated as qualifying, but it will be for the applicant to show that their circumstances have changed.

4.2 Local Connection

Doncaster HomeChoice operates a scheme with a local connection criteria. Applicants aged 16 or over are able to apply and they must provide evidence that they have a local connection to Doncaster for a minimum of 3 years up to and including the date of their application.

A person has a local connection where:

- They have lived for the last 3 years in Doncaster through their own choice – this does not include residence in prisons, institutions etc. or where they have been rehoused in temporary accommodation in the area by another Local Authority
- They are currently employed in Doncaster and have been for the last 3 years
- They have direct family who live in Doncaster and have done so for the last 3 years. Direct family members are spouses, civil partners, parents, grandparents, sons, daughters, brothers or sisters
- They have other special circumstances that connect them to Doncaster

4.3 Applicants Exempt from the Local Connection Criteria

- Members of the armed forces and former service personnel, where the application is made within 5 years of discharge
- Bereaved spouses, civil partners **or divorced/separated partners** of member of the armed forces leaving service family accommodation following the death of their spouse or partner **or relationship breakdown**
- Serving or former members of the reserved forces who need to move because of a serious injury, medical condition or disability sustained as a result of their service
- Existing social housing tenants who have a need to move to a particular locality in Doncaster where failure to meet that need would cause hardship; and have a need to move for work-related reasons, as set out in regulations under the Right to Move 2015
- Homeless applicants as defined in Part VII of the Housing Act 1996 where they have not been referred to another housing authority
- **Domestic Abuse Victims living in refuge accommodation in the borough where they have not had a statutory homeless decision with another Local Authority, and returning to an area would put them at risk**
- Applications may be considered via the National Witness Protection Scheme. This will be decided on a case by case basis by the Head of Access to Homes or Director of Housing Services of SLHD
- Doncaster Council tenants who are assessed into a priority band of Platinum, Gold or Silver
- Doncaster Council tenants on the separate Transfer List who have lived in their current tenancy for a minimum of 12 months

4.4 What checks are made on applicants and what documents are needed?

An application will remain inactive until we receive all the information we require to complete a full assessment. This means that we cannot allocate a property to the applicant during this period. The onus is on the applicant to provide information to confirm their identity, residence and circumstances within 28 days of their original application or change in circumstances. **Where the applicant fails to do so, we will not progress their application.**

As a minimum requirement, all applicants must provide the following:

- Two forms of identification, one of which shows their current address, and one of which confirms their National Insurance number; and photographic ID where available
- Confirmation of local connection
- Proof of Child Benefit/Child Tax Credit for dependent children
- Proof of residence of other household members
- Any evidence or information to support a priority
- Validation of information supplied from the Border and Immigration Agency
- Landlord references from a current and/or previous landlord where the applicant has been resident at the current address for less than 12 months
- A satisfactory home visit and rental statement and confirmation of no known antisocial behaviour from partner agencies may be accepted in the absence of a landlord reference

Where the applicant is in the Resettlement Category and is ready to move into independent living, more flexibility will be applied.

4.5 Financial Resources

- Applicants must give details of their financial resources on the housing application form. This includes any interest in or ownership of property or land. We use this to determine if they qualify to be accepted onto the housing register. We also use this information to decide what, if any, priority we will award.
- **Where applicants own or have a financial interest (and/or have transferred ownership of a property but have continuing rights to live there) with equity in their property of more than £120,000, will not be registered unless they have an assessed housing need which they are unable to resolve, they will not qualify to join the housing register**

Where applicants choose not to disclose this information, we reserve the right to not register a housing application.

4.6 Tenancy Sustainability

A key part of the process involves a Tenancy Sustainability Assessment. This will identify those applicants who may be at risk of failing to maintain a tenancy.

The assessment will provide an opportunity to identify the best housing solution for the applicant and the support that may be necessary to ensure the best chance of a sustained tenancy. We may also offer tenancy support to applicants at risk of tenancy failure before they are rehoused.

~~Before we offer a tenancy, we will assess whether an applicant has any housing support needs that could affect their ability to manage a tenancy successfully.~~ This could also include referring an applicant to supported accommodation before we offer a tenancy.

We assess housing applications from ex-offenders through a multi-agency risk assessment process. SLHD is a member of the Safer Doncaster Partnership and we work with South Yorkshire Police, Probation Service and other partners to complete this process. This ensures that any offers of housing we make are in accordance with the risk assessment framework.

4.7 Harassment and Violence

Where an applicant has said they need to move because they are suffering violence, threats of violence or harassment, they will be assessed by the Housing Assessment Panel (see section 7.6). The panel will consider the evidence provided and a decision will be made as to whether additional preference should be given.

We will consider other measures e.g. close circuit television, injunctions, mediation or sanctuary schemes but, our primary concern is for the ongoing safety and wellbeing of the victim.

4.8 What happens if false information is provided or where relevant information is withheld?

It is essential to supply the correct information. An applicant seeking to obtain accommodation or enhance their priority by making a false statement, by withholding relevant information, or by failing to tell Doncaster HomeChoice about any changes in circumstances, may have their application cancelled. **This applies to all stages of the application process.**

4.9 Deliberate Worsening of Circumstances

Where we have reason to believe that an applicant has deliberately worsened their circumstances to get housing priority, we will suspend their application and investigate. If our investigation cannot show deliberate intent, we will reinstate their priority from their original effective/registration date.

Any applicant who has deliberately worsened their circumstances will not be awarded additional priority however, we also reserve the right to cancel their application.

This includes owner-occupiers who choose to sell their home, without first securing alternative suitable accommodation, when it would have been reasonable for them to remain.

If the applicant has been allocated a property in these circumstances, then we may take court action to evict them under Ground 5 in Schedule 2 of the Housing Act 1985 (as amended by section 146 of the Housing Act 1996).

4.10 Suspensions

Some circumstances may result in your application being suspended for up to 12 months. Following the suspension period ~~12-month period~~, the application will be reassessed, the circumstances this includes can be:

- Certain criminal convictions
- Prisoners who do not have a release date
- If we find out that you may have become ineligible or non-qualifying to remain on the register, we will suspend you while we carry out our investigations
- Where we decide that an applicant requires tenancy support **or supported housing** to be put in place before we offer a tenancy
- Where an applicant is in the Resettlement Pathway and is not ready to move into independent living
- Where an applicant is in the Homeless Prevention Category where they do not have access to housing costs and homelessness can be prevented
- Where an applicant has not updated their housing application **on review** at the request of Doncaster HomeChoice within the timescales given. Applications will be reinstated from the original application date if contact is made within a 3 month period of being suspended and rehousing is still required

Suspension penalties for refusal of a reasonable offer of accommodation are for 6 months in the following circumstances:

- Applicants in the Platinum Band who have refused one suitable offer
- Homeless applicants in all bands who have refused one suitable offer these include Statutory Homeless applicants, those at risk of homelessness, under relief, in prevention, homeless at home, intentionally homeless and homeless non priority
- Applicants in all other bands who have bid and then refused two offers. This includes refusals of adapted accommodation which would have been suitable

All homeless applicants will also have their homeless priority removed and application reassessed.

4.11 Right to Not Offer a Property

The Council reserves the right to not offer a property following verification checks made at the offer stage, or additional information being received. Examples of circumstances where this applies include but are not limited to:

- Where the property is not large enough and would result in statutory overcrowding or unacceptable and cramped living conditions
- Where applicants or members of their household have been given priority to move to a particular location and bid on a property not within or close to the agreed location
- Where applicants or members of their household have specific needs for a property with certain access and bathing facilities to meet their medical needs and the property does not meet these criteria
- Where the behaviour or lifestyle of applicants or members of their household will not support a sustainable tenancy, for example where this will negatively impact residents in a sheltered housing bungalow or flat complex
- Where applicants or members of their household have been involved in anti-social or criminal behaviour in the last 12 months
- Where the applicant or members of their household have breached a condition of their current tenancy e.g. rent arrears
- Where applicants or members of their household do not meet the criteria of a Local Lettings Policy applied to a particular property or area
- Where the property is no longer available

Where the Council has reserved the right not to offer a property, the applicant will be notified in writing of the reasons for this decision and inform the applicant that they have the right to a review, as outlined in section 8.

5 How the Banding Scheme Works

This section explains the banding scheme we use to decide the priority we give to an applicant. There are five bands within the scheme, three priority bands, Platinum, Gold and Silver and two non-priority bands, Bronze and General.

We also have a Transfer List outside of the scheme for non-priority transfers.

The banding scheme takes into account reasonable preference categories as set out in section 166A(3) of the Housing Act 1996 (as amended).

All Doncaster Council tenants who are accepted onto the register will be given advice and support to access the Mutual Exchange register **as this may be a more realistic way to move due to the demand for properties.**

The band in which an applicant is placed, is based on the information supplied on the application form, and relevant supporting information confirming current circumstances.

5.1 Platinum Band

Full Duty Homeless applicants in accordance with part VII of the Housing Act 1996 and Homelessness Act 2002 as amended by the Homelessness Reduction Act 2017.

Households who are in priority need who have a local connection and have not made themselves intentionally homeless. It includes applicants who do not have a local connection but who would not be safe if they were made to return to an area where they have a local connection. We will award Platinum Band from the decision date if alternative private rented accommodation is not available. Where an applicant has been in this priority band for a period of one month and has not placed a bid on reasonable or suitable accommodation an offer of suitable accommodation will be made to discharge the full housing duty.

Applicants who are assessed as being statutory homeless under part VII of the Housing Act 1996 and are owed the full housing duty.

We will award Platinum Band from the decision date if alternative suitable private rented accommodation or alternative suitable accommodation is not available. Where an applicant has been in this priority band for a period of one month and has not placed a bid on reasonable or suitable accommodation, an offer of suitable accommodation can be made to discharge the full housing duty. Timescales for this are dependent on circumstances and housing supply.

Applicants who are assessed as having limited housing options in the Homeless relief duty or in temporary accommodation.

Where homelessness cannot be prevented and the applicant is owed a relief duty under Section 189B of the Housing Act 1996, is in priority need and the local authority is not minded to believe that the household has become intentionally homeless, or where the applicant is placed in temporary accommodation under s188 and the local authority is not minded to believe they are intentionally homeless.

This priority will only be awarded where the applicant has limited housing options and we are unable to access the private rented sector or alternative suitable accommodation. This is subject to assessment by our Home Options Service.

Former Statutory Homeless applicants who reapply within two years of acceptance of a private rented sector offer under section 195A(1).

The section 193(2) duty will apply regardless of whether the applicant has a priority need where:

- a) a person makes a re-application for assistance within two years of accepting a private rented sector offer under section 193(7AA); and,
- b) the applicant is eligible for assistance and has become homeless unintentionally

Applicants in the Resettlement Pathway ready for independent living

Platinum banding will only be awarded where the applicant's engagement in the 'Resettlement Pathway' is confirmed by the Single Point of Access (SPOA) Team. The SPOA Team will confirm engagement where individuals meet the criteria below:

- The individual was placed via Home Options and SPOA Team from the start of their supported accommodation placement
- The individual has successfully completed a period of support
- The Individual has an up-to-date rent account and service charge
- Local connection rules apply in relation to the allocations policy
- The vacancy created by moving the individual on will be made available by the provider to Home Options SPOA Team as part of continued flow through the Supported Pathway
- Individuals will not be considered to be engaging in the resettlement pathway if they are refusing other suitable and reasonable move-on options such as Private rented sector or non-commissioned supported accommodation

Applicants whose property is in the Doncaster Borough and has been approved for demolition or clearance by the council.

We will move applicants to the Platinum Band at a date provided by Doncaster Council's nominated officer.

Lodgers, who are able to prove 12 month's residency prior to the clearance order being made, can submit a separate application.

Owner Occupiers in the approved demolition or clearance area will be moved into the Platinum Band once they have formally agreed to sell their property to Doncaster Council where this is necessary to progress the regeneration scheme.

Private tenants in the approved demolition or clearance area will be moved into the Platinum Band once their landlord has formally agreed to sell their property to Doncaster Council.

Applicants will be placed in this band where major works are required to their property and a vulnerable group is in residence as defined in the Housing Health and Safety Rating System, making it uninhabitable and after an assessment has been carried out as to whether they can resolve their own housing need.

Applicants will be placed in this band from a date directed by the Council's Housing Enforcement Team or the Executive Management Team of SLHD. Applicants who obstruct any repairs will have this priority removed.

Applicants unable to return home from hospital, as their current property does not meet their medical needs or where temporary accommodation would be inappropriate or they require immediate re housing preventing an admission to hospital or institution.

The category includes people who have been in hospital or other institutional care setting where their current home is no longer suitable to return to, even as a temporary measure. Confirmation of the situation must be provided stating that the applicant is ready for discharge and their current property is unsuitable, giving the reasons why. Applicants who did not have a home they could reasonably occupy before they went into hospital will be subject to a homelessness assessment. We will award Platinum priority from the date we are notified of discharge arrangements. In the event that the council decided the current home is suitable to adapt or have additional support and this is the preferred solution, the application will not be placed in the Platinum Band.

Armed Forces and former Armed Forces personnel in urgent housing need with 5 years of discharge.

This will include those:

- Leaving Armed Forces with no suitable accommodation and in urgent housing need
- Those injured or disabled needing urgent rehousing
- Bereaved spouses or civil partners who will no longer be entitled to reside in accommodation provided by the Ministry of Defence and do not have alternative suitable accommodation
- Divorced or separated partners who will no longer be entitled to reside in accommodation provided by the Ministry of Defence and do not have alternative suitable accommodation

Platinum priority will be given following confirmation of discharge and verification of housing circumstances, including financial resources.

Foster Carers in Doncaster who do not have suitable accommodation to foster and are not able to resolve their own circumstances.

Confirmation is required from the relevant foster caring service stating that the applicant is an agreed Foster Carer, where their current accommodation is unsuitable and they are unable to resolve their own circumstances. Priority will be awarded from the date that they are agreed as a Foster Carer.

Tenants vacating adapted accommodation where the adaptations are no longer required by a member of the household.

This priority will be awarded where the council is requesting an urgent move due to the extensive nature of the adaptations with an identified applicant in need.

Tenants releasing a council house by moving into a bungalow or flat.

This priority will be awarded where the tenant has complied with the terms of their tenancy agreement and the current property is found to be in a satisfactory condition. This will be confirmed by the Housing Management Team.

5.2 Gold Band

Applicants whose current home is overcrowded by two or more bedrooms.

We will use the following criteria to assess overcrowding. A separate bedroom to each:

- Married or cohabiting couple
- Person who is not a child (aged 16 or over)
- Pair of adolescents aged 10-16 years of the same sex
- Pair of children aged under 10 years regardless of sex

In the case of a property with 2 reception rooms, 1 room will be counted as a bedroom provided it could be reasonably used as such. If the overcrowding occurs for reasons other than natural overcrowding, proof will be required that there was no other option and that the situation has existed for a 6 month period. Proof of permanent residence will be required.

We will take a pragmatic approach where an offer of accommodation will significantly improve the circumstances of the applicant. We will not rehouse an applicant into accommodation that results in them being statutory overcrowded **or living in unacceptable and cramped living conditions**

Applicants occupying a property that has been assessed as a category one hazard under the Health and Safety Rating System with a vulnerable group in residence, excluding crowding and space standards.

Applicants living in private accommodation assessed to be prejudicial to health as defined by the Environmental Protection Act or Category One under the Housing Health and Safety Rating System Regulations, where it is agreed by the Council's Enforcement Team and the Doncaster HomeChoice manager that the most appropriate course of action is to re-house the household. Where the applicant is the owner occupier of the property, they are only eligible if they are not able to resolve their circumstances (this includes raising funds through a loan or mortgage). In all cases, where access to undertake works is unreasonably restricted, this will result in priority being removed.

Applicants in critical need for re-housing due to medical or welfare reasons.

Medical priority will be given to people who are chronically sick or severely disabled where their current home is substantially unsuitable for their needs. In the case of physical disability, a suitably qualified Doncaster Council Officer will assess whether adaptation work to an applicant's home is appropriate. Priority will only be given if re-housing is assessed to be more appropriate than undertaking adaptation work to the applicant's existing home and where applicants do not have the ability to resolve their own circumstances.

Welfare grounds covers applicants who need to move for urgent social or welfare reasons where there is an immediate need to move. This would include special guardians, holders of a residence order and family and friends who are not foster carers but who have taken on the care of a child because the parents are unable to provide care and has been approved by Children Services.

This category also includes those who could not be expected to find their own accommodation, such as young adults with learning disabilities who wish to live independently in the community with appropriate support.

Applicants that need to move to a particular location as not to do so would suffer hardship to themselves or others.

This includes those who will give or receive support to access specialist medical treatment or give or receive care. In these cases, an established ongoing medical need must be demonstrated such as mental illness or disorder, physical or learning disability, or a progressive medical condition. We will also take into account access to transport and distance which impacts on the ability to give or receive support or care in a significant way **and the frequency of care**.

This also includes Doncaster Council tenants who are affected by Welfare Reform and are under-occupying their current tenancy by 2 or more bedrooms and where rehousing to smaller alternative accommodation is recommended by SLHD Tenancy Sustainability Team following assessment of their circumstances.

Applicants in service tenancies.

Applicants in service or tied tenancies will need to contact the Doncaster HomeChoice team as soon as it is known they must leave their accommodation and evidence of this will need to be provided.

If an applicant is in accommodation tied to their employment with Doncaster Council and they are retiring (or the service is subject to change), consideration will be given by Doncaster Council to them being given the opportunity to remain in their current accommodation where a service tenancy is no longer required. Any application will be reviewed on a case by case basis ~~by the Housing Services at St Leger Homes~~ and will include reference to the continuing needs of the service and type of accommodation occupied and other criteria outlined in this Allocations Policy.

Leaving care.

Any young person under the age of 25 that the council has assessed and owes a duty to house under the Children Act.

At risk of homelessness.

Applicants who **are eligible and qualify to join the housing register** and have been assessed by Doncaster Council's Home Options Service as at risk of homelessness, have a local connection, are not statutory homeless and have a priority need under the Housing Act 1996 and Homelessness Act 2002, as amended by the Homeless Reduction Act 2017. **This includes where a need to move to prevent homelessness is agreed by Housing Options as part of the customer's Personal Housing Plan.**

Violence or Harassment.

Applicants who require rehousing as a result of violence, threats of violence or harassment will be assessed by a multi-agency assessment panel who will consider the evidence provided as to the severity, and therefore the urgency, of the rehousing need and whether additional preference should be given.

Other measures will also be considered e.g. close circuit television, injunctions, Mediation or Sanctuary Schemes but, the primary consideration is for the ongoing safety and wellbeing of the victim.

Supported planned move due to Domestic Abuse.

Where an applicant who is being supported by agencies as needing to make a planned move due to Domestic Abuse rather than remain in their current home. We will ensure that the property type and location supports a risk management plan.

5.3 Silver Band**Doncaster Council tenants who are under-occupying their current home and request to move to smaller accommodation.**

This includes Doncaster Council tenants who are affected by Welfare Reform and are under-occupying their current tenancy by 1 bedroom and where rehousing to smaller alternative accommodation is recommended by SLHD Tenancy Sustainability Team following assessment of their circumstances. Silver Band priority will be awarded where the tenant has stated they wish to move to smaller accommodation where they are under-occupying their current home. Where applicants have housing related debt due to under-occupation, they will be subject to an assessment by SLHD Tenancy Sustainability Team who will request priority dependant on the outcome of their assessment.

Applicants whose current home is overcrowded by 1 bedroom.

We will use the following criteria to assess overcrowding. A separate bedroom to each:

- Married or cohabiting couple
- Person who is not a child (aged 16 or over)
- Pair of adolescents aged 10-16 years of the same sex
- Pair of children aged under 10 years, regardless of sex

In the case of a property with 2 reception rooms, 1 room will be counted as a bedroom provided it could be reasonably used as such. If the overcrowding occurs for reasons other than natural overcrowding, proof will be required that there was no other option and that the situation has existed for a 6 month period. Proof of permanent residence will be required.

We will take a pragmatic approach to the size of the property where an offer of accommodation will significantly improve the circumstances of the applicant.

We will not rehouse an applicant into accommodation that results in them being statutory overcrowded **or unacceptable and cramped living conditions**

Non-priority homeless.

Applicants **who qualify to join the housing register and** have been assessed by Doncaster Council's Housing Options Service as homeless without having a priority need under the Housing Act 1996 and Homelessness Act 2002, as amended by the Homeless Reduction Act 2017.

Intentionally homeless.

Applicants **who qualify to join the housing register and** ~~who~~ have been assessed by Doncaster Council's Housing Options Service as intentionally homeless and having a priority need in accordance with the Housing Act 1996 and Homelessness Act 2002, as amended by the Homeless Reduction Act 2017.

~~If no bids have been placed in the last 12 months, the application will be cancelled.~~

Applicants taking up a particular employment, education or training opportunity.

This includes existing social housing tenants who have a need to move to a particular locality in Doncaster where failure to meet that need would cause hardship; and have a need to move for work-related reasons, as set out in regulations under the Right to Move 2015

~~All applicants will be assessed by Doncaster HomeChoice~~ **will assess all applicants** and Silver priority will be awarded based on individual need where an applicant needs to move to a particular locality and hardship would be caused if they did not move.

Applicants in substantial need for rehousing due to medical/health or welfare reasons.

Medical priority will be given to people with an identified ongoing level of illness or disability. This category includes applicants who are able to use the facilities within their current home, but is not wholly suitable for their needs due to physical or mental ill health. Their need will be assessed by a Medical Officer or Occupational Therapist.

This category also includes applicants who need to move for moderate social or welfare reasons, including to give or receive care.

Tenants vacating adapted properties where the adaptations are no longer needed by a member of the household.

5.4 Bronze Band

~~Those applicants whose priority band has been removed after they have refused 3 reasonable offers will be placed in the Bronze Band. This is with the exception of Platinum Band Full Duty Homeless applicants who are eligible for 1 offer only before their priority is removed.~~

Applicants who have not been assessed as having a priority but still wish to move will be placed in the Bronze Band, with the exception of applicants indicated below.

5.5 Transfer List

~~Applicants who are Doncaster Council tenants, who have lived in their property for over 12 months and are not eligible to be included in **do not meet the criteria of** any category of the housing register, will be placed onto the transfer list after a satisfactory inspection of their home and confirmation of satisfactory tenancy conduct. If an applicant is then assessed into a Reasonable Preference Group detailed above, they will then be placed into the relevant priority band on the housing register.~~

~~Applicants on the Transfer List will be held in date order of application.~~

5.6 General Band

Applicants who own or have a financial interest in a property and have equity of less than £120,000.

It is important that we give housing priority to those who need it the most. For this reason, where applicants have no identified housing need or are able to resolve

their own situation, they will be registered in the General Band. We will consider someone as having sufficient finances to obtain housing for themselves where:

- They have assets and income of £120,000 and above

Where the applicant has specific requirements which they are unable to resolve, applications will be considered within this threshold. Confirmation of their individual circumstances will be considered against the criteria of the Housing Allocations Policy. We will also take into account disposal of savings, assets or capital when calculating the resources of the applicant including, the disposal of a property either below the market value or at nil value and any ongoing right of occupation.

5.7 What is the different between an effective date and registration date?

Applicants in the priority bands of Platinum, Gold and Silver will be placed in effective date order, which is the date the priority was awarded. This means that all priority applicants are fairly awarded priority based on their change in circumstances and not their original registration date. If two applicants moved into a priority band on the same date then the applicant with the earlier registration date will take priority.

Bronze and General Band applicants and Transfer List applicants will be held in order of registration date.

- If you are a serving or former Armed Forces personnel, we will backdate your registration date to reflect you length of service on receipt of your service record
- ~~If you are in the Platinum resettlement priority, we will backdate your effective date to the date of original application to reflect the length of time you have been in the resettlement pathway~~
- If your application has previously been suspended under a Homeless Prevention category and you are now able to access housing costs through a planned move, we will backdate your application date to the date of your original application. We will assess your circumstances and backdate any relevant priority effective date to reflect your original application date
- Where an applicant has not updated their housing application at the request of Doncaster HomeChoice within the requested timescales, their application will be suspended. Applications will be reinstated from the original application date if contact is made within a 3 month period of being suspended and rehousing is still required

5.8 Number of Offers and Removal of Priority

~~Applicants who are in the Platinum Band and have been assessed as Full Duty Homeless in accordance with part VII of the Housing Act 1996 and the Homeless Act 2002, as amended by the Homeless Reduction Act 2017, and have not placed a bid~~

~~on suitable and reasonable accommodation after one month may have their duty discharged by a suitable offer of accommodation.~~

~~Applicants who are in the Platinum, Gold or Silver priority bands and refuse three reasonable offers, will have their priority removed and will be placed in the Bronze Band. The exception to this is applicants who are in Platinum Band due to being assessed as Full Duty Homeless, as they would receive one offer of suitable accommodation only, in order to discharge the Council's housing duty under Part VII of the Housing Act 1996.~~

~~Applicants who are assessed into the Bronze and General bands who refuse three suitable offers of accommodation will have their application suspended for six months.~~

Offers of accommodation are limited on the following basis.

- One suitable offer of accommodation will be made to all Platinum Band applicants
- One suitable offer of accommodation will be made to Homeless applicants in all bands including Statutory Homeless applicants, those at risk of homelessness, under relief, in prevention, homeless at home, intentionally homeless and homeless non priority
- Two suitable offers will be made to all other categories of applicants in all other bands
- This includes refusals of adapted accommodation where the applicant has either bid or been nominated for the property and where it would have been suitable

All homeless applicants will have their homeless priority removed after one reasonable offer of accommodation and suspended for six months. All other applicants will be suspended for six months.

A suitable offer includes a direct offer as well as those where an applicant has placed a bid, and will take into account location, size and any assessed needs of the applicant including medical, access to existing schools and access to give or receive care. A suitable offer may not be in the applicant's preferred location.

Where a demolition scheme is being held up because applicants are still in their properties, despite all reasonable attempts to help them find suitable accommodation, one final offer of accommodation will be made. If the applicant refuses the property, their priority may be cancelled and legal action may be taken to repossess the property.

If applicants are not actively bidding on properties where it would have been reasonable for them to do so, their application will be reviewed and they may lose their priority status.

It will be the applicant's responsibility to bid for available properties but, support will be given where needed and actively identified.

6 Restrictions on the Allocation of Properties

This section sets out the requirements which applicants may be expected to fulfil before they are allocated a tenancy, including the restrictions we place on the allocation of properties.

6.1 What are the situations where an allocation may be denied or have a restriction placed on it?

- Applicants under 18

Applicants under the age of 18 must fulfil one of the criteria outlined below to be eligible to be considered for a tenancy:

- Have a support mechanism in place or a key worker available (each case will be assessed individually); or
- Have been accepted as homeless and in priority need under Part VII of the Housing Act 1996; or
- Be a recognised care leaver

We will work in partnership with the Doncaster Children's Trust Council's Children, Young People and Families Service and the 16/17 year old protocol.

In these circumstances, applicants will be allocated a License Agreement/~~Equitable tenancy~~ until they are 18 when, subject to suitable conduct, they will be offered an introductory tenancy.

We will establish if an applicant has a guarantor. We may not proceed with an allocation if a satisfactory guarantor cannot be provided.

- Rent arrears and other housing debt

Normally, applicants with rent arrears or other housing related debt equivalent to 8 weeks rent arrears will not qualify to join the housing register until their arrears have been reduced. This includes current or former tenant arrears, although current Doncaster Council tenants affected by under-occupation restrictions to housing benefit under Welfare Reform will be assessed separately by SLHD Tenancy Sustainability team and may be referred for rehousing under the scheme.

Housing related debt that is barred under the Limitations Act 1980 will not be taken into account.

If a customer is registered with housing related debt, it is expected that they will clear the arrears in full before any offer of accommodation is made if they are in a non-priority band.

Every case is considered on its merits and where there are extenuating circumstances, we may offer applicants a tenancy. ~~These cases will be reviewed and a decision made by a manager.~~

This mainly applies to applicants in Platinum, Gold and Silver Bands and we would require an agreed repayment plan to be in place with regular payments being maintained before we would make an offer. **We will verify an application before making an offer of accommodation and this may result in it being suspended where applicants do not meet this criteria.**

- Prisoners

Prisoners' housing applications will be activated when they have their release date confirmed. Until then, their applications will not be activated. However, an offer of accommodation will not be made until the prisoner is released.

- Sensitive Let

Where a sensitive let is required due to the location of a property or other circumstances, we may **bypass an applicant on the shortlist**, adjust the property eligibility rules, banding order or allocate the property by Direct Match. This is in exceptional cases only **and is in the interest of supporting community cohesion and tenancy sustainability. Any bypassed applicants will have the right to review this decision as outlined in section 8.**

6.2 What size and type of property will applicants be considered for?

Details of applicants' property eligibility ~~The Property Eligibility Table~~ can be found in Appendix A (The Property Eligibility Table). Where a property does not meet the identified housing needs of an applicant, any offer may be withdrawn. **The Property Eligibility Table** may be reviewed separately to the Housing Allocations Policy by a nominated officer in SLHD and Doncaster Council.

6.3 Restrictions on Flats and Bungalows

There are certain circumstances where we restrict access to the property type based on factors such as age, disability, pets, household size etc. Where there are restrictions, the property advert will explain them so that applicants are aware.

The main restrictions are for ground floor flats, sheltered housing, bungalows or adapted properties. For these properties, we usually restrict access to people aged 60 and over or those who have been assessed by an Occupational Therapist or Assessment Officer as requiring a certain type of adapted accommodation or facility. **Where a property is age designated and we advertise to applicants under 60, we will consider applicants aged 60 and over first and remaining applicants in band order.** General band applicants will be considered after applicants in all other bands as above. If the property is adapted, priority will be given to applicants with an assessed need for adaptations first including those under 60. This means that we may bypass a higher priority applicant if they do not have this need.

We may also apply restrictions on an individual basis. Where there is purpose built or extensively adapted accommodation, a direct nomination will be requested from Doncaster Council's Accessible Housing Register (AHR) to ensure best use of housing stock.

6.4 What size home can an applicant apply for?

When looking at bedroom requirements, we have taken into account the shortage of family housing in Doncaster and our need to make the best use of our housing stock.

As a result, we assess the number of bedrooms a household requires by counting the number of people to be housed, their ages and gender of children.

The exception to this is where an applicant is requesting rehousing due to demolition/clearance. Here, the applicant can request another property with the same number of bedrooms as (or fewer bedrooms than) their current home, even if the household does not now meet the minimum household size rules.

A woman who is pregnant with appropriate medical confirmation will be assessed as a household with a child. If she already has a child, the unborn baby will be treated as if it were the same gender.

We take into account households that have: carers, shared access, equal or staying access, to decide the number of bedrooms required.

We will also take account of the needs for more bedrooms for families approved to adopt or foster children.

Applicants may be considered for a bedroom in excess of their current assessed needs if they have staying access where a parent has the child up to the age of 18, to stay at least two nights in every week. We will require proof of access.

Due to the lack of family houses becoming available to relet, this property type will be restricted to the main carer and dependents.

If an extra bedroom is needed to give or receive care, we will require supporting evidence. We make a distinction between someone requiring frequent care and overnight care.

Due to the lack of 4+ bedroomed houses, we will prioritise Platinum and Gold band applicants with larger families for this type of accommodation before applicants who can be suitably housed in smaller accommodation.

We will take a pragmatic approach to property size where an applicant is overcrowded, when an offer of larger accommodation will significantly improve the circumstances of the applicant.

We will not make an offer of a property if it will result in statutory overcrowding **or unacceptable and cramped living conditions.**

6.5 Local Lettings Policies

In the interest of creating and maintaining sustainable communities where people want to live, we may introduce local lettings policies.

Local lettings policies will usually be proposed by St Leger Homes but must be agreed by Doncaster Council and have agreed review dates.

As local lettings policies are subject to frequent review and change, they are not listed in this document. A copy of any current policies in place can be found on the Doncaster HomeChoice website: www.doncasterhomechoice.co.uk.

When we advertise properties within a local lettings scheme, we will make this clear in the advert.

7 Advertising and Letting Properties

This section explains how Doncaster HomeChoice will advertise available properties, sort the bids once the advertising cycle has closed and then offer properties to the successful applicants.

Properties will be advertised in accordance with the publicised cycle.

7.1 Bidding for Properties

Bids can be made by telephone, via the internet or in person at reception points.

We operate an assisted bidding list for applicants who require additional support.

Bids can be withdrawn by the applicant at any time within the advertising cycle and reused on alternative properties.

There is no advantage to bidding at the beginning of the advertising cycle, as properties are not let on a first come first serve basis.

When the advertising cycle is closed, we will look at the generated list of applicants who have expressed an interest in a property. Following verification checks, we will offer them in the following way:

- Meeting the lettings criteria as stated in the property advert
- Band
- Effective date
- Registration date

This is with the exception of purpose built or extensively adapted accommodation where we will request nominations from Doncaster Council's Accessible Housing Register (AHR), **and sheltered accommodation outlined in section 7.8.**

7.2 Low Demand

We have a range of options available to enable successful allocation of accommodation. Where we know we have less demand for a property, we will use one of the following options:

- Open Market

Applicants who do not meet the qualification requirements as detailed in section 4.1 but can demonstrate that they can maintain a tenancy, may be considered for the open market. These properties will be clearly marked during the advertising cycle.

- Fast Track

In certain circumstances, we may vary the property eligibility rules and invite applicants to place a bid on properties that they would normally not be able to bid on. These properties will be clearly advertised and may be advertised outside of the normal bidding cycle.

Where we have lower demand properties that we may not be able to let to applicants on the housing register, we will advertise these properties on our website and reserve the right to vary property eligibility. On this rare occasion, we may relax the eligibility criteria or age restrictions, to make best use of stock.

7.3 How do applicants find out if they have been allocated the property?

We will contact the successful applicant who will have to decide whether to accept the offer before they will be considered for further offers. If an applicant appears at the top of more than one shortlist in the same advertising cycle, they will be contacted and asked which property they prefer, unless they are currently under offer for a property advertised in a previous cycle. Any offer is subject to confirmation that the applicant is still eligible and qualifying at the time of the offer.

Offers are made subject to a satisfactory verification process confirming the **current** circumstances, eligibility and qualification of the applicant. Applicants will only be made one offer at a time. Once they are made an offer, an applicant will not be considered for other offers of accommodation until the current offer is refused.

Applicants who are unsuccessful will not be contacted. However, feedback on homes that have been let will be published weekly at www.doncasterhomechoice.co.uk, giving the successful applicant's band, effective date and registration date. This information, and information on turnover of accommodation across the borough, will help applicants understand their chances of being rehoused.

7.4 How long will applicants be given to decide whether to accept the offer of a property?

Applicants will normally be given 24 hours to make a decision on an offer after an accompanied viewing of the property. **Applicants must also make themselves available and respond to any contact within this timescale or they may be bypassed if we are unable to contact them.**

7.5 Will all properties be advertised to bid on?

All properties will be advertised to bid on with the exception of properties with the following criteria:

- **Purpose built properties or those with extensive adaptations** which meet the specific needs of identified applicants with mobility or other medical conditions where a direct let will ensure best use of stock, due to the lack of this type of accommodation
- **Properties identified for temporary accommodation which will be passed to the Home Options Service**
- **Housing Management purposes** such as decanting during major refurbishment, use as temporary accommodation or allocation to an applicant on the Transfer List as a direct let. Also during situations where the rehousing of a household must be a managed process and it is inappropriate to advertise or for cases identified through the No Homeless Process
- **The Housing Assessment Panel** will assess and decide on Housing Management Lets. This may include applicants who are left in occupation of a Doncaster Council home. In exceptional cases where strict confidentiality is required, a decision will be made by the Director of Housing Services at St Leger Homes and in their absence, the Head of Service for Access to Homes
- **Extra Care Housing Schemes** – Access to Extra Care housing will be assessed separately by a panel as these schemes need a balance of tenants with varying levels of personal care and support needs. This is outside of this process **and managed by Doncaster Council's Adult Services**
- **Regeneration Schemes** – Where a demolition area has been agreed by a Doncaster Council cabinet decision to allow for regeneration, it may be necessary to ring-fence properties in adjacent areas for applicants whose homes are to be demolished. In this instance, the decision to ring-fence will be made by a panel chaired by the Council's nominated officer. The following factors will be taken into account when making a decision to ring-fence properties:
 - Timescale of demolition
 - Availability of suitable properties in the area
 - Impact of other priorities

Where there are complex or multiple needs that can only be met within a reasonable timeframe within that area, a decision may be taken by the panel to lift the ring-fencing for such cases.

Feedback on these allocations will be advertised as a Direct Match.

7.6 What is a Housing Assessment Panel?

There may be times when certain circumstances are not covered fully by the allocations policy or may need further assessment. These cases will be referred to the Housing Assessment Panel. We will look at each case individually and assess it on its own merits. We will involve the appropriate agencies before we reach a decision, including multi agency meetings where appropriate. **If a direct match is agreed, this will be on a one offer basis and may not be in the preferred area of the applicant.**

7.7 What properties are given to the different bands?

Generally, properties will be advertised with a priority order of Platinum, Gold, Silver, Bronze, Transfer List and then General Band. General Band applicants will be considered after applicants in all other bands and applicants on the Transfer List. This is to meet applicants in identified housing need and give lower priority to applicants who have the resources available to meet their own housing need.

5% of properties will be advertised to applicants in lower bands to support sustainable communities. The bidding priority will be clearly labelled on the advert. Allocations will include new build council homes.

~~Certain properties will also be advertised giving applicants in the Open Market an opportunity to place a bid. These applicants will be considered after all other bands.~~

This priority order may be varied under the terms of individual Local Lettings Policies **or** sensitive lets or fasttrack properties.

~~Applicants on the Transfer List who have been made three reasonable offers of accommodation may have their application suspended for a period of six months.~~

7.8 Adapted Properties

Adapted properties, with the exception of purpose build or extensively adapted properties, will be advertised for applicants to bid on and priority will be given to applicants assessed as having an identified need for adapted accommodation. This will include younger people with assessed medical needs for adapted accommodation who will be eligible to bid on age restricted adapted accommodation, although any offer will be subject to a satisfactory risk assessment ~~and Occupational Therapist assessment.~~

Eligible applicants will be assessed ~~by an Occupational Therapist~~ and their requirements determined by Doncaster Council's AHR.

In general, the tenancy of any adapted property will be in the sole name of the applicant with a disability.

7.9 Exhausted or Nil Shortlist

Where a property is advertised and not let, due to refusals or no bids, we reserve the right to vary property eligibility. On this rare occasion, we may relax the eligibility criteria or age restrictions, to make best use of stock.

7.10 Type of tenancy that will be offered

The type of tenancy that will be offered will be granted in accordance with Doncaster Council's Tenancy Strategy.

7.11 Withdrawing Offers or Properties from Advert

In exceptional circumstances, it may be necessary to withdraw an offer for example, where there is a change in the applicant's circumstances that affects their application, where false information has been given or where relevant information has been withheld. All instances of offers being withdrawn will be discussed with the applicant. This includes where a property is no longer available to let or required for an emergency.

7.12 Offers to Employees/Elected Members/Board Members

In order to ensure that we are treating all applicants fairly, any applications from employees of Doncaster Council or SLHD, Elected Members or SLHD Board Members and their relatives, must be disclosed on the application form. These applications will be processed in the normal way, but in order to demonstrate our allocation is both fair and transparent, offers will not be released without the approval of a Head of Service within SLHD or an appropriate designated officer.

7.13 Joint Tenancies

New tenants are required to take up joint tenancies where appropriate. This includes:

- Married couples
- Applicants living together as a couple
- A person on the register who wants a joint tenancy with someone who has also made an application

Where two or more people have originally joined the housing register together, if both or all applicants are moving into the property they should be granted a joint tenancy, except in the case of age designated accommodation where one part is not eligible or where the property is purpose built or extensively adapted. Spouses and registered civil partners will be considered.

7.14 Refusing an Offer

Applicants in all bands, with the exception of Full Duty homeless applicants in the Platinum band, who are entitled to one reasonable offer only to discharge a housing duty, are eligible to three reasonable offers of accommodation before their application is reviewed. This includes offers of suitable adapted accommodation.

Applicants within the priority bands of Platinum, Gold or Silver who refuse three offers of suitable accommodation may have their priority removed and their application moved to the Bronze Band. Applicants within the non-priority bands of Bronze, or General Bands who refuse three suitable offers of accommodation may be suspended from the housing register for six months and be unable to bid for accommodation during this period.

Applicants on the Transfer List who refuse three reasonable offers of accommodation may be suspended from the transfer register for six months.

As outlined in section 5.8, the number of offers are limited dependent on the circumstances and band of an applicant.

The majority of offers made are as a result of an applicant placing a bid on a property although direct offers are made in certain circumstances as outlined in section 7.5. An offer will be considered suitable where it meets any identified needs of an applicant which include but are not limited to:

- Access to existing schools
- Access to current employment
- Access to give/receive care
- Access to support networks for the vulnerable
- Meeting assessed medical needs
- Reduce risk of violence

Due to the demand for and lack of available accommodation this may not be in the applicant's preferred location.

Each case will be assessed individually as to the reason for their refusal before a decision is made to reduce priority or suspend an application. Applicants will be informed in writing and will be given the right to a review as in section 8.

7.15 Right to Buy

Council tenants have the 'Right to Buy'. There are rules around who can do this.

Certain properties remain exempt from the Right to Buy scheme, including housing for older people and significantly adapted properties.

8 Right of Review

This section details how applicants can request a review of certain decisions made by Doncaster HomeChoice.

Every application is made in accordance with the requirements set out in this policy document and any review will be considered by the Doncaster HomeChoice team for the following reasons and timescales.

8.1 Reasons for Review

Applicants are entitled to a review in the following circumstances:

- If it is decided that they are ineligible to join the register. In this case, the applicant will be notified of the decision and the reason for it
- If it is decided that they do not qualify to join the register. In this case, the applicant will be notified of the decision and the reason for it
- Where applicants feel they have been unfairly treated in the allocation process
- Where applicants disagree with their registration or effective date
- Where applicants disagree with a removal of their priority
- Where applicants have been removed from the register other than at their request

8.2 The Review Process

In all review cases, an applicant must make a request within 28 days of the date of the letter informing them of the decision.

A request for review should be made in writing however, we will consider verbal requests in certain circumstances.

We aim to deal with an applicant's review within 28 days of receiving all documentation in support of the review. If we are unable to do so, we will acknowledge the review within that time, advising applicants when they may expect a reply.

Where an applicant asks for a review of the decision, they will receive details inviting them to submit any further written representations or new information with a bearing on the review and a deadline date will be given.

Applicants are not required to provide reasons for challenging the decision however; this may help their case, as there may be new information, which was not available at the time.

The officer involved in the original decision will not be involved in the review process.

Homelessness reviews will be carried out under a separate process under provisions in Part VII of the Housing Act 1996.

If applicants are still not satisfied with the decision, a complaint can be made in accordance with St Leger Homes complaints procedure.

9 Other Housing Options

This section details other options open to applicants on Doncaster Council's housing register **which may be more realistic ways of finding alternative accommodation.**

9.1 Mutual Exchanges

Secure council and tenants of other Housing Associations/Registered Providers, in England, Wales, Northern Ireland and Scotland, who occupy permanent self-contained accommodation, have a legal right to exchange their tenancies under section 92 of the Housing Act 1985.

A Mutual Exchange is where a tenant can find their own exchange through adverts on the Doncaster HomeChoice website: www.doncasterhomechoice.co.uk, however, before an exchange can take place both exchange partners must get their landlords' permission.

All Doncaster Council tenants who are accepted onto the register will be given advice and support to access the Mutual Exchange register.

9.2 Nominations to Housing Associations (Registered Providers)

Doncaster Council works in partnership with other Registered Providers and advertises a proportion of their properties through Doncaster HomeChoice. Applicants can bid on these properties and be considered, subject to meeting the matching criteria stated in the advert.

9.3 Other Affordable Housing Options

Due to the limited amount of social housing available, it is important that we promote affordable housing options to raise awareness of the range of schemes available and ensure applicants are aware of the range of available housing options.

These options include, but are not limited to, the following:

- Shared Equity Schemes

If an applicant would like to buy a home of their own but can't afford to, they may wish to consider shared equity in a property. An applicant can buy an initial share of between 25% and 75% of the property and pay a rent on the remaining share that they do not own. Further shares can be bought at a later stage and this can lead to them owning their own home outright.

- Help to Buy

This is a Government backed scheme that helps people who want to buy a new build home.

Further information on current affordable housing options can be found on the Doncaster HomeChoice website or by contacting the Doncaster HomeChoice team direct.

9.4 Private Rented Accommodation

Our Home Options Service gives advice about options and access to the Private Rented Sector. This may be a more realistic way of being rehoused.

SLHD manage and let certain properties that are maintained to a certain standard and will be advertised to let. These properties will be let on a first come first serve basis through St Leger Lettings.

More information on alternative housing options can be found at:
www.doncasterhomechoice.co.uk.

10 Sharing Information and Confidentiality

~~We will treat all information provided as confidential.~~

~~All details held and information processed are subject to the controls of the Data Protection Legislation and European Convention of Human Rights Act, however, we may release and/or request information without consent where necessary under the clauses or exemptions of the Data Protection Legislation and other statute and legal obligations.~~

Information provided when anyone makes an application to join the housing register and any information received in administering and processing an application will be treated as confidential in accordance with any relevant data protection regulations / legislation and in line with our privacy notices.

Information provided may also need to be shared with other 3rd party organisations (such as Partner Landlords and other agencies such as the police, probation service, social services, health authorities, other local authority departments and statutory bodies) to process your housing application and assess your housing need.

Information may be shared without the applicant's specific consent in the prevention and/or detection of crime, the prevention and/or detection of fraud, in matters relating to safeguarding of an individual or others and/or any rule of common law and where necessary under the clauses or exemptions of the Data Protection Legislation and other statute and legal obligations.

DRAFT

Appendix A: Property Eligibility Table

Description	Type					Bedrooms	
	Bedsit	Flat	Bungalow	Maisonette	House	Minimum	Maximum
Single person	✓	✓	✓	✓		1	2
Single person + overnight access to 1 child		✓	✓	✓		1	2
Single person + overnight access to 2 or more children		✓	✓	✓		1	3
2 adults		✓	✓	✓		1	2
Couple		✓	✓	✓		1	2
Household + 1 child		✓	✓	✓	✓	2	3
Household + 2 children		✓	✓	✓	✓	2	3
3 adults		✓	✓	✓	✓	2	3
Household + 3 children		✓	✓	✓	✓	3	4
Household + 4 children		✓	✓	✓	✓	3	4
Household + 5 or more children		✓	✓	✓	✓	3*	5
4 adults		✓	✓	✓	✓	2	4

*Three bed accommodation will only be allocated if it does not result in a household being **statutory overcrowded or living in unacceptable and cramped living conditions.**

Bungalows and age-designated flats will initially be given to customers 60+ years old (with the exception of applicants in the General Band) and to those with an assessed medical need for such accommodation.

Adapted properties – additional priority will be given to applicants assessed as requiring the adaptations already carried out to the property.

Bedroom allocations for applicants with children are dependent on their age.

Four bed and larger accommodation – additional priority will be given to applicants with a 4/5/6 bedroom housing need in the Platinum and Gold Bands due to the lack of housing stock.

Doncaster Council Housing Allocation Policy Review

Consultation Response Report

<p>What was the consultation about and who was consulted?</p>	<p>Proposed changes to Doncaster Council’s Housing Allocations Policy which was last reviewed in 2017/18.</p> <p>This policy sets out the framework for allocating council homes and nominations to Housing Association vacancies in Doncaster. There were initially 18 proposed changes and through consultation this was reduced to 14 changes approved for Public Consultation.</p> <p>Since the last review, there has been significant increases in demand for social housing in Doncaster, especially for family houses and flats for younger people where demand outstrips supply.</p> <p>This consultation aimed to gather opinions from stakeholders, applicants, community groups and members of the public on the proposed changes and also provide an opportunity to comment on any gaps in policy.</p>
<p>Over what period did the consultation run?</p>	<p>Stakeholder consultation was carried out between March and September 2022.</p> <p>The public consultation started on 20 June 2022 and finishing on 31 August 2022 over a 10 week period.</p>
<p>How many responses were received?</p>	<ul style="list-style-type: none"> • 897 responses were received across the full consultation • 866 responses were received during the public consultation • 1041 additional comments
<p>Where will the results be published?</p>	<p>Results will be published on the council’s website www.doncaster.gov.uk as part of the decision making process. Feedback will also be published at www.doncasterhomechoice.co.uk.</p>
<p>How will the results be used?</p>	<p>To inform recommendations of which amendments are adopted in the policy as part of the decision making process.</p>

Stakeholder Consultation

As part of the stakeholder consultation, 2 rounds of elected member seminars were held (March and May). In total, 47 elected members attended across the 5 meetings held.

Four hundred and fifty-one (including the voluntary sector) organisations in total were consulted during the stakeholder consultation. Direct face-to-face consultation was carried out with 59 different stakeholder groups including Complex Lives, Housing Associations, Supported Housing Providers, Public Health and a range of council and voluntary sector teams. A presentation detailing the proposed amendments to Doncaster Council's Housing Allocation Policy was emailed to all other identified stakeholders for comment and contact invited. A factsheet was sent to frontline staff to support understanding of the consultation and enable them to support access.

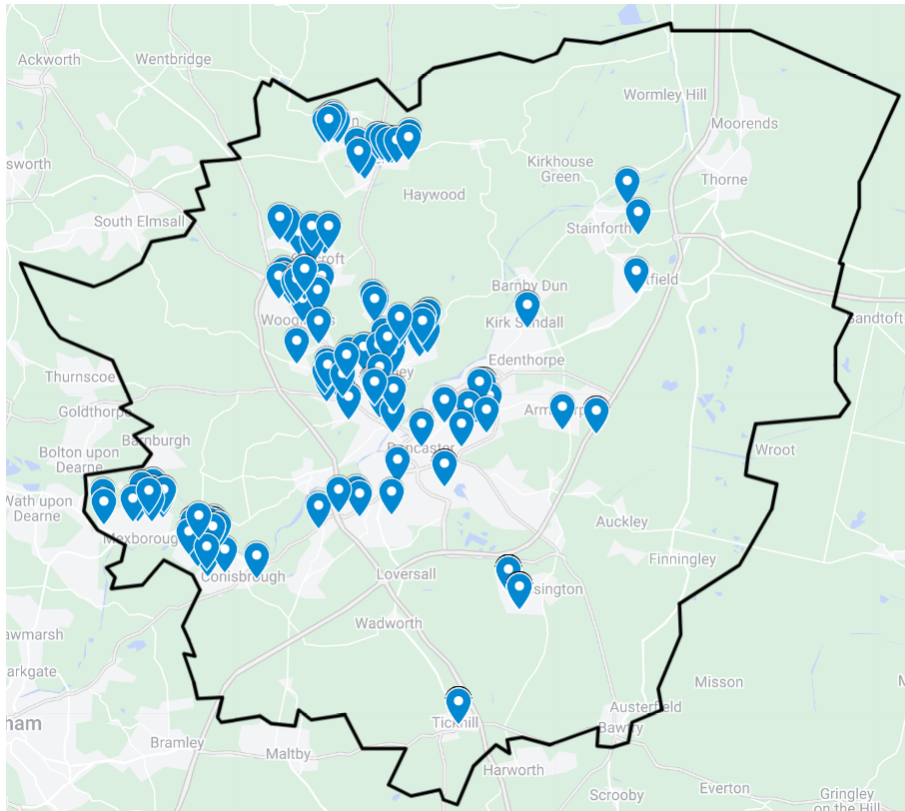
Stakeholder feedback was noted during the direct consultation and also via the use of a dedicated email inbox where an additional 26 messages were received.

Community Groups

Our Community Involvement Team supported a total of 12 community groups to complete the consultation and of the 866 responses to the public survey, 239 were completed by members of these groups.

Some examples of community groups which the Community Involvement Team supported included family hubs, Doncaster Youth Council, GIG (Get Involved Groups) and the Minority Partnership Board.

The map below shows the distribution of responses received from the community groups supported by our Community Involvement Team.



Public Consultation

A full list of comments received during the public consultation is provided in Appendix D. This includes those redacted for offensive or personal content.

Note: some figures may not sum due to rounding.

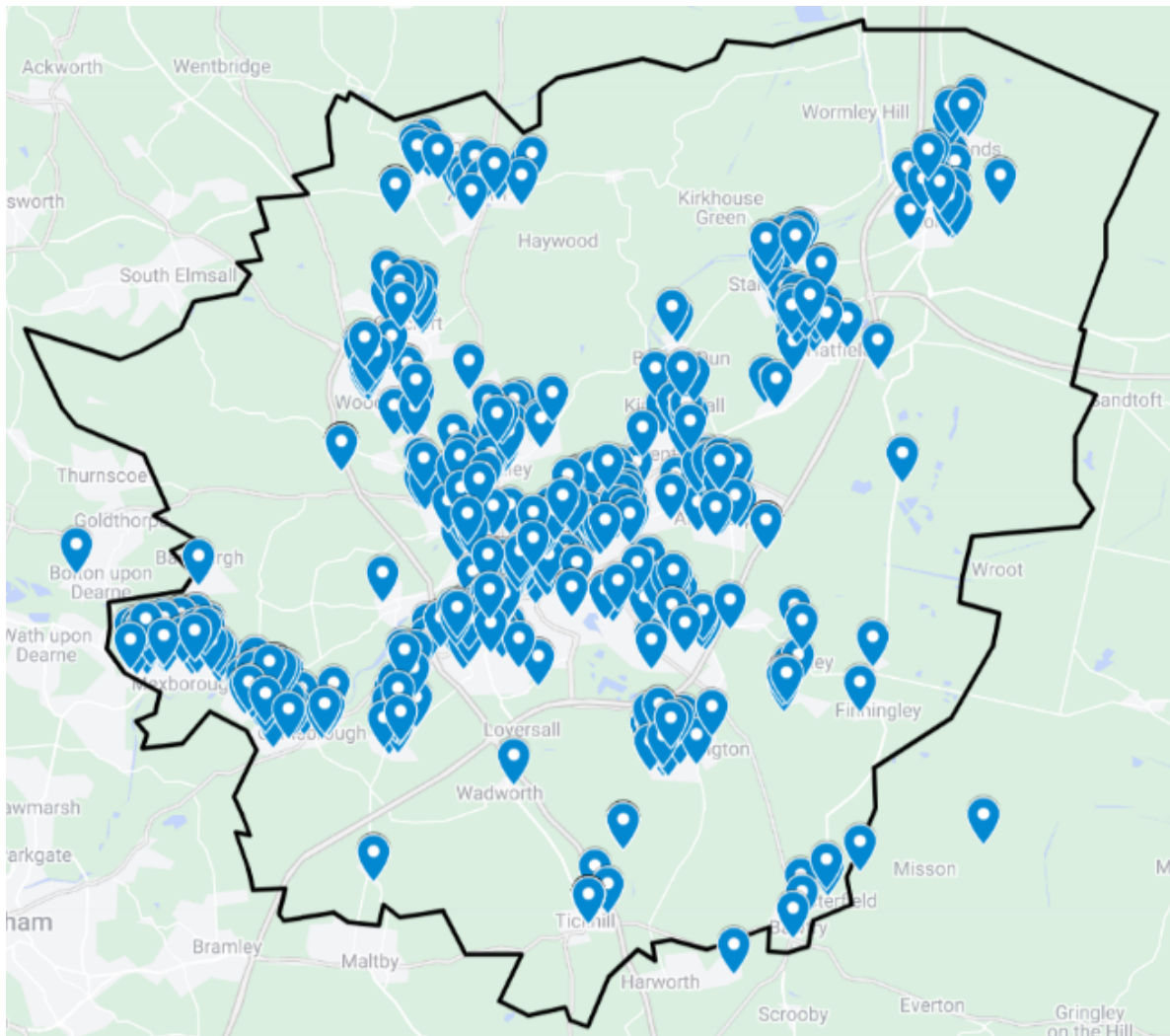
Tenure Groups

Responses were also profiled by tenure and whether the respondent had active housing application.

Q: Please tell us which of the following groups you belong to (select all that apply):

	% of all respondents	Number
An active Doncaster Council Housing Register applicant	47.11%	408
Social Housing Tenant	29.21%	253
Private Rented Tenant	20.90%	181
Owner Occupier	10.51%	91
Lodger	1.96%	17
Other	4.27%	37
Did not answer	6.58%	57

This map shows the distribution of overall responses across the Borough and confirms there is a wide geographical spread of responses.



Responses to the Proposed Policy Amendments

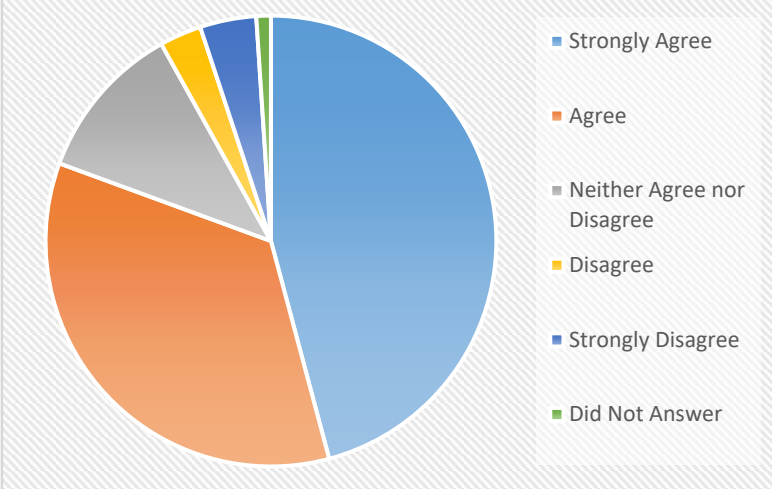
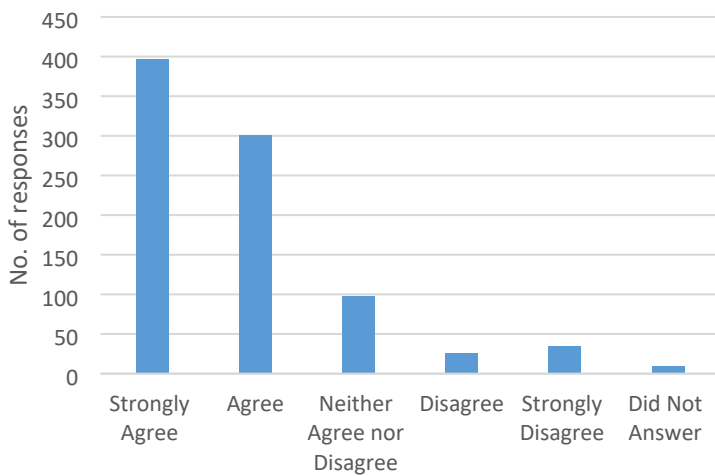
Amendment 1

Include an incentive to help council tenants living in a family house larger than their needs, to move to a bungalow or flat and need help to move e.g. enhanced priority.

Why are we recommending this? To increase the number of family houses to re let as we do not have enough for those families in most need. To support our tenants into more affordable and suitable long term accommodation. Last financial year (2021/22) we only had 321 council houses to re let in the whole of Doncaster.

Q: What are your thoughts on amendment 1?

	Responses	
Strongly Agree	45.84%	397
Agree	34.76%	301
Neither Agree nor Disagree	11.32%	98
Disagree	3.00%	26
Strongly Disagree	4.04%	35
Did Not Answer	1.04%	9
Strongly Agree / Agree Total	80.60%	698
Full Total	-	866



Group	Agree / Strongly Agree	Disagree / Strongly Disagree	Net Agreement
Active DC Housing Register Applicant	77.94%	7.35%	+70.59
Social Housing Tenant	87.75%	5.53%	+82.22
Private Rented Tenant	79.56%	6.08%	+73.47
Owner Occupier	86.81%	6.59%	+80.22
Lodger	58.82%	29.41%	+29.41
Other	70.27%	10.81%	+59.46

Q: If you disagree with the proposed amendment, please explain why.

40 people responded to this question.

Issue	Mentions
May be forced out of family home *misunderstanding	10
Not enough affordable stock available	6
Stress / mental health impact of moving *misunderstanding	6
Investment of time and money into property	4
Current applicants on waiting list penalised	4
Redacted comments	3
Bedroom number eligibility	2
Give deadline for moving out	2
Only allocate to elderly or people with health/mobility issues	2

Shouldn't be penalised for not having kids	1
Offer incentive to everyone	1
Flats in rough areas – safety concerns	1
Bedroom tax	1
Consider everyone equally	1
More bungalows need to be built	1
Personal circumstances explained	1

Sample Comments

“People should not be forced to move to a flat or bungalow. People should have the right to a house. This is discrimination.”

“Stop forcing people out of homes they've lived in for years & years. They live in communities where they have put down roots. They could have a job nearby, do volunteering work & have long-standing friendships. Build more houses in every community, of different types, like bungalows, then they might voluntarily move. Nothing worse than feeling you are not welcome & being forced out. We pay rent not live on benefits, but even if we did claim benefits, you shouldn't be treated differently.”

“I believe it will end up leading to people being forced out their family home.”

“There isn't the stock of bungalows to support this.”

“Flats maybe but there isn't enough bungalows for people who needs them now and to put people in them that don't need to be there is just forcing us who do need them to have to wait longer.”

“I agree with the incentive but believe it should lie with the tenant as this could cause unnecessary stress for many people.”

“People who have spent a lot of money on the house and garden and pay rent shouldn't have to move. Many people have invested 1000s of pounds and hours getting their home and garden nice.”

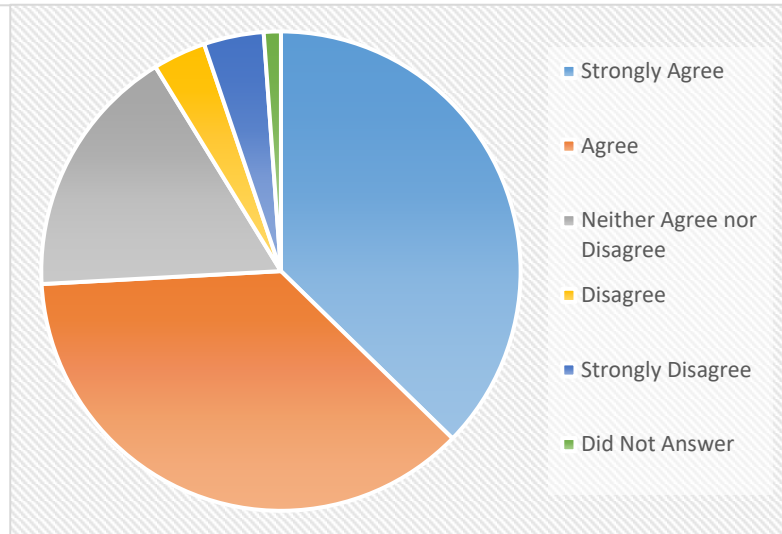
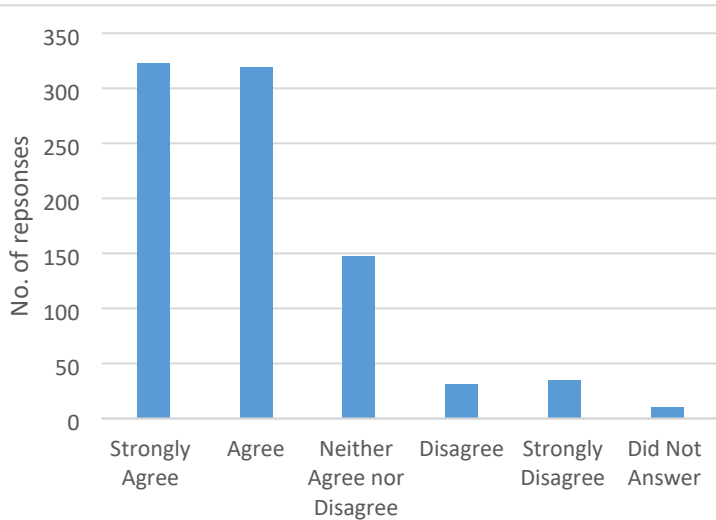
Amendment 2

Re let a very small number of family houses to those with lower needs.

Why are we recommending this? To create balanced and sustainable communities. To give people in lower bands a chance of being rehoused.

Q: What are your thoughts on amendment 2?

	Responses	
Strongly Agree	37.30%	323
Agree	36.84%	319
Neither Agree nor Disagree	17.09%	148
Disagree	3.58%	31
Strongly Disagree	4.04%	35
Did Not Answer	1.15%	10
Strongly Agree / Agree Total	74.14%	642
Full Total	-	866



Group	Agree / Strongly Agree	Disagree / Strongly Disagree	Net Agreement
Active DC Housing Register Applicant	70.10%	8.09%	+62.01
Social Housing Tenant	75.10%	8.30%	+66.80
Private Rented Tenant	72.93%	4.97%	+67.96
Owner Occupier	76.92%	7.69%	+69.23
Lodger	76.47%	5.88%	+70.59
Other	72.97%	5.41%	+67.56

Q: If you disagree with the proposed amendment, please explain why.

40 people responded to this question.

Issue	Mentions
Provide housing to those most in need first	12
Council doesn't understand people's needs	5
Shortage of suitable accommodation	4

People on the waiting list penalised	4
More homes needed in desirable areas	3
Amendment 1 and 2 at odds with each other	3
Clarification needed around 'balanced'	2
Stick to date order	1
Live-in carers affected	1
Private rent if 100% of requirements not met	1
Personal circumstances explained	1
Wouldn't benefit anyone – misuse of property	1
Prioritise families for family homes	1
Age-designated properties offered to young families	1

Sample Comments

"I thought people in lower bands had lower need. Why would you not provide housing to the people in most need?"

"Surely whatever is available should go to those with highest need?"

"Priority should be given to those most in need. Those who are homeless, living in emergency accommodation, such as hotels and also those living in poor conditions."

"How is the council to impose what they think people's needs are?"

"Disagree, because it's dependent what you think is lower needs. For those people maybe is big need, but you think it isn't and it's not fair. People know better what they need, not just that you decided. All small things matters to look in to everything properly."

"There aren't enough houses for those with priority need."

"People in higher bandings with a great need are already struggling to get suitable housing."

"This would make families stuck on the list longer."

"The people who don't have a house to begin with would still be forgotten about and ignored."

"There's not enough houses etc. in desirable areas. There's not enough choice. Build more all over then you might see voluntary movement."

"Your proposals are at odds with each other. You want to get tenants out of houses too big for their needs but then you want to give some oversize ones for social reasons."

Amendment 3

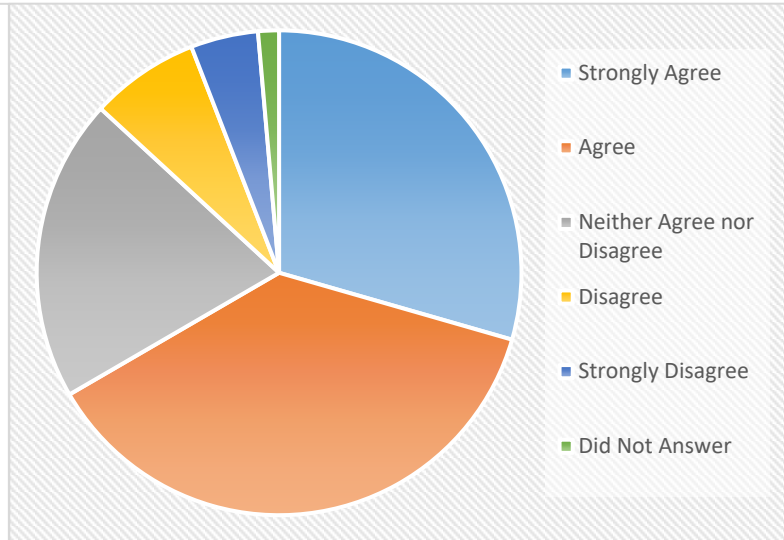
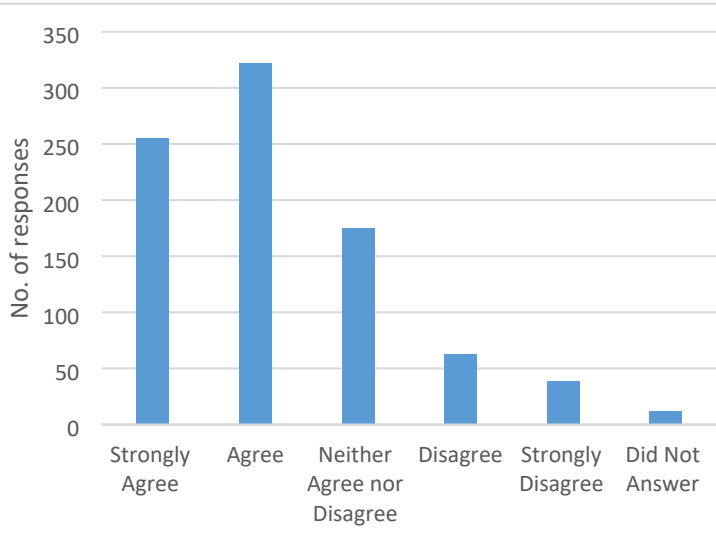
Consider larger families in a priority band, needing 4 bedroom or larger houses before applicants who only need 3 bedroom houses.

Why are we recommending this? Currently, people who are eligible for 3 bedroom houses can also bid on 4 bedroom houses. We have under 400 larger houses in our 20,000 housing stock and a very limited number becoming empty to re let. There are

less opportunities for larger families to be rehoused, so if they are in a priority band we should rehouse them first.

Q: What are your thoughts on amendment 3?

	Responses	
Strongly Agree	29.45%	255
Agree	37.18%	322
Neither Agree nor Disagree	20.21%	175
Disagree	7.27%	63
Strongly Disagree	4.50%	39
Did Not Answer	1.39%	12
Strongly Agree / Agree Total	66.63%	577
Full Total	-	866



Group	Agree / Strongly Agree	Disagree / Strongly Disagree	Net Agreement
Active DC Housing Register Applicant	62.01%	13.48%	+48.53
Social Housing Tenant	75.10%	9.49%	+65.61
Private Rented Tenant	63.54%	13.81%	+49.73
Owner Occupier	65.93%	14.29%	+51.64
Lodger	29.41%	11.76%	+17.65
Other	72.97%	10.81%	+83.78

Q: If you disagree with the proposed amendment, please explain why.

59 people responded to this question.

Issue	Mentions
Their choice to have more children – smaller families shouldn't suffer	10
Prioritise those most in need / longest wait first	10
Redacted comments	7

Everyone should be treated equally	7
People should only bid on the property size they need	6
Smaller families could end up waiting longer	5
More housing stock needs building	2
They already have a home	2
Smaller families may need larger properties	2
Personal circumstances explained	2
Larger houses should be reserved for medical reasons	1
Giving houses to anyone	1
Spend money making smaller houses bigger	1
Children can share bedrooms	1
If they are able to afford rent, they should be allowed what they want	1
Priority for larger families due to separation	1

Sample Comments

“If they choose to have larger families, why should the taxpayer foot the bill for a larger council property?”

“It is not a housing priority if someone chooses to have a large family. These things should be considered by the people whose choice it is to have large families.”

“If people choose to have larger families then that is entirely their choice but should be able to sort their own housing needs before having more children and not expect to jump the queue or take priority over anyone else who needs housing.”

“It should go on circumstances, not on the size of the family. People will just keep having more children to be a higher priority if they know it will get them a house.”

“I think it should depend on how long you’ve been waiting.”

“People on the list should not be punished and pushed further back down the list because the council has less stock of larger housing.”

“Everyone should have equal chance to a property regardless of number of children.

“All potential residents should be treated equally.”

“If people are eligible for 3 bed properties then they should only have the right to bid for a 3 bed property.”

“Only stop people bidding on 4 bed if 3 bed is adequate. Do not allow people with larger families to be prioritised for 3 bed houses above families for 3 beds.”

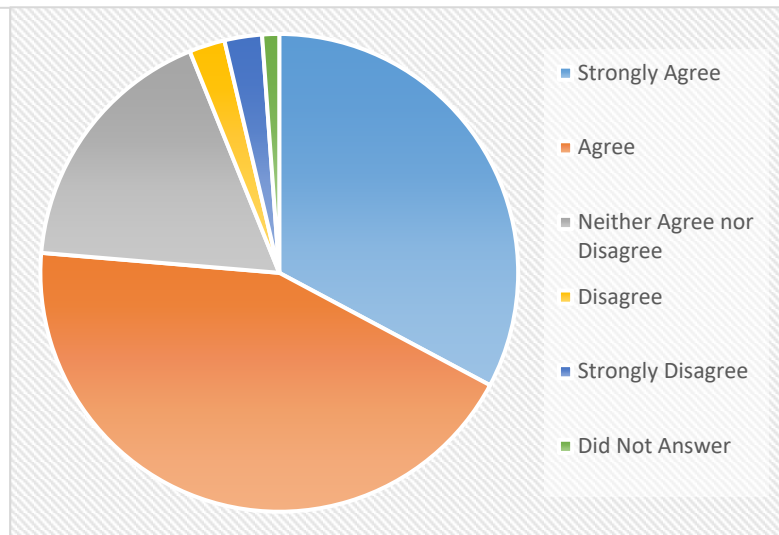
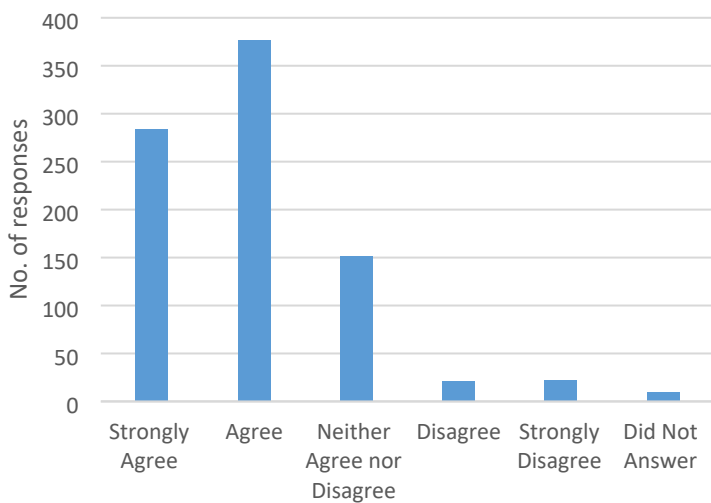
Amendment 4

Collect more information when applying for housing to offer targeted support before being rehoused, to applicants who are at risk of tenancy failure e.g. due to affordability or previous tenancy failure.

Why are we recommending this? Stop tenants being set up to fail where there are concerns about their ability to afford or sustain a tenancy.

Q: What are your thoughts on amendment 4?

	Responses	
Strongly Agree	32.79%	284
Agree	43.53%	377
Neither Agree nor Disagree	17.55%	152
Disagree	2.42%	21
Strongly Disagree	2.54%	22
Did Not Answer	1.15%	10
Strongly Agree / Agree Total	76.32%	661
Full Total	-	866



Group	Agree / Strongly Agree	Disagree / Strongly Disagree	Net Agreement
Active DC Housing Register Applicant	75.00%	4.41%	+70.59
Social Housing Tenant	81.81%	2.77%	+79.04
Private Rented Tenant	81.22%	5.52%	+75.70
Owner Occupier	68.13%	8.79%	+59.34
Lodger	58.82%	11.76%	+47.06
Other	78.38%	8.11%	+70.27

Q: If you disagree with the proposed amendment, please explain why.

25 people responded to this question.

Issue	Mentions
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Circumstances can regularly change	5
Will cut off vulnerable individuals and households	4
What information will be requested?	4
Application process already very complicated	3
People will just be put at the bottom of the queue	2
Support needed to maximise income and maintain tenancy	2
Personal circumstances explained	2
Will cause an increase in homelessness	1
Misleading as 'tenancy failure' covers a range of things	1
Unfair that people wait so long on Housing Register	1
No reason for failed tenancy unless misusing housing benefit	1

Sample Comments

"Circumstances could change so collect when a property offered."

"Circumstances could change, collect info at time of offering a property."

"Circumstances change from one week to the next."

"This could potentially cut off vulnerable individuals and households, and make it more difficult for them to find a social rent. More focus should be placed on working early to maximise income and working with partners to manage and 'jam jar' budget. This could be made a condition of tenancy where appropriate."

"Everyone deserves a chance at affordable housing. A lot of people are REALLY struggling such as myself."

"Too much personal data is spread too much."

"What would you be asking for? How could people prove if they can afford a property or not?"

"The process and information needed to get on the list takes long enough and this would take longer to sort and get on the list."

"This is only going to stop people who can afford it to be put further back down the queue."

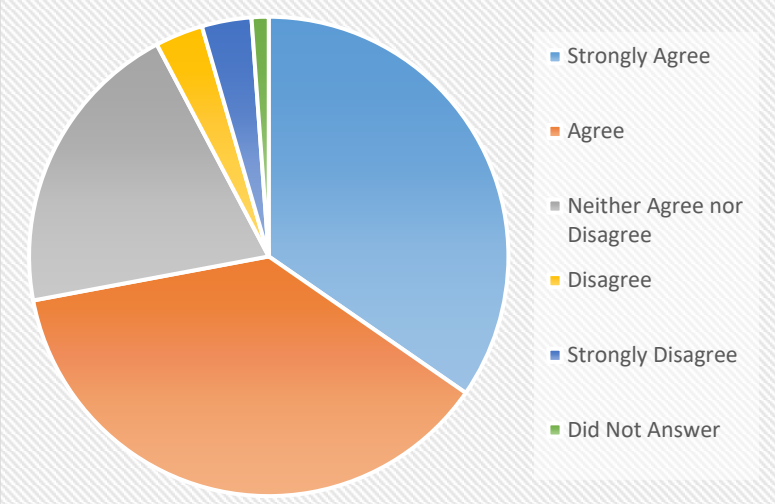
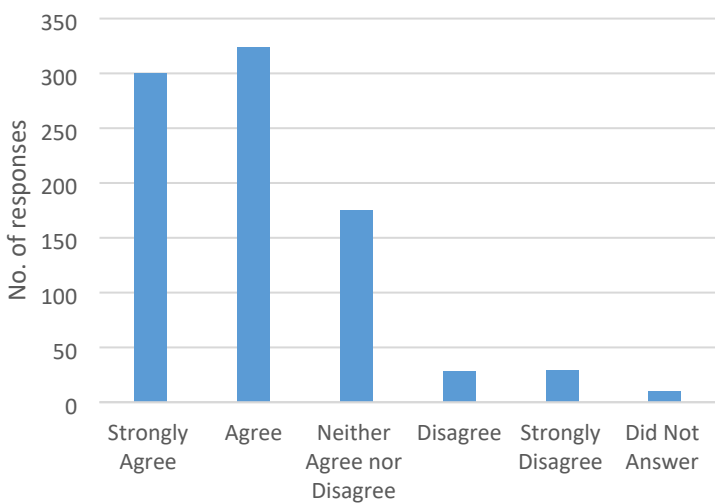
Amendment 5

Award Platinum priority earlier to homeless applicants that we have assessed as only being able to afford council accommodation, who are vulnerable and homeless through no fault of their own.

Why are we recommending this? To prevent delays in Platinum priority being awarded to these households, to increase their chances of being rehoused more quickly and reduce the length of stay in temporary accommodation where applicable. This is through an assessment process and not personal choice.

Q: What are your thoughts on amendment 5?

	Responses	
Strongly Agree	34.64%	300
Agree	37.41%	324
Neither Agree nor Disagree	20.21%	175
Disagree	3.23%	28
Strongly Disagree	3.35%	29
Did Not Answer	1.15%	10
Strongly Agree / Agree Total	72.05%	624
Full Total	-	866



Group	Agree / Strongly Agree	Disagree / Strongly Disagree	Net Agreement
Active DC Housing Register Applicant	71.57%	7.84%	+63.73
Social Housing Tenant	76.28%	4.35%	+71.93
Private Rented Tenant	71.82%	6.63%	+65.19
Owner Occupier	65.93%	8.79%	+57.14
Lodger	52.94%	5.88%	+47.06
Other	83.78%	5.41%	+78.37

Q: If you disagree with the proposed amendment, please explain why.

31 people responded to this question.

Issue	Mentions
Not fair on people already on Housing Register	6

Abused by people making themselves intentionally homeless	3
Other people should get priority e.g. overcrowded, severe disability and specific accommodation needs	2
Current private rent costs	2
Investigate if cases are genuine as tenants 'play' system	2
Distress caused by ASB and drug use	2
Personal circumstances explained	2
Need to work with agencies to tackle homeless related issues	2
Build more homes and release abandoned properties	1
Temporary accommodation is still classed as housing	1
Need to define what 'no fault of their own' means	1
Rewarding bad behaviour	1
Should be happy with any band / home	1
Redacted comments	1
More help required for elderly	1

Sample Comments

"Some people have been on the housing list for many years, and are no closer to accessing a council property, than when they first applied. Some people, especially single people, find it difficult to access a council property, whilst still living with someone. Yes, they may have a roof over their heads, but that doesn't mean they are happy where they are. Not everyone has the means to pay a deposit and extortionate rent to go private. Everyone should be treated as equal."

"No fair on others."

"This isn't fair to people already on the list, everyone is on the list for a reason already."

"People would prefer to make themselves homeless so they get a better house or more bedrooms. I'd say it's the 'easy way out' even though it's not needed."

"Need to investigate if the case is genuine."

"They need to go to work it's a lot offers. Other people disability, single parents, elderly should be priorities."

"Everyone who applies for social housing needs to be considered as private rental is extortionate and the housing that some of these private landlords charge the earth for are not fit to live in and the landlords take the money but are not held responsible for the upkeep of their properties."

"I think some tenants play the system and get housed when actually they are not homeless."

Amendment 6

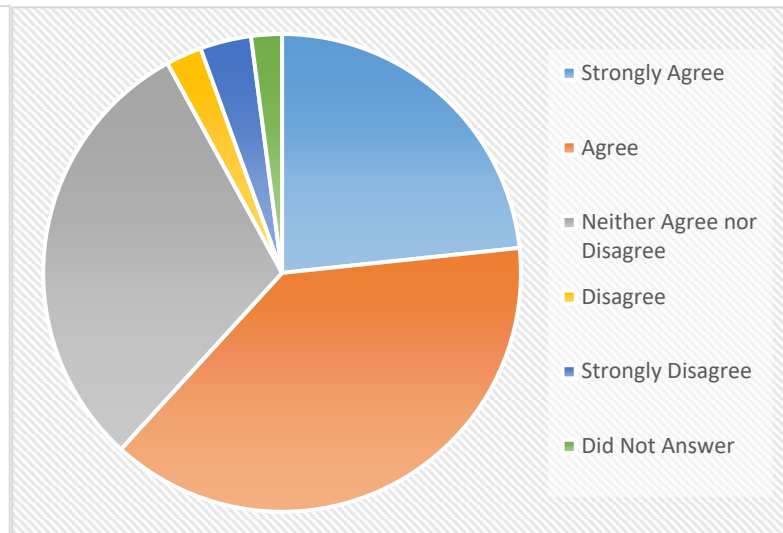
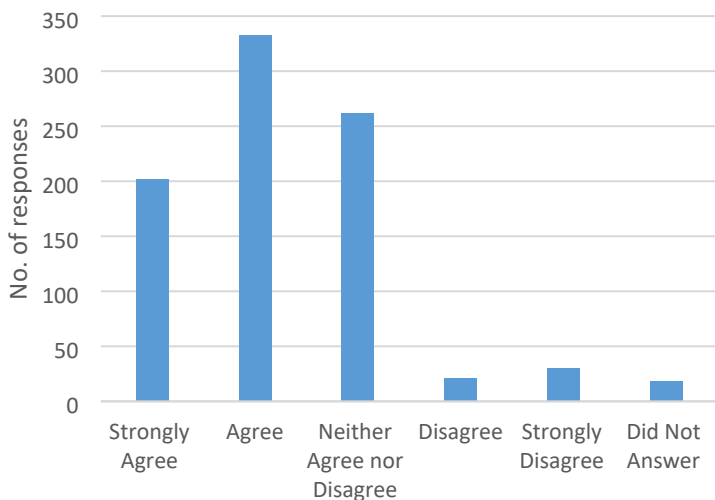
Restrict the number of applicants awarded Platinum priority who are moving from supported housing projects in Doncaster into independent living. Award this priority to

those where we can nominate homeless people to fill their space. Remove the priority backdate currently given to these applicants.

Why are we recommending this? To open up the referral pathways into supported housing for single homeless cases. Remove the backdate of the priority effective date as this is to the detriment of a growing number of statutory homeless single people.

Q: What are your thoughts on amendment 6?

	Responses	
Strongly Agree	23.33%	202
Agree	38.45%	333
Neither Agree nor Disagree	30.25%	262
Disagree	2.42%	21
Strongly Disagree	3.46%	30
Did Not Answer	2.08%	18
Strongly Agree / Agree Total	61.78%	535
Total	-	866



Group	Agree / Strongly Agree	Disagree / Strongly Disagree	Net Agreement
Active DC Housing Register Applicant	57.60%	6.62%	+50.98
Social Housing Tenant	64.82%	3.95%	+68.77
Private Rented Tenant	65.19%	4.42%	+60.77
Owner Occupier	63.74%	10.99%	+52.75
Lodger	35.29%	5.88%	+29.41
Other	62.16%	8.11%	+54.05

Q: If you disagree with the proposed amendment, please explain why.

25 people responded to this question.

Issue	Mentions
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Supported housing applicants should have priority and be rehoused immediately	6
May not have another option	2
Everyone should be treated equally	2
Will impact on people already on Housing Register	2
Look at all avenues available	2
Widen priority to both groups	1
Just rewarding bad behaviour	1
Applicants will remain in supported housing longer	1
Single homeless people will require supported housing as well	1
Restrict priority to those most in need	1
Build more affordable properties for single people	1
Too lenient and attracting bad people	1
Personal circumstances explained	1

Sample Comments

“Everyone who leaves supported housing should have priority.”

“No, people that are in supported housing should be rehoused immediately upon their discharge. If they fail they can go back into supported housing.”

“Maybe restrict priority to the real neediest.”

“If people are able to live independently after supported living they deserve that chance and doing this could see them homeless and at risk.”

“They still need to be housed and you would be making them homeless by not offering them a place.”

“Equal rights, one person shouldn’t come over another when they both are in need of help.”

“Everyone should be treated fairly.”

“Again, this would be grossly unfair to all those good people that have been waiting for such a very long time.”

“Some people have been on the list for quite some time waiting to be rehoused. Why should they now be penalised. There is little difference if you have been waiting a long time for a hospital appointment, only to find you must wait even longer!! We are sacrificing someone’s life for another’s – this is so very wrong.”

“Should look at all avenues available.”

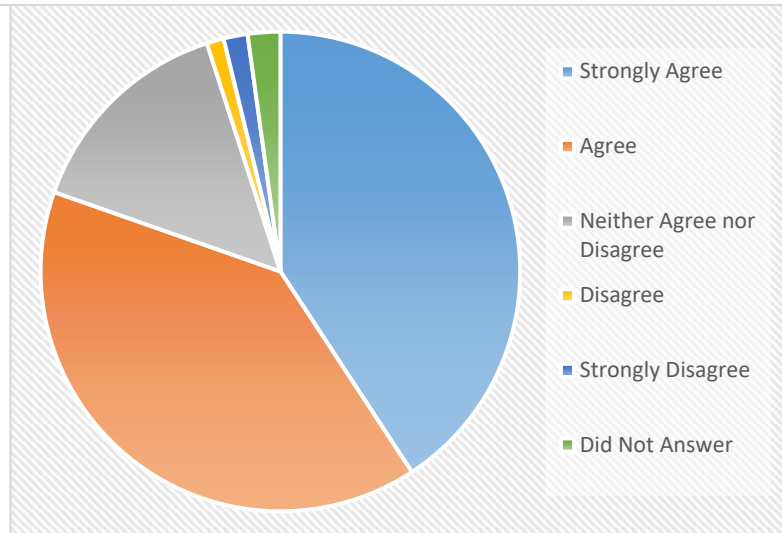
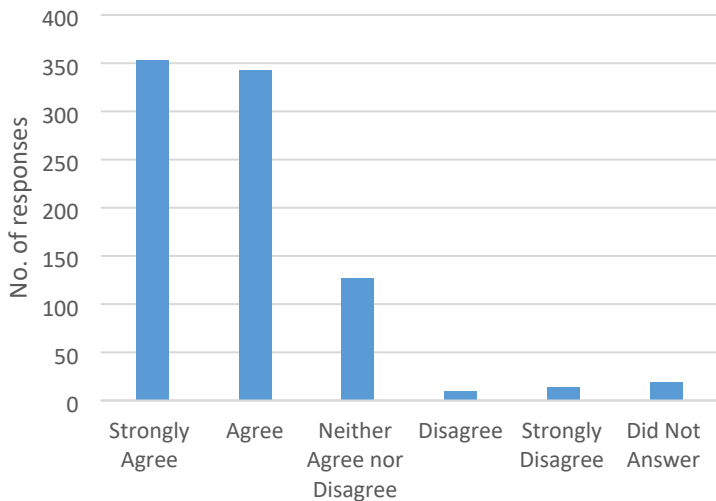
Amendment 7

Make sure that the priority given to domestic abuse victims reflects the Domestic Abuse Act 2021.

Why are we recommending this? We want to be consistent with good practice and legal requirements to support victims of domestic abuse who need to be rehoused. Be explicit in being compliant with the Domestic Abuse Act 2021.

Q: What are your thoughts on amendment 7?

	Responses	
Strongly Agree	40.76%	353
Agree	39.61%	343
Neither Agree nor Disagree	14.67%	127
Disagree	1.15%	10
Strongly Disagree	1.62%	14
Did Not Answer	2.19%	19
Strongly Agree / Agree Total	80.37%	696
Full Total	-	866



Group	Agree / Strongly Agree	Disagree / Strongly Disagree	Net Agreement
Active DC Housing Register Applicant	81.62%	3.19%	+78.43
Social Housing Tenant	81.82%	1.98%	+79.84
Private Rented Tenant	82.32%	2.21%	+80.11
Owner Occupier	76.92%	3.30%	+73.62
Lodger	76.47%	5.88%	+70.59
Other	86.49%	0.00%	+86.49

Q: If you disagree with the proposed amendment, please explain why.

8 people responded to this question.

Issue	Mentions
Will affect people already waiting on the Housing Register	2
Should be equal treatment for everyone	1
Has nothing to do with affordable housing	1
Anyone can claim DV – must be working with social services	1
Only if children involved as single people have friends/family	1
Allow abusers back into their home	1
Personal circumstances explained	1

Sample Comments

“There are people waiting for homes every week bidding so then they lose out. There is over 600 every week bidding to move etc. This will reduce their chance getting a place.”

“People on the list will have to wait longer.”

“All need to be treated equal.”

“Domestic abuse has nothing to do with affordable housing. Limited council housing could potentially be used by domestically abused people who can afford private housing. That’s not to say that they don’t need support or shelter whilst moving from A to B.”

“Anyone can claim DV with an incident number. Anyone can falsely accuse anyone. There would need to be direct work with women’s centre and social services for priority to be given. If these services and courses such as freedom project are not engaged with, then priority should be relinquished. Same goes for antisocial behaviour.”

“Only if there are children involved. Most people have family or friends that can accommodate a single person while they get on their feet.”

“They keep moving new abusers in their homes and needing to move again and again.”

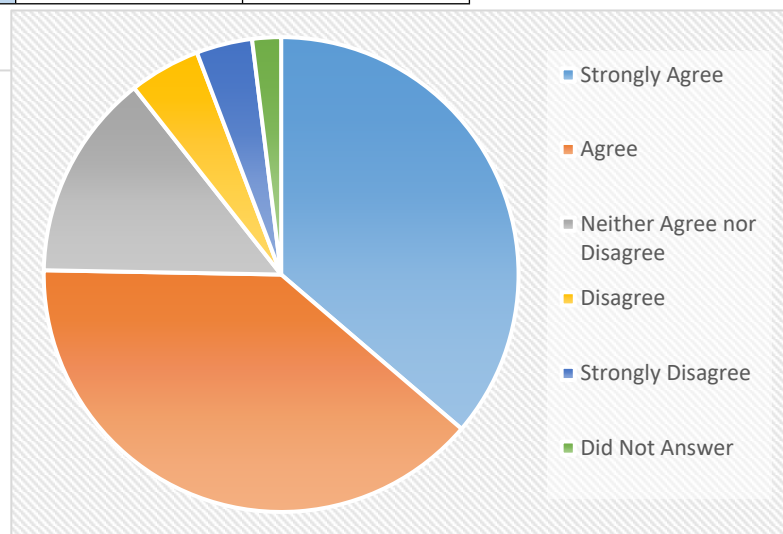
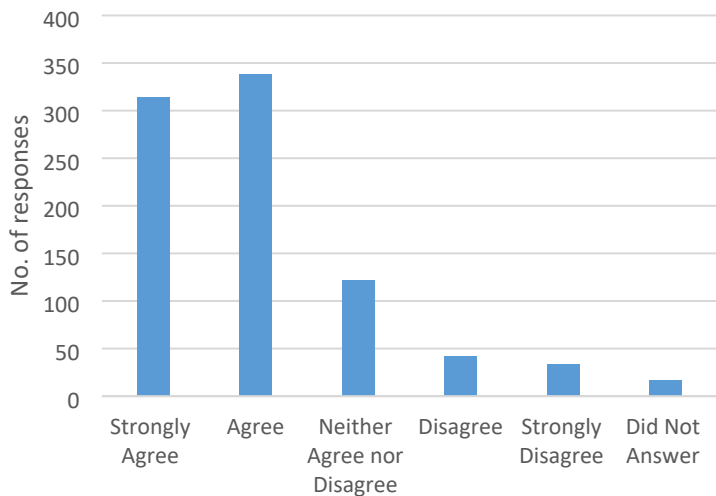
Amendment 8

Change the way we prioritise bidding on bungalows and age-designated flats advertised to 50+, 40+ or 30+, to band and effective priority date order to ensure we are rehousing people most in need.

Why are we recommending this? Currently, we prioritise applicants in age order before considering the level of housing need. We should prioritise applicants with an assessed housing need before people who are older than them.

Q: What are your thoughts on amendment 8?

	Responses	
Strongly Agree	36.26%	314
Agree	39.03%	338
Neither Agree nor Disagree	14.09%	122
Disagree	4.85%	42
Strongly Disagree	3.81%	33
Did Not Answer	1.96%	17
Strongly Agree / Agree Total	75.29%	652
Full Total	-	866



Group	Agree / Strongly Agree	Disagree / Strongly Disagree	Net Agreement
Active DC Housing Register Applicant	74.51%	9.31%	+65.20
Social Housing Tenant	76.68%	8.30%	+68.38
Private Rented Tenant	79.01%	7.18%	+71.83
Owner Occupier	69.23%	14.29%	+54.94
Lodger	64.71%	17.65%	+47.06
Other	81.08%	5.41%	+75.67

Q: If you disagree with the proposed amendment, please explain why.

46 people responded to this question.

Issue	Mentions
Bungalows should be reserved for elderly or seriously disabled	16
Should assess by needs rather than age * misunderstanding of the proposed change	5
Personal circumstances explained	5
ASB concerns	3
May lead to young families rehomed in retirement areas	3
People often have to wait years for a bungalow	3
More assisted living and bungalows need to be built	2
Nothing wrong with current system	2
Redacted comments	2
Underlying reasons for moving which are not age-related	1
Should still have a medical need for a bungalow	1
Might pass away before being rehoused	1
Not fair	1
More assessors needed	1

Sample Comments

“Older people need bungalows more than younger and should be given priority for them.”

“Bungalows should be for the elderly – houses can be adapted.”

“Bungalows should be given to older residents or those with disabilities.”

“There might be an underlying reason why people need to move which isn’t age related.”

“I don’t agree as there is younger people that would benefit with bungalows or smaller places because of health conditions.”

“I live in a small one bedroom ground floor flat, working full time and paying full rent etc. from my wages looking for a suitable slightly larger bungalow to move into. I can see this change making it even harder to transfer into a suitable bungalow IF one should become available in my chosen area.”

“I think that the age is very important. I am at the moment 65 and working. I retire at 66 but if I cannot afford the rent on this private property, I would have to consider carrying on working if I am able or not. So if my age is a help to getting council bungalow, I want it to count.”

“Think if properties are allocated to younger people it may result in ASB in areas where it doesn’t currently exist.”

“No because this will then lead to younger families being rehomed into designated retirement and residential areas. Older people command respect and deserve peace and quiet.”

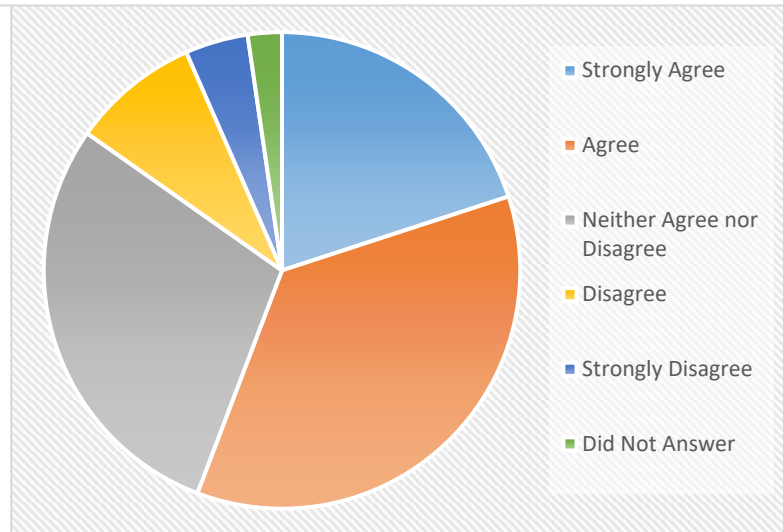
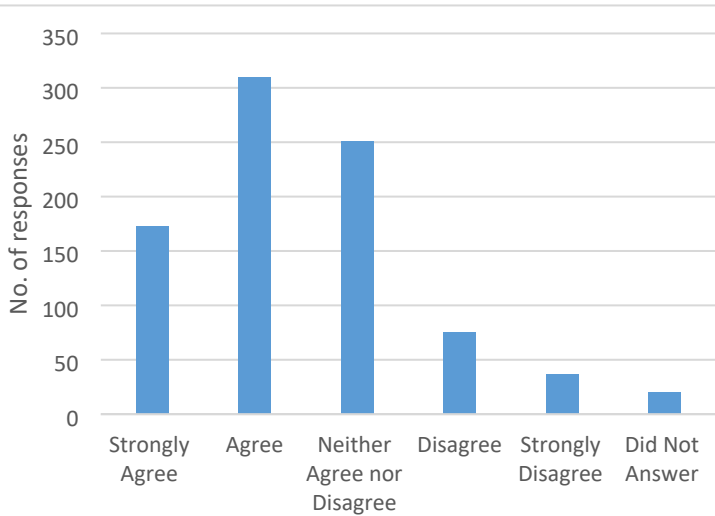
Amendment 9

Include separated/divorced partners of armed forces personnel in the current Platinum priority band if they have left forces accommodation in the last 5 years and have a housing need that they cannot resolve.

Why are we recommending this? To be explicit in meeting the recommendation to support families moving out of armed forces accommodation. Divorced and separated partners were previously not included.

Q: What are your thoughts on amendment 9?

	Responses	
Strongly Agree	19.98%	173
Agree	35.80%	310
Neither Agree nor Disagree	28.98%	251
Disagree	8.66%	75
Strongly Disagree	4.27%	37
Did Not Answer	2.31%	20
Strongly Agree / Agree Total	55.78%	483
Full Total	-	866



Group	Agree / Strongly Agree	Disagree / Strongly Disagree	Net Agreement
Active DC Housing Register Applicant	54.66%	9.80%	+44.86
Social Housing Tenant	65.22%	12.65%	+52.57
Private Rented Tenant	54.70%	12.15%	+42.55
Owner Occupier	52.75%	20.88%	+31.87
Lodger	35.29%	17.65%	+17.64
Other	64.86%	5.41%	+59.45

Q: If you disagree with the proposed amendment, please explain why.

41 people responded to this question.

Issue	Mentions
Everyone should be treated equally	8
Will have money to afford private rent	5
Only if children are involved with forces member	4
Ordinary families and single parents should be prioritised	3
Separated/divorced partners are no longer eligible for support	3
Ex service personnel shouldn't get priority either	3
People on the Housing Register will have to wait longer	2
Armed Forces should fund personnel, not the council	2
There are more vulnerable people in need of housing	2
Only helps those in higher bands	1
Why?	1
Ex service personnel should only get priority if medically discharged	1
What about widows and widowers?	1
Reduce time limit to 3 years	1
1 property a week allocated to longest waiting person on register	1
Chose the military	1
Redacted comments	1
Priority only for those currently leaving armed forces	1

Sample Comments

"They should apply and be treated as anyone else."

"Surely they'd be treated like any other person?"

"All should be treated fairly and being a partner to armed forces should not take priority over others who have been waiting longer."

"Not really because if they are leaving the army they aren't exactly struggling for money and probably won't need council help when they can afford private."

"Forces should have funding for personnel leaving service, not the council."

"I don't agree that separated or divorced partners of forces should be treated any differently to normal members of society. UNLESS there is children involved with the forces member."

"Prioritise forces families, but not ex partners."

"There are many more vulnerable people needing it more."

"If they're separated or divorced from forces personnel then they're no longer eligible for that support."

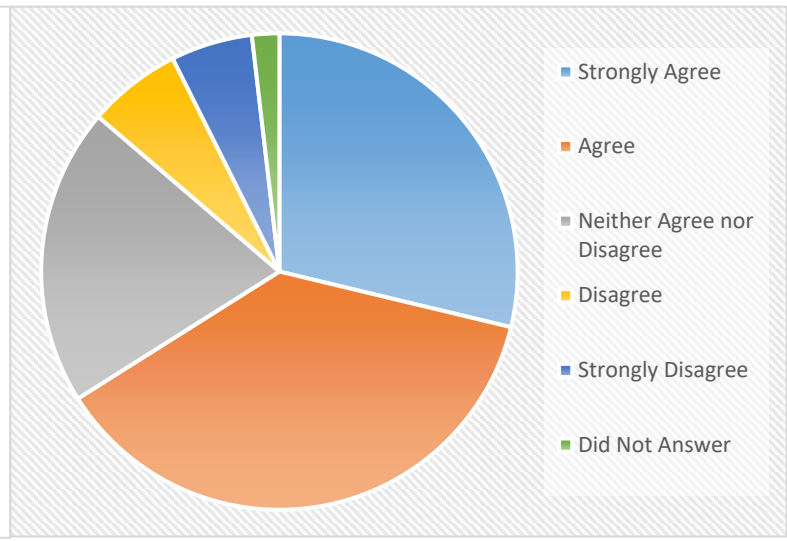
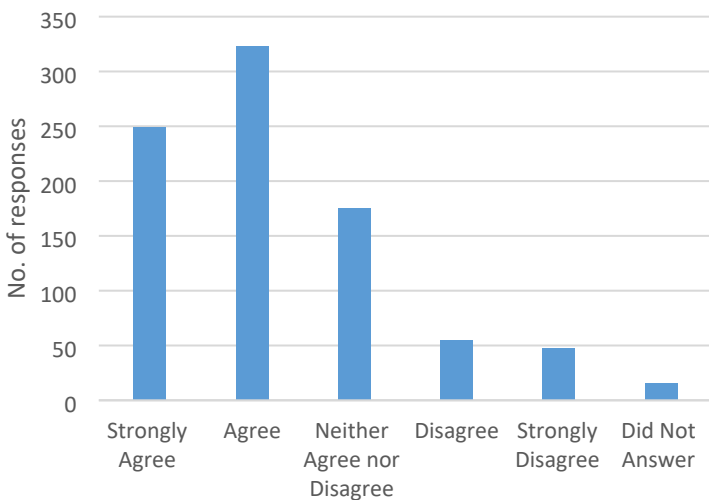
Amendment 10

Review the number of offers to applicants before they may lose their priority or, in the case of Bronze and General Band, may be suspended for 6 months. 1 offer for all homeless applicants (in all bands), 1 offer for all Platinum applicants, 2 offers for all Gold applicants and 3 offers for all other bands.

Why are we recommending this? To be consistent on the number of offers to applicants given a priority band. To speed up the rehousing process and reduce the number of refusals.

Q: What are your thoughts on amendment 10?

	Responses	
Strongly Agree	28.75%	249
Agree	37.30%	323
Neither Agree nor Disagree	20.21%	175
Disagree	6.35%	55
Strongly Disagree	5.54%	48
Did Not Answer	1.85%	16
Strongly Agree / Agree Total	66.05%	572
Full Total	-	866



Group	Agree / Strongly Agree	Disagree / Strongly Disagree	Net Agreement
Active DC Housing Register Applicant	61.27%	12.25%	+49.02
Social Housing Tenant	69.17%	13.04%	+56.13
Private Rented Tenant	72.38%	7.18%	+65.20
Owner Occupier	68.13%	13.19%	+54.94
Lodger	58.82%	23.53%	+35.29
Other	59.46%	16.22%	+43.24

Q: If you disagree with the proposed amendment, please explain why.

70 people responded to this question.

Issue	Mentions
Will be forced to accept an unsuitable property after viewing	15
Equal 3 strikes for all bands	9
Possibly moving away from family support and community	8
Safety concerns in certain areas	8
Poor condition of properties	8
1 offer for all unless a good reason for refusal	6
Property descriptions and photos limited	5
Unfair for homeless applicants	3
Listen to individual's reasons for refusing a property	3
Areas with high levels of ASB affecting mental health	2
Redacted comments	2
Should be allowed as many offers as it takes	1
Depends on location of property	1
Separate mechanism for refusing unsuitable properties	1
2 offers minimum for all bands	1
May create further problems	1

Sample Comments

“Sometimes the property that is being offered really isn’t suitable for the person and could end up causing further distress and issues than actually being homeless. I think it should be 3 strikes and you’re out rule across all bands. The likelihood of 3 properties being unsuitable is highly unlikely and as such is given the applicant sufficient options.”

“Shouldn’t have to accept a home that isn’t suitable.”

“I don’t agree, this is forcing people to take a property they don’t want. Freedom of choice.”

“It should be 3 offers for all bands to make it fair. The properties offered could be in a bad state and those offered it could be in a position not to be able to sort it out.”

“These properties may not be suitable or in area the person needs for their support network or need.”

“Most offers of housing are in poor run down areas in old run down houses that aren’t appealing to people as people would not feel safe and quite frankly wouldn’t be safe.”

“The properties aren’t always fit for purpose. I fear this will allow council properties to be in a state of repair and an individual has to accept it. Just because someone is homeless, why should they be subjected to living in subpar accommodation.”

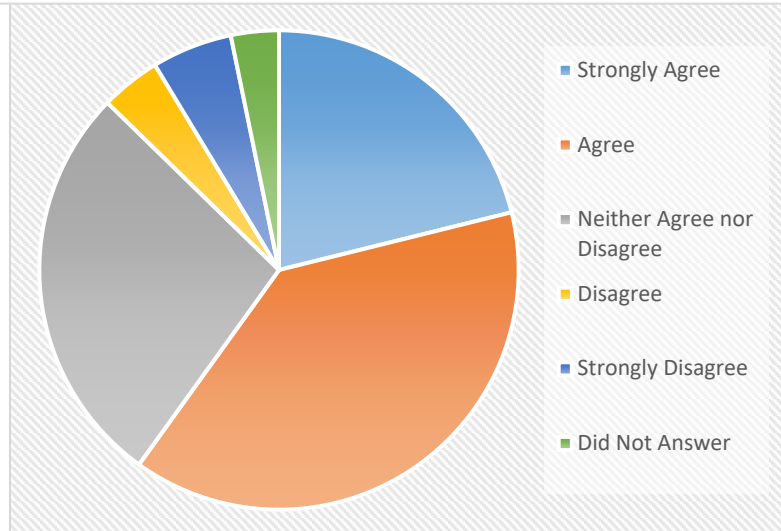
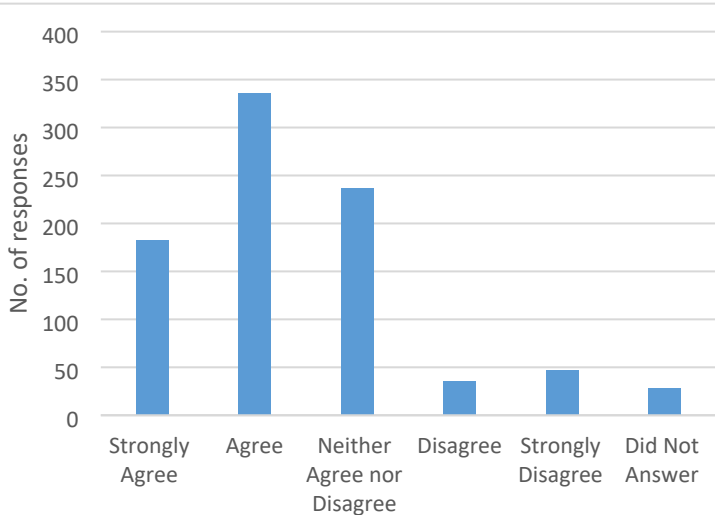
Amendment 11

Amend Doncaster Council’s Accessible Housing Register (AHR) policy to include a refusal penalty in line with the revised Housing Allocations Policy (amendment 10).

Why are we recommending this? To be consistent with other applicants in priority bands. To reduce the time it takes to re let these properties.

Q: What are your thoughts on amendment 11?

	Responses	
Strongly Agree	21.13%	183
Agree	38.80%	336
Neither Agree nor Disagree	27.37%	237
Disagree	4.04%	35
Strongly Disagree	5.43%	47
Did Not Answer	3.23%	28
Strongly Agree / Agree Total	59.93%	519
Full Total	-	866



Group	Agree / Strongly Agree	Disagree / Strongly Disagree	Net Agreement
Active DC Housing Register Applicant	53.92%	11.52%	+42.40
Social Housing Tenant	65.22%	11.07%	+54.15
Private Rented Tenant	63.54%	4.97%	+58.57
Owner Occupier	65.93%	7.69%	+58.24
Lodger	35.29%	17.65%	+17.64
Other	54.05%	13.51%	+40.54

Q: If you disagree with the proposed amendment, please explain why.

51 people responded to this question.

Issue	Mentions
Should not be forced to accept an unsuitable property	18
Area they don't want – unfamiliar / no connection / away from support	4
Poor condition of properties	4
Depends on circumstances/needs	4
Internal photos to allow for better understanding of property	3
Allowed a couple of choices	2
There should be no penalties	2
Personal circumstances explained	2
AHR properties are random e.g. don't know what they look like	2
Ask people why they are unhappy with a property	2
Depends on penalty for refusals	1
Don't understand amendment	1
Unfair on those desperate for a new home	1
Suitable property could pass if applicant is suspended	1
Decisions shouldn't be made by contractors of the council	1
Feedback mechanism to adjust offers to be more suitable	1
Will cause more problems	1
Doubt this will be carried out fairly	1
2 offers minimum	1
People being punished for having a disability	1

Sample Comments

“There are several issues involved in AHR housing and expecting a tenant to accept first option before issuing a penalty is forcing them to make a decision which could ultimately be unsuitable and therefore restricting their freedom of choice.”

“Sometimes a property just isn't feasible for disabled people. The disabled person should be able to say no to a property.”

“No one should be forced as a matter of policy to accept a property that isn't suitable according to their self-assessed needs. There needs to be a feedback mechanism to adjust offers to be more suitable.”

“People's needs don't always match up directly with council's medical needs. Such as family support or how close properties are to the shops etc. which can be at times more important than everything else. If they are suspended, an appropriate house could pass them by leaving them on the register for longer.”

“If you are disabled you might want to be near family or have certain needs for kitchens, bathrooms etc. Should have a couple of choices.”

“Depends on needs, one size doesn't fit all.”

“Again if more pictures and information on the houses were supplied where possible it would waste less time all round.”

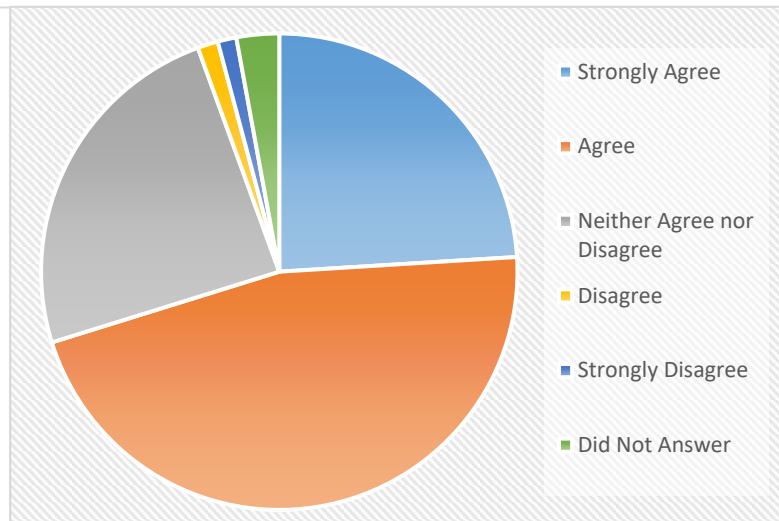
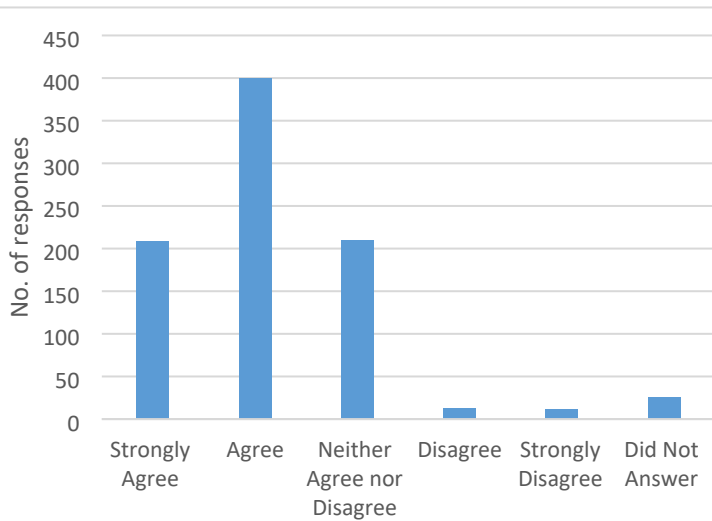
Amendment 12

Simplify the advertising and letting of low demand properties by promoting schemes we know are harder to let on our websites to raise awareness and interest before we have a vacancy.

Why are we recommending this? To reduce the current administrative process and identify potential tenants more quickly. To ensure more transparency and provide more information on schemes to raise customer awareness.

Q: What are your thoughts on amendment 12?

	Responses	
Strongly Agree	24.02%	208
Agree	46.19%	400
Neither Agree nor Disagree	24.25%	210
Disagree	1.39%	12
Strongly Disagree	1.27%	11
Did Not Answer	2.89%	25
Strongly Agree / Agree Total	70.21%	608
Full Total	-	866



Group	Agree / Strongly Agree	Disagree / Strongly Disagree	Net Agreement
Active DC Housing Register Applicant	69.12%	2.70%	+66.42
Social Housing Tenant	72.73%	3.16%	+69.57
Private Rented Tenant	72.93%	2.76%	+70.17
Owner Occupier	70.33%	1.10%	+63.23
Lodger	52.94%	5.88%	+47.06
Other	70.27%	2.70%	+67.57

Q: If you disagree with the proposed amendment, please explain why.

7 people responded to this question.

Issue	Mentions
Possibly shoving people into unwanted tenancies	1
There are bids on all houses	1
Void turnaround times	1
Should be offered to those in higher bands first	1
Must be good reasons for properties being low demand	1
Waste of money	1
Include photos of property interior on adverts	1

Sample Comments

“There are usually good reasons for low demand properties.”

“Not enough housing. Could be someone waiting on high priority banding who need that house first before being offered to others in lower banding.”

“Still will have the same problem. Who thought of this need think again. Fault bid for property given property but can’t move in as SLH are doing repairs can take two or three weeks in turn their place can’t be re let.”

“There’s bids on all houses anyway.”

“I would have suggest if the interior of the houses advertising can be included so people can see what they are bidding to avoid refusal of the offer.”

“Again for the reasons as above, this would result in ‘shoving people’ into tenancies they don’t want, thus ruining lives. It’s that serious.”

“Waste of money.”

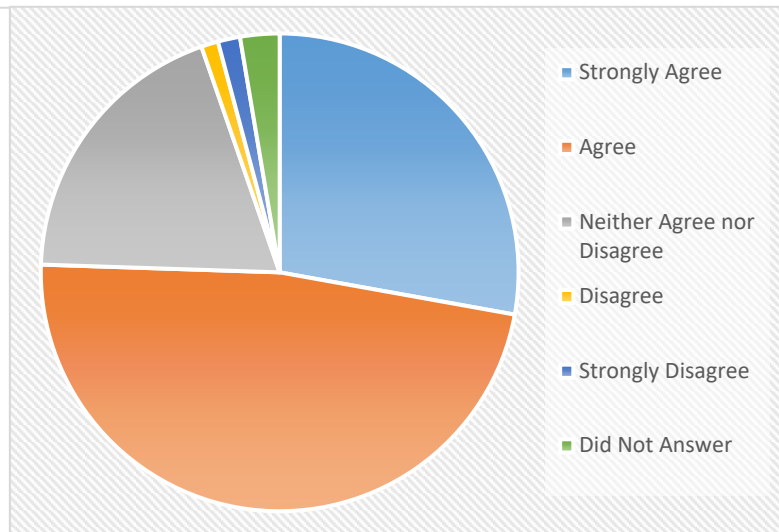
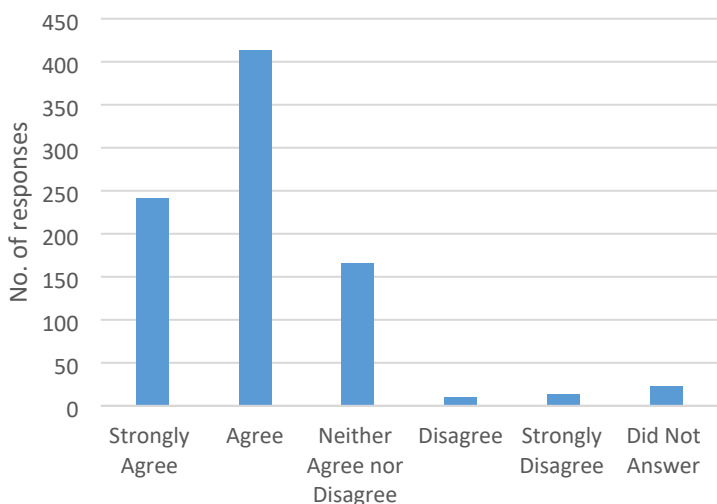
Amendment 13

Be clearer on where we reserve the right to not offer a property e.g. where there is a local lettings policy, a property is not medically suitable, we receive an unsatisfactory reference at confirmation stage etc.

Why are we recommending this? To increase applicants' understanding of the reasons why we may not continue with an offer of accommodation.

Q: What are your thoughts on amendment 13?

	Responses	
Strongly Agree	27.83%	241
Agree	47.69%	413
Neither Agree nor Disagree	19.17%	166
Disagree	1.15%	10
Strongly Disagree	1.50%	13
Did Not Answer	2.66%	23
Strongly Agree / Agree Total	75.52%	654
Full Total	-	866



Group	Agree / Strongly Agree	Disagree / Strongly Disagree	Net Agreement
Active DC Housing Register Applicant	72.06%	3.19%	+68.87
Social Housing Tenant	85.77%	1.19%	+84.58
Private Rented Tenant	72.38%	3.87%	+68.51
Owner Occupier	78.02%	3.30%	+74.72
Lodger	64.71%	5.88%	+58.83
Other	70.27%	8.11%	+62.16

Q: If you disagree with the proposed amendment, please explain why.

9 people responded to this question.

Issue	Mentions
Unfair on people waiting to be rehoused/struggling with rent	2
Redacted comments	2
Possible cherry picking of best applicants	1
References shouldn't affect chance of rehousing	1
Medically ill and disabled people should be considered first	1
Should be down to the council to decide, not contractors	1
Be clearer when properties have been re let	1

Sample Comments

“This will be abused and individuals will end up cherry picking what they believe will be the best applicant.”

“Again it’s unfair on people who need to be rehoused.”

“People will struggle with rent as rent is too high for people to afford. People will end up homeless as it’s not their fault renting is going up too much. People with low income will suffer.”

“Every human has a right to live somewhere but medically ill people and disabled should be considered. Everyone has to live somewhere if not open caravan parking it’s better than streets.”

“As a council you are letting properties to people and it is their right to have every opportunity to settle in a house they believe they can make a life for them and their children. If they believe it’s medically suitable then they should be given the chance. The same with references – as stated previously, the past is not always the future. This point is covered including support that could be provided in previous comments.”

“Application should be on it stating if disabled etc. but there a problem if they got to move because of threats and danger to life. Local lettings policy is down to the owners of the properties Doncaster Council, not contractors of the council.”

“You need to be clear in all cases when properties are applied for, when they have been let, all who apply are left in limbo.”

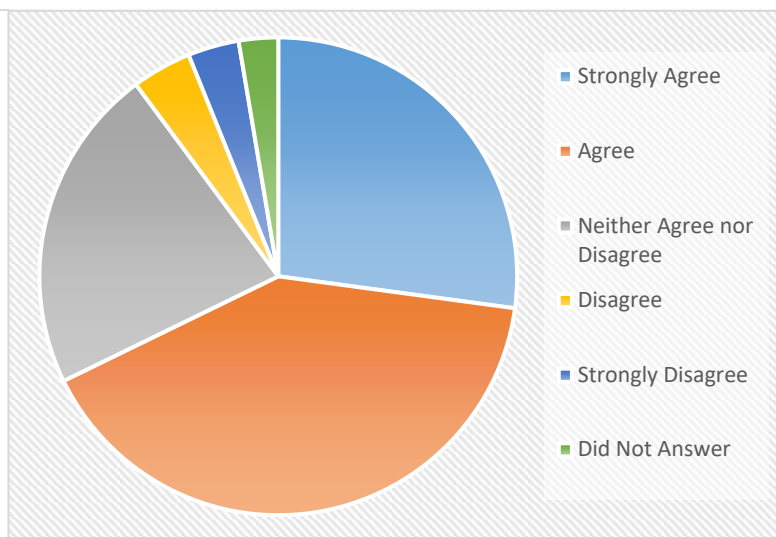
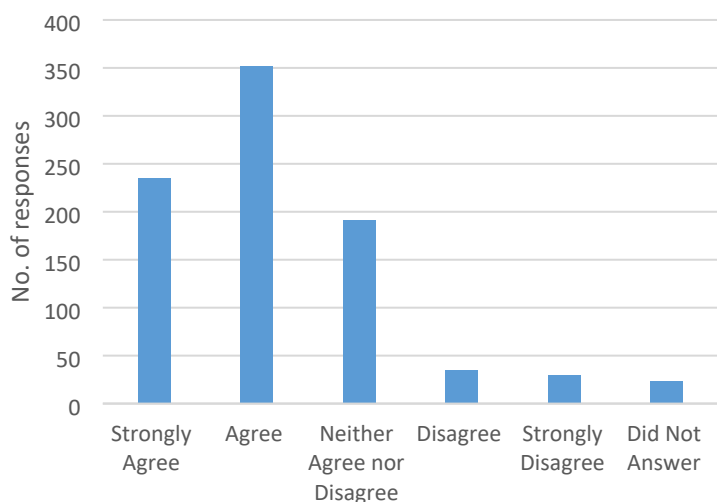
Amendment 14

Include Doncaster Council’s right to suspend the Housing Register and Allocations process to respond to an emergency situation/extraordinary circumstances.

Why are we recommending this? To be able to respond to emergency events that present overwhelming short term demand on available stock i.e. floods and the pandemic.

Q: What are your thoughts on amendment 14?

	Responses	
Strongly Agree	27.14%	235
Agree	40.65%	352
Neither Agree nor Disagree	22.06%	191
Disagree	4.04%	35
Strongly Disagree	3.46%	30
Did Not Answer	2.66%	23
Strongly Agree / Agree Total	67.79%	587
Full Total	-	866



Group	Agree / Strongly Agree	Disagree / Strongly Disagree	Net Agreement
Active DC Housing Register Applicant	59.56%	9.31%	+50.25
Social Housing Tenant	76.28%	5.53%	+70.75
Private Rented Tenant	65.19%	6.63%	+58.56
Owner Occupier	76.92%	12.09%	+64.83
Lodger	58.82%	17.65%	+41.17
Other	75.68%	10.81%	+64.87

Q: If you disagree with the proposed amendment, please explain why.

28 people responded to this question.

Issue	Mentions
People on the housing register are also in need/vulnerable	9
Households should take out insurance	3
Homeless families should come first	3
Might have family to stay with or savings for private rent/hotel	2
Team/strategy in place so this doesn't affect people on waiting list	2
Special measures must be imposed by central government	1
Should never suspend allocations	1
Possibly a hidden agenda which has not been stated	1
Use of temporary accommodation	1
Unfair	1
Depends what is labelled as an 'emergency'	1
People on Housing Register may also be affected by emergency	1
Redacted comments	1
Healthy people waste council time trying to get a home	1
Local connection priority	1

Sample Comments

“Those on the Housing Register before the emergency may also be affected by that emergency.”

“Majority of the people on the housing list are awaiting properties, also for needs that aren't being met long term!”

“People still have housing needs no matter what emergency event etc.”

“No, people need to be encouraged to pay for insurance.”

“People who have been flooded or other emergency usually have insurance that will cover the cost of a private rental. Where this is not the case this should be looked at case by case.”

“Because homeless families should ALWAYS come first, after all they may have been waiting for a long time in a hostel – there should be a fast track for potential homeless cases rather than assume they have nowhere to stay – or perhaps insist that insurance is taken out to cover such events particularly in council houses.”

“Leaves people homeless through no fault of their own.”

“Again it comes down to circumstance and affordability. Yes tragedies happen where some people become homeless or ill, but they can potentially have family to stay with or savings or be in a partnership where therefore they can afford private rent/hotels etc.”

“There should be a team / people / a strategy in place for this without it having to effect everybody else who is desperately waiting for a house.”

General Comments

Q: Is there anything you wish to add or clarify e.g. do you think we have missed something that should be added to Doncaster Council's Housing Allocations Policy? If so, please explain below.

222 people responded to this question.

Issue	Mentions
Redacted comments	47
Waiting times on Housing Register for lower bands – return to first come, first serve waiting list	21
Provide more help to those struggling to afford private rent	14
Prioritise people in the surrounding area first	12
Personal circumstances explained	11
More priority for families and single parents	8
Medical assessment wait times need sorting	6
Allow transfer to move quicker as they free up a property	6
Consider impact of ASB on local communities	6
Explain banding to applicants	6
More support and priority for mental health issues	5
Focus more on repairing empty buildings	4
Priority for poor condition of properties	4
Greater focus on tenants' safety	3
Address complaints and improve communication with applicants	2
Advertisement of more houses on website	2
Consider buying properties from people wanting to downsize	2
More support for those in temporary accommodation	2
Allow single people and couples to bid on 2 bedroom houses	2
Building of more stock required	2
More information and photos needed on adverts	2
More in depth investigation of applications	2
Questionnaire is too long	2
Keep up responsibilities to new and existing tenants	2
Provide opportunities for primary carers to relocate	2
Priority for families with disabled children	2
Focus on making rundown areas safer	1
Banding should be based on needs of all applicants (including children)	1
Implement a time limit for accepting/rejecting an offer	1
Council shouldn't assume property size needs	1
Sofa surfing classed as homeless	1
Position number shouldn't change after bidding	1
Everyone should be allowed just 1 bid per week	1
People willing to pay the rent should be allowed to choose property	1
Reconsider the terms 'reasonable offer' and 'lettable standard'	1
Priority for people being evicted	1
End short term rentals	1
Nothing wrong with the previous policy	1
Families should not be put in flats with no lifts	1
Make private landlords charge the same rent as council	1
Include a section on the application for downsizing reasons	1

Allow people to only bid on the property size they need	1
First come first serve for low demand properties	1
Make application process easier	1
Whole system is unfair	1
Priority for domestic abuse victims	1
Change process of property being passed down after a death	1
Priority for prison leavers	1
Should conduct regular inspections of properties	1
One to one support for homeless	1
Higher banding for those on discretionary housing payments	1
Allow GP involved in DV cases to flag up concerns on application	1
Advertising properties that have already been let	1
Bungalow age limit removed	1
Face to face assessment of circumstances	1
More bungalows with wet rooms	1
Allocations policy should be reviewed more often	1
Increase availability for shared ownership	1
Mutual exchanges made quicker and easier	1
Time limit of 3 months for priority bands	1
Medical priority eligible for bungalows	1
Priority for divorcees	1
Frequent update of circumstances	1
Better clarity around adapted properties available	1

Demographic Information

Age

	% of all respondents	Number
16-24	7.27%	63
25-34	19.52%	169
35-44	18.13%	157
45-54	15.94%	138
55-64	14.90%	129
65-and over	10.85%	94
Prefer Not to Say	1.04%	9
Did Not Answer	12.36%	107

Gender

	% of all respondents	Number
Male	21.02%	182
Female	63.51%	550
Prefer Not to Say	2.89%	25
Did Not Answer	12.59%	109

Q: Do you identify with the gender you were assigned at birth?

	% of all respondents	Number
Yes	80.25%	695
No	1.85%	16
Prefer Not to Say	3.93%	34
Did Not Answer	13.97%	121

Sexual Orientation

	% of all respondents	Number
Bisexual	3.81%	33
Gay	0.69%	6
Heterosexual	65.82%	570
Lesbian	0.46%	4
Other	1.27%	11
Prefer Not to Say	12.36%	107
Did Not Answer	15.59%	135

Disability

Q: Do you consider yourself to be disabled as set out in the Equality Act, 2010?

	% of all respondents	Number
Yes	21.59%	187
No	56.58%	490
Prefer Not to Say	8.20%	71
Did Not Answer	13.63%	118

Religion

	% of all respondents	Number
Christian	31.76%	275
Catholic	7.74%	67
Buddhist	0.46%	4
Jewish	0.12%	1
Muslim	1.96%	17
Hindu	0.00%	0
Sikh	0.00%	0
No Religion or Atheist	32.45%	281
Other	2.08%	18
Prefer not to say	9.35%	81
Did Not Answer	14.09%	122

Ethnic Group

	% of all respondents	Number
White British	71.48%	619
White Irish	0.35%	3
Gypsy/Irish traveller	0.23%	2
Any other white background	6.35%	55
Arab	0.00%	0
Asian/Asian British – Chinese	0.12%	1
Asian/Asian British - Bangladeshi	0.00%	0
Asian/Asian British – Pakistani	0.12%	1
Asian/Asian British - Indian	0.00%	0
Any other Asian background	0.69%	6
Black/Black British – African	1.15%	10
Black/Black British Caribbean	0.35%	3
Any other black background	0.23%	2
Mixed ethnic background – White and Asian	0.69%	6
Mixed ethnic background – White and Black African	0.12%	1

Mixed ethnic background – White and Black Caribbean	0.46%	4
Any other mixed background	0.23%	2
Any other ethnic group	0.23%	2
Prefer not to say	3.58%	31
Did Not Answer	13.74%	119

Language

	% of all respondents	Number
Czech	0.12%	1
English	77.02%	667
Farsi	0.12%	1
Kurdish Sorani	0.92%	8
Latvian	0.23%	2
Lithuanian	0.35%	3
Polish	2.19%	19
Portuguese	0.12%	1
Russian	0.12%	1
Urdu	0.12%	1
Other	0.58%	5
Prefer not to say	3.35%	29
Did Not Answer	14.78%	128

Housing Allocation Policy
Public Consultation - All Comments

Amendment 1

Strongly Agree

"This is a more proactive way to try to deal with this shortage."

"There is a big shortage of bungalows and houses. Local residents are finding it harder and harder. Some are over 200 in a queue for bidding. I think local people should be first to be allocated whatever is in their vicinity. I myself was number 1 when bidding for a much needed bungalow yet still failed in the bidding."

"I'm in a 3 bed with difficulty getting upstairs. Yes it's private and I've got 2 bannisters to help me. I need a 2 bed bungalow. Would free up a 3 bed house for someone to get them off the waiting list. So many rules."

"Yes definitely, there is single people in 4 bedroom houses and people with only 2 or 3 kids in 4 bedroom houses while there's 7 or 8 people in tiny 3 bedrooms."

"Something towards decorating costs and to move."

"I strongly agree because the house I'm in would be perfect for a family while it's too big for me and my husband."

"I am nearly 51 and disabled and have been bidding for bungalows for months. I am still waiting to be assessed and have been stuck in the bronze category since day one. Do not drink, smoke or take drugs and am getting nowhere. I feel like St Leger Homes have and is treating me unfairly to other especially other people that I know and are of a higher priority."

"My mum is disabled and can't get upstairs. She has been living in a 3 bedroom house on her own for years. She has been trying to downsize to a bungalow with no success."

"This also saves money on adapting homes for people with equipment like stair lifts when they may be better suited to single level living."

"I would like to downsize please."

"I am in a three bedroom three storey property, there is now just me and my partner. Both have mobility issues so very rarely go up to the third floor. Yes the third bedroom comes in handy when grandchildren come to stay but not absolutely necessary."

"As long as those who don't want to move don't have to."

"I would suggest you also incentivise them to move to smaller houses as well as flats and bungalows."

"Positive incentives would be more beneficial than the current negative penalties system. Positive incentives could include financial support for redecoration, flooring and moving home. The financial barrier of moving may be holding some people back."

Agree

"I agree as I am 3 bed roomed and I need a 2 bed roomed as my son has moved out now and I can't afford to stay in a 3 bed roomed."

"So long as it is an incentive, not forced/pressured."

“Hopefully you will not make older people move if they have no interest in doing so.”

“Will also help the family in the larger property re bedroom tax, and also help home families in need. But it would need to be a suitable, substantial incentive.”

Neither Agree nor Disagree

“Agree with an incentive only but not to force people from homes they may have been in long term and want to remain in.”

“I would feel that someone may feel that they are being forced out of their home. They may be happy where they are and may have lived there many years and feel it’s their home. To then be told we need you to move to a smaller home but we’ll give you an incentive is just going to add pressure.”

“Not everybody is happy to be accommodated in a flat or bungalow.”

“I understand why you would do this but what about the people who are already waiting for a bungalow? They seem to be rare already? Bidding queues are very long for these.”

“They will have priority as you will move them 1st to rehouse families. Leaving those in my situation waiting even longer.”

“Some people may have lived in that home all their life and have friends around them. We own our house but it’s no longer suitable for our health, it’s in poor condition and would not give us enough money to buy anything else. I do agree that asking people to downsize is a good option but should not be made a rule. If they are willing to move then ok but all it does is change the problem around so that there would not be enough smaller homes.”

“Because you are not helping me to get a bigger house.”

“Terms of the let – why a single person is in a 3 bed property when smaller would be suitable. Rental history through family – be offered a property within the area they resident in.”

“Why do they need an incentive? They’re already getting cheap rent, you’re the landlord, you tell them what to do!”

“It should be the person’s choice.”

“This is all well and done if you have smaller properties and people are not forced to move to areas they do not want.”

“How can I decide if I don’t know what it is?”

“If they are willing to pay they should have the choice.”

“I own my bungalow which is too big for me...I can’t get help to move to a smaller one. Because I own house I do not qualify for benefits or help to maintain my home or to qualify for a council bungalows. I have never claimed a penny for any benefits, this is not fair. The council could build cheap bungalows for such as me to buy for cash when mine is sold.”

Disagree

“I believe it will end up leading to people being forced out their family home.”

“Some people may have took care of these properties and made a home of it, we need more given to us.”

“It’s fine if it really is the tenant’s choice, but I feel single people will be ‘pushed’ into flats rather than bungalows. Also, who decides if a property is larger than their needs? Our council house is tiny.”

“Those waiting for a bungalow will be penalised and have to wait longer.”

“There isn’t the stock of bungalows to support this.”

“If you’re eligible to have that property you should be allowed it. Also you shouldn’t be penalised as you don’t yet have kids.”

“I was told a council house isn’t your home. Help them to move or give a deadline to leave.”

“If married couple want to downsize they are not usually offered 2 bedrooms even if sleeping in separate rooms.”

“Bungalows and downstairs flats should only be allocated to the elderly and those with limited mobility and/or with health issues.”

“If you can offer to them, offer incentive to all when moving into a new property.”

“Flats maybe but there isn’t enough bungalows for people who need them now and to put people in them that don’t need to be there is just forcing us who do need them to have to wait longer.”

“I think tenants may be forced to accept housing in areas where no one decent would want to live rent free such as Edlington, Mexborough, Denaby, and others where the crime rates are appalling. Many people would feel vulnerable in these areas as they are not safe. So it’s not just the size of the property to be thought about.”

“Some people may have lived in these houses, and lived in Doncaster in particular for decades or all their lives, only for them to be moved to accommodate people with no connection to Doncaster. They may be moved to an area where they have no friends or family. It is basically a serious breach of these peoples’ human rights to live due to their family being reduced in size due to bereavement or over circumstances.”

“You need to build more bungalows with garden space, people remain active longer, this would encourage those who like a little privacy.”

“I’ve been bidding for years and got nothing, so that more people before me again.”

Strongly Disagree

“This would be devastating to many residents and may even result in needless early deaths. Whatever happened to ‘an Englishman’s home is his castle?’ We need more council homes to be built since the disastrous ‘right to buy plan’.”

“We have lived in our home for 46 years spent thousands of pounds over that time bought up 3 children here. It would cause untold stress for us to move now. Think of the pressure you are putting on people late in their lives.”

“Because I apply for council house 5 years ago nobody call me and text me I don’t know how long I wait.”

“Residents may voluntarily wish to be rehoused to a smaller property if they are provided with savings benefits e.g. reduction in rent and lower heating/fuel costs. However, if they wish to remain in their current property then they should be allowed to do so as they have likely put down roots, becoming part of a community, being supported by friends and neighbours. Relocating would mean ripping people from their lives they have built up and support around them. By doing this, DMBC would only create a larger problem to solve – a catalyst which would involve facilitating an increase in a range of mental health issues – including depression, anxiety and isolation. These issues are already at an all-time high, woefully underfunded to address current levels without exacerbating this further and making more people miserable. All of the above is neither fair nor acceptable.”

“Disagree as to move from a house to bungalow will cause problem for people that reach the age for a bungalow then will have problems getting them because issued to someone from a house.”

“People that have lived in houses for years deserve to keep that house until they are no longer able to and until they reach out for help.”

“The population of Doncaster has steadily increased over time but more council houses haven’t been built to reflect change. 20k council houses is paltry compared with the amount of families in need and offering tenants incentive to give up their homes for the sake of rehousing a few families is not going to tackle the problem, especially while there are also so many empty council properties that have been abandoned. The only way to solve this issue is to build at least another ten thousand houses. It may also be a good idea to disallow St Leger properties to be sold and then put up for rent.”

“If living in a house too big for needs should just be made to move.”

“To uproot someone from a community/neighbours/friends where they may have lived all their lives or for a long period can cause many problems for an individual e.g. mental health needs, loneliness, isolation etc. It’s not the individual’s fault that selling off council houses and years of under-investment in building new council homes has caused this problem.”

“We are not cattle. These should be our homes not accommodation. Well after our children have left, the memories remain along with the physical things we have worked so hard to fill this home with. A home for our grandchildren to frequent, a home with a garden in which to play. These things cannot be downsized without emotional harm to us and the family unit.”

“These policies always start with an incentive. Eventually when it’s realised that you will literally have to pay people to move out of a home they are settled in and have many happy memories of, the policies will become punitive and manipulative to harass people out of desirable properties.”

“I agree with the incentive but believe it should lie with the tenant as this could cause unnecessary stress for many people.”

“Why people should lose their houses if probably majority of them spent lots of money already to maintain and improve their properties.”

“People who have spent a lot of money on the house and garden and pay rent shouldn’t have to move. Many people have invested 1000s of pounds and hours getting their home and garden nice.”

“Shouldn’t force people to downsize if they don’t want to, and a lot of these flats are in rough areas where people don’t want to live because they fear for their safety.”

“Stope forcing people out of homes they’ve lived in for years & years. They live in communities where they have put down roots. They could have a job nearby, do volunteering work & have long-standing friendships. Build more houses in every community, of different types, like bungalows, then they might voluntarily move. Nothing worse than feeling you are not welcome & being forced out. We pay rent, not live on benefits, but even if we did claim benefits, you shouldn’t be treated differently.”

“You don’t get a house any quicker and yet since you brought this in, I have to pay bedroom tax. I am already in debt with my rent. You don’t waive the bedroom tax. And you won’t offer me a house unless I pay off my debt which I’m trying to do. You should waive the bedroom tax if someone’s actively looking to move and bidding.”

“People should not be forced to move to a flat or bungalow. People should have the right to a house. This is discrimination.”

“Consider everybody as an individual. People’s choice.”

“You do not have enough affordable 2 bed houses. I couldn’t afford to live in a new build but under your new rules I would be pressured to move.”

“Bungalows should be for the over 60’s or disabled.”

Did Not Answer

“There is not enough bungalows now so that would make things worse. Downsize people into smaller houses or flats...not bungalows.”

- 2 response redacted due to offensive language
- 7 responses redacted for including identifiable/personal information

Amendment 2

Strongly Agree

“I am in lower band and wanting to swap homes. I don’t want to remove a home from the market just switch properties which would open up the one I am currently in.”

“Think this amendment is fairer and would give the families who think they have no hope of being housed.”

“Everyone who is on the list is on for a reason. I’m on a general band and it’s impossible to get a look in on the homes. Everyone should have a fairer chance and should not be penalised because you feel it’s not a priority but it is to our family and will be for many more people. It’s not fair.”

“I agree with this. I moved in my house when I was on the top band. I hate being away from family, I had to change schools now I’m stuck with no help. I can’t move, I bid all the time but now on the lowest band so will have no luck in moving out this hell hole.”

“Strongly agree with this as I have been trying years to be homed and on a general band are finding it impossible to be homed. Everyone has needs to why they need to be home on the list and no one seems to care.”

“Yes definitely, been overcrowded years still waiting for a 4 bed.”

“I wouldn’t want to be miles away from my family.”

“Better that families are not split up.”

“Families should be eligible for access to a house regardless of their relative needs.”

Agree

“All though I agree, I have been on the list over 5 years and haven’t got anywhere near a bungalow in the area that I wanted. I am in a private rented house and have problems getting upstairs.”

“Agree with it in some part. Maybe give a 1 person or a couple a 2 bedroom house in case they have kids etc. but don’t give a single person a 3 bedroom house.”

“Depending on the circumstances, this could help families that need to live nearer to their work for example, or to reduce care needs of a family member living close by.”

“I have been on waiting list for 15 years waiting for 3 bed house in a particular area as I was made to take the house I had under the old system and this is not right.”

“I am currently on a transfer band due to massive antisocial behaviour issues and I have no idea how long this will take.”

“I have been on the housing list since 2008. I have had to stay with private rent because I am not classed as priority. It’s not fair.”

Neither Agree nor Disagree

“I think it’s a good idea but again myself and my husband are on gold medical priority and can’t get rehoused.”

“I don’t understand this amendment or what it means.”

“I think that depends on the family needs.”

“I think it should depend on their circumstances. For instance a family may not be prioritised on medical grounds but if they have harassment from neighbours etc. it should be allowed as a priority but if they just fancy a change then it should go to families or single occupants that are in need.”

“I don’t understand the question.”

“I don’t really understand this question enough to comment on it.”

“And again I’m in silver and you not helping me.”

“I didn’t quite understand the question.”

“I don’t understand the question.”

"I understand the need for balanced communities, but there's a reason for the banding and this feels like circumventing the system."

"Not sure I really understand this?"

"This one is tricky as it kind of undermines the banding system which already priorities based on the individual family's needs."

"We need more council bungalows suitable to keep old folk in their homes instead of going into care."

Disagree

"Re let means they have previously had a house and misused the house so giving them another house wouldn't benefit anyone."

"How is the council to impose what they think peoples' needs are."

"Disagree, because it's dependent what you think is lower needs. For those people maybe is big need, but you think it isn't and it's not fair. People know better what they need, not just that you decided. All small things matter to look in to everything properly."

"I thought people in lower bands had lower need. Why would you not provide housing to the people in most need?"

"Surely whatever is available should go to those with highest need?"

"Fault of Doncaster council not building homes after the right to buy came in force."

"Your proposals are at odds with each other. You want to get tenants out of houses too big for their needs but then you want to give some oversize ones for social reasons."

"Priority should be given to those most in need. Those who are homeless, living in emergency accommodation, such as hotels and also those living in poor conditions."

"Does not really give much details as to what a 'balanced' community means but I feel the weight of allocations should be on the need for the housing in question. This sounds dangerously like tick box allocations for the sake of 'balance'."

"I think it should go on priority of needs, when everyone is in suitable housing then maybe."

"Those who have urgent needs should be considered first."

"There's not enough houses etc. in desirable areas. There's not enough choice. Build more all over then you might see voluntary movement."

"Should stick to date order."

"Some people have others who live with them and also need a carer. To force them to live in a smaller home could prove problematic."

"It would appear to be in direct contradiction to amendment one and a pointless thing to do."

"The banding system exists for a reason, albeit more should be done to allocate the correct band to the applicant as swiftly as possible."

"What are the lower needs circumstances in what circumstances would be offered if working rent."

“Family homes should be retained for families. While families are still on the waiting list they should be prioritised family homes.”

Strongly Disagree

“Because people in lower bands will as always be last fact.”

“Yer right so how come I bid on property and still not getting nowhere even bidding out of the area I live.”

“I’m single parent who work full time and in this times when must rent house, pay all bills etc. My application is always on the last queue. I live in house with mould, expensive heating because it’s old house. In my son’s room there are marks on the ceiling after rain.”

“Not enough housing stock.”

“If they still can afford the rent and they don’t have any difficult circumstances, I don’t see the point.”

“The people who don’t have a house to begin with would still be forgotten about and ignored.”

“What is the point in giving out whatever spare family homes that you have to those with lower needs? Everyone on lower needs will be bidding on family sized houses and it would be unfair for the ones who have not received them.”

“Common sense would suggest that in a housing crisis, the most needy would be prioritised. This isn’t to say that more council properties shouldn’t be built though, to meet the demand for all on each banding.”

“There is already a high demand for those in high need as it is without reletting to those with lower needs. If this change happens, there will be a larger lack of houses for those with high need.”

“People with the highest priority and need of rehousing should come first.”

“What that means? There will be houses available for people in higher needs only, so victims of criminal situations? What about communities living nearby already?”

“This would make families stuck on the list longer.”

“There aren’t enough houses for those with priority need.”

“If they don’t meet the requirements 100% they can private rent.”

“You should make sure those that are in the most need are prioritised correctly.”

“People in higher bandings with a great need are already struggling to get suitable housing.”

“An individual knows their needs.”

“Don’t understand how this makes sense if there is a shortage of family accommodation.”

“Communities where properties are classified for 60+ age end up with young families next door with noise and nuisance. I suffer from it. 3 properties near me all 60+ properties are occupied in their 40’s.”

"I disagree with this as just because a family has a suitable property to live, they may be personal circumstances that they need to move because of and this is not taken into account when it really should be."

"Priority should be on need only."

Did Not Answer

"Do not understand the question so am unable to pass judgement!"

"Council houses shouldn't go to people who are anti-social and look after the properties. If you moved them to hard to let or kicked them out into private sector then the issues would resolve itself."

"Not sure on this question."

- 5 responses redacted for including identifiable/personal information

Amendment 3

Strongly Agree

"Otherwise larger families just have no chance of finding a home or getting any support so children suffer the whole family suffers."

"It should go to people who need 4 beds or a 3 with a dinner room but nothing ever comes up."

"I am one of these people needing a 4 bed property. Also homeless at the moment and nothing is available because people who are less in need are getting these before myself or others in similar situations."

"If they only need 2 bedrooms they wait for 2 bedrooms. Then you will get rid of the issue you've raised in question 1."

"Prioritise those with the stronger need."

"Yes, let the larger families who need the bigger homes have them because they are so rare. It's common sense really and fair, especially if they have been waiting a long time."

"Definitely bump those with larger families up in the queue before those with a smaller family. They are more in need and there is less stock, so those who are not as vulnerable should not be taking away from those who are more needy."

Agree

"I know a single women with no children in a 3 bed house."

“Makes sense but there should be a limit on the amount of time a family has to be on a waiting list as they may get bypassed time after time.”

“Agree due to the lack of 4 bed houses so yes should be offered to larger families.”

“My understanding in bidding for a home was you could only bid on a house suitable for your needs. Surely it's common sense to save the bigger homes for larger families.”

Neither Agree nor Disagree

“I think that also depends on how long the families have been on the waiting list. I don't think it would be fair for a smaller family to be waiting for over a year for a house and a larger family be waiting one month and they get a house. I think length of time still should be considered.”

“I need a 4 bedroom but I am not getting anywhere.”

“If 4 bed is needed fair enough but nothing stopping them bidding on a 3 bedroom and being successful in obtaining that above someone who has been waiting to be homed longer.”

“Why are you letting them bid on houses they don't need? But then again what you class as need may be wrong for instance I don't agree with the policy that a child under a certain age should share a room with another child of the opposite sex of roughly the same age.”

“Difficult one, if you need 4 or 5 to 'get ahead' people will make sure they have 4 or 5 – sister moves in etc. so provides option for misuse.”

“You need to treat everyone equal so not sure if this is feasible.”

“Why should they be given 3 or 4 bedroom property they can live in smaller accommodation depending on sex of children. Some 2 bedroom properties are large enough to fit 2 bunk beds in for all same sex children.”

“Only if the resents can afford to pay rent without getting state benefits to do so.”

“I agree that if they are 2 parent families and one is working. I do not agree to one parent families on benefits, it only encourages them to have more children and claim more benefits.”

Disagree

“Everybody should have a fair chance of finding a home. I'm not in a priority band, living in a crowded home without fair opportunities of finding a home for myself and 2 year old son.”

“I have been waiting for a bungalow for about a year with only 1 bedroom.”

“Shouldn't take priority bigger families, little families need a home too.”

“If they choose to have larger families, why should the taxpayer foot the bill for a larger council property?”

“The higher up the 'chain' should be served first.”

“I think it should depend on how long you've been waiting.”

“It should go on circumstances, not on the size of the family. People will just keep having more children to be a higher priority if they know it will get them a house.”

“If people are eligible for 3 bed properties then they should only have the right to bid for a 3 bed property.”

“Do not agree that those people who have chosen to have large families should receive preference over those who have acted responsibly and had smaller families.”

“Circumstances are different for everyone. People needing smaller houses or less bedrooms may have a bigger issue in their current housing situation.”

“I don’t really think that would be fair. Especially if someone is going to miss out on a home just because someone else has more children.”

“People on the list should not be punished and pushed further down the list because the council has less stock of larger housing.”

“I don’t think that large families should be given priority over families with only 1 child. That 1 child may need more help.”

“You can’t base their priorities on number of bedrooms required, there may be a greater need for someone needing less e.g. more risk of homelessness, expectant mothers etc.”

“If they are able to pay they should be able to choose what they want.”

“Children are able to share bedrooms.”

“Spend money making smaller houses bigger. Where council houses have large gardens you could build sideways or possibly upwards.”

“There may be exceptions but the majority of larger families who are wanting council housing are 2nd even 3rd generation benefit claimants who are happy to rely on the system to support them and will have child after child without little thought on how they can support them as the benefits system will. Some families have 2 working parents and still don’t earn enough to support the families, they should be given equal priority.”

“Do we need to give birth every year to get a house.”

“Small families sometimes need larger houses.”

“Everyone should have equal chance to a property regardless of number of children.”

“It’s almost like a free for all as it is. Everybody is playing the waiting game. If a larger family already has a 3 bed then I don’t think others bidding on 4 beds who are entitled to bid on 4 beds should be penalised or made to wait longer when there are so few properties to bid on during each cycle.”

“If you cannot afford children, do not have them.”

“People may well need the extra room for a child with special needs, or an ageing parent.”

“It is not a housing priority if someone chooses to have a larger family. These things should be considered by the people whose choice it is to have large families.”

“If people choose to have larger families then that is entirely their choice but should be able to sort their own housing needs before having more children and not expect to jump the queue or take priority over anyone else who needs housing.”

“Only stop people bidding on 4 bed if 3 bed is adequate. Do not allow people with larger families to be prioritised for 3 bed houses above families for 3 beds.”

“People need to wait their turn. Why should people keep getting pushed back down the list. It’s very distressing and frustrating.”

“Because it isn’t fair to people who have been on waiting list for quite some time and are getting nowhere.”

“Some families need larger properties.”

“Because some are over populating their homes, if they have large family due to separation from partners yes but those who have say a 2 bedroom why would you carry on if your home is not big enough.”

“Some smaller families need homes just as much, and they are also struggling to get them.”

Strongly Disagree

“People who are awaiting 3 bedroom house could end up having to wait longer.”

“As you are just giving them to anyone.”

“This doesn’t specify if a larger house is needed for medical reasons. If a larger family needs a bigger house with no medical reasons, help should be given to them find private rentals with registered landlords.”

“I don’t feel this is fair as it will mean people waiting longer and forcing more people into private accommodation like myself which is expensive.”

“All potential residents should be treated equally.”

“They already have a home.”

“People who have got many children shouldn’t be put into priority or bigger housing. It was a choice to have more children so why should normal families suffer.”

“This is completely unfair. They should not be rehoused first due to what size house they need. If you only allowed people who need 4 bed houses bid on them that would solve the problem.”

“House the ones who need it most and who have waited a long time, people shouldn’t just jump the queue. We all have urgent needs, those with medical problems should be considered and the families with disabled children or a child. Not for the number of kids they have.”

“Both families need to be housed so neither has priority. Suggest more housing stock be built to reflect the council’s changing needs and to adequately address and fulfil its obligations. 400 out of 20,000 is woefully under-represented at only 2% of its stock. Use 106 money from developers to create new social homes in new developments.”

“The priority of rehousing need should trump the number of people in the family.”

“Why bid for bigger than what they need.”

“There seems to be a large proportion of people needing 3 bed houses. To stop them getting 4 beds would mean that there is even less chance of those on lower bands to be eligible for 3 bed houses.”

“All families should be treated the same regardless of size.”

“All families need a home not just the bigger ones.”

“The larger families will not reside long in a smaller home due to overcrowding etc. so may as well rehome a smaller family that would likely remain in the property for a while. Why should a family that’s smaller not be considered just for their choice to not have children or expand their family etc.”

“Priority should be based on need rather than child count.”

Did Not Answer

“Do they pay for the extra bedroom? If so leave them alone. If not then 3 beds only for them. One rule for 1 and different rule for others.”

“That would depend on how much longer they have been on waiting list surely.”

- 1 response redacted due to offensive language
- 9 responses redacted for including identifiable/personal information

Amendment 4

Strongly Agree

“Definitely but this needs to be handled more efficiently than current i.e. feedback time on any further information required should be quicker.”

“People who rarely go in to arrears tend to be targeted for arrears than them that have owed arrears for years in my experience.”

“Yeah see nothing wrong with this.”

“You’ve hardly supported me at all and I’ve had to get my MP involved repeatedly.”

“Currently working with two families due to be homeless any day now. It is very stressful knowing that they aren’t even in platinum yet despite court proceedings to evict them.”

“Sustain should include misuse of property too.”

“Past history of failed tenancy, shouldn’t be allowed a tenancy unless they have support from outside agency in place.”

“The impact of this is so widespread affecting the wellbeing of all within the household and other difficulties managing the cost of living.”

Agree

“That also works in giving council houses to people who can well afford to buy.”

“You don’t help after you’ve given a tenant the keys, that’s it you’re not bothered about complaints or how unhappy they are or how crap the house is. We have no support, we hate our house and was just left to make do.”

“If they ask for help yes – but should not be a condition of getting a house.”

“They could of lost jobs or partners or become ill.”

Neither Agree nor Disagree

“Nothing will change either way.”

“Other housing associations have properties available on home choice. I strongly disagree with their rents being higher. This adds up to an extra £200 a month for a tenant. Their stock is superior but why should tenants pay extra? Let them advertise on home choice but keep the rents in line with the council rents. Otherwise it’s only the well to do retirees that can afford them and that’s not fair.”

“Where else would these people live? Council property is one of the cheapest housing but I agree the council cannot afford to lose money”

“I hope that this doesn’t mean that if an individual that may struggle to pay or manage a property won’t be offered one. Offering help is all good and well, but what if at the end of the support it’s clear that the individual may struggle. Aren’t these very individuals the ones more likely to become homeless and then as a result fall into a downward spiral of homelessness, poverty and poor mental health?”

“In depth financial checks should be taken as a priority. Only when in depth checks are taken can you then determine whether they need actual help or they just want a cheap place to live.”

“Thought this was already being done.”

“Not convinced this would help with priorities.”

“I am unsure as to how this may help those who struggle to maintain a tenancy, as they will still need to be housed somewhere?”

“Don’t understand this.”

“You need your rent paying just as much as anyone else.”

“I’m not sure. There would then be a risk of those who may be deemed more ‘risky’ in terms of their financial security, or those who are more financially vulnerable from being turned down council housing, which is their very best option (considering social and private renting, buying would obviously be unachievable).”

Disagree

"This is very misleading, as tenancy failure can cover a lot of issues. The main one being unpaid rent as well as abusive and antisocial behaviour. People who already are guilty of this kind of behaviour, do not usually change just because they have moved to another property. No matter how much support is in place."

"Circumstances could change, collect info at time of offering a property."

"Too much personal data is spread too much."

"If people are at default with their tenancy then they need to prioritise their money and if they can't pay rent for the accommodation they are in, what makes you think they will pay rent for a council property. They won't pay."

"Then where they going to go. Offer them something cheaper."

"This is only going to stop people who can afford it to be put further back down the queue."

"Because it's not fair people have been waiting years and we still don't get rehoused even in the areas new builds are made and having been local tenants for years."

"This could potentially cut off vulnerable individuals and households and make it more difficult for them to find a social rent. More focus should be placed on working early to maximise income and working with partners to manage and 'jam jar' budget. This could be made a condition of tenancy where appropriate."

"What would you be asking for? How could people prove if they can afford a property or not?"

"There's no good reason why they should fail unless they're squandering their housing benefit on something else."

"The process is complex enough as is."

"Circumstances could change so collect when a property offered."

"I may be able to afford it now but things change? Will you collect this at other times other than at application?"

Strongly Disagree

"This would lead to an increase in homelessness."

"Why are they unable to afford social housing? Support to maximise income and support to maintain tenancy."

"As a labour council I am shocked at this proposal. Being poor should not put you at a disadvantage of having a roof over your and your family's head. Circumstances can change and what went before doesn't necessarily mean that it will continue in the future. If the council has concerns about rent payments then if the residents are receiving benefits they can arrange for this to be paid directly to the council. As with people using food banks – interventions can also be provided – Citizens Advice on a one to one basis on money management etc."

“Everyone deserves a chance at affordable housing. A lot of people are really struggling such as myself.”

“Why would you want to house a tenant knowing they will not keep up with the rent? So then you want to delve into their lives even further. If someone isn’t going to be good at managing their own money yet alone bills. More expensive.”

“Speaking from personal experience there isn’t any more information I possibly could have given or received. The tick box system still remains. And private renting remains unaffordable.”

“Circumstances change from one week to the next.”

“The process and information needed to get on the list takes long enough and this would take longer to sort and get on the list.”

“People should still be offered housing even if on little money so they can claim help. It seems like penalising those on low incomes. You don’t have the right to know what a person’s income is. You already do shorthold tenancies.”

“The information I gave didn’t support my application in anyway so I don’t think it matters what information you ask it’s disregarded anyway.”

Did Not Answer

“St Leger told me that I should move out of my house. My life has been destroyed because of anti-social tenants. Give people a chance but if they destroy lives kick them into private sector. Don’t get managers to victim blame and discriminate against quiet bill paying tenants.”

- 5 responses redacted for including identifiable/personal information

Amendment 5

Strongly Agree

“Make sure that ‘guidelines’ around ‘no fault’ are clear as this may be open to abuse. Communicate these guidelines to all agencies who are likely to be supporting these individuals.”

“I feel this would get abused by people seeing a faster route to priority and place their self as homeless. Saying that, I also feel genuine homeless should always be a priority.”

“I agree with this as I will not become platinum until my time in my current house is sold therefore will be homeless and in temporary accommodation until a 3 bed home comes available that fit my needs being disabled.”

“As I’m homeless I strongly agree.”

“Agree as long as these homeless haven’t turned to substance abuse or alcoholism.”

“You said it all in your explanation above.”

Agree

“Although I think that detailed and enhanced checks needs to be made as to the legitimacy of their homeless claim.”

Neither Agree nor Disagree

“As above.”

“Depends if the person is looking for jobs or if just want to live by benefits.”

“Have so many properties for homeless depending on circumstances.”

“Needs basis – if 2 people presenting at civic – more on a needs basis to families etc. rather than an individual”

“It should be assessed on needs of the applicant, for example not giving bungalows or 2+ bedroom houses when these are in need for other applicants with physical (disability or age) need for them. Homeless and vulnerable 1 person applicants could be housed in a bedsit or a 1 bedroom flat.”

“How will this work with proposed amendment 4? E.g. where something is identified that puts the applicant at risk of tenancy failure?”

“Without stock you can award as many as you like platinum, it becomes worthless.”

“Unfortunately, there are many people who are considered homeless – however, they’re making it nigh on impossible for people to get a house – as they always come first. Almost makes it good practice to kick your kids out so they can be classed as homeless so they can get somewhere to live.”

“Homeless should be given priority but if the person has been homeless several times and been rehoused every time, they should not be given priority over other people on the list yet again. The homeless do get a lot of support but they don’t always accept it or appreciate it. I agree if it is through no fault of their own.”

Disagree

“Some people have been on the housing list for many years, and are no closer to accessing a council property, than when they first applied. Some people, especially single people, find it difficult to access a council property, whilst still living with someone. Yes, they may have a roof over their heads, but that doesn’t mean they are happy where they are. Not everyone has the means to pay a deposit and extortionate rent to go private. Everyone should be treated as equal.”

“People would prefer to make themselves homeless so they get a better house or more bedroom. I’d say it’s the ‘easy way out’ even though it’s not needed.”

"I think if you're in temporary accommodation because of no fault of your own, should be on that band but the ones that live on the streets shouldn't be because they have chosen to be homeless through drugs and drink. If they are on the street for drugs and drink they will just end up back there after 3 or 4 months when they've not paid their rent."

"There are too many waiting for a home. If you look at how many bidding every week, one property was 148 bids, that's not counting other properties. Why are homeless in first place. St Leger Homes are out of date with a lot of things, how they got a contract I don't know."

"No fair on others."

"Should award platinum to who is overcrowded."

"See amendment 1."

"If this is due to be implemented you need defined criteria of what 'no fault of their own means'. Budget has increased to 80k a month accommodation and hotel clean-up bills for the homeless. They have no respect for anything the council do to help them so why should we help them when they aren't willing to help themselves?"

"All people on waiting lists as this one should be equal."

"Platinum status should be used only for those people with severe disabilities or are in need of specific accommodation needs."

"Temporary housing is still housing and they are not on the streets."

"Everyone who applies for social housing needs to be considered as private rental is extortionate and the housing that some of these private landlords charge the earth for are not fit to live in and the landlords take the money but are not held responsible for the upkeep of their properties."

"I disagree with the 'only being able to afford council accommodation' as I believe your assessment for this would fail a lot of working class families. No one on less than 50k a year can afford private rented properties and anyone who can would not be looking for a council property. I earn a reasonable income but there's no way I could afford private rent, I'd end up bankrupt."

"Need to investigate if the case is genuine."

"If these people are prioritised to platinum every time. There is no incentive to sort their housing issues out. And puts other worthier people down the list."

"People could make themselves intentionally homeless just to get platinum band?"

Strongly Disagree

"I'm meant to be at top of silver as got a child under a SGO order but council don't care."

"They need to go to work it's a lot offers. Other people disability, single parents, elderly should be priorities."

"I've worked all my life, lost my house through no fault of my own. Did the council help, no. Been on list since 2013, it's a joke. Had to move with 3 kids 9 times."

“Everyone needing a home is a priority – each individual or family has a very good reason in asking you for help. As I see it, the council is only looking to save money on temporary accommodation by prioritising these poor souls above other poor souls. You need to provide more new homes and increase the housing stock – that is the only sensible resolution to addressing these oversubscribed issues. Flat sharing and multiple occupancy residential blocks could be built – utilised even as a stop gap.”

“Why award platinum to only homeless applicants? You are again prioritising people on a list that is not fit for purpose you need to build more houses and release more abandoned properties instead of relying on the very few you already have?”

“This system is already being abused. I have personal knowledge of people who have made themselves ‘homeless’ in order to gain priority status to bungalows.”

“If someone is homeless then why just platinum. I would have thought they would be happy to get any home in any band. We all want to be in platinum.”

“This isn’t fair to people already on the list, everyone is on the list for a reason already.”

“They need time to work with other agencies and deal with ongoing issues that made them homeless before being ready for own tenancy and also should have continued support in place. Current time limit is applicable.”

“Often cause distress to other tenants through drug misuse and anti-social behaviour.”

“Once again this council is rewarding bad behaviour, the most likely cause of all their ills.”

“I think some tenants play the system and get housed when actually they are not homeless.”

“More help needed for older generations they should be treated equally the same as moving can be traumatic for them.”

Did Not Answer

“Homelessness isn’t a choice in some cases. Some people need support. St Leger manager told me a tenant of nearly 9 years with no problems other than anti-social neighbours that it’s ok to be harassed and threatened in my house because of lifestyle. This would make me homeless and my child. The council doesn’t care they fake it to look good.”

- 10 responses redacted for including identifiable/personal information

Amendment 6

Strongly Agree

“They have a place to live they can wait there safe where they are. Unlike some vulnerable people looking for a home.”

Agree

"I think this platinum priority is open to abuse and individuals on this band can become complacent and think they don't have to make the effort to accept."

Neither Agree nor Disagree

"Everyone should be the same."

"Unclear question."

"Depending on what type of property is awarded."

"Circumstances again."

"Where would the people moving out move to? Again it is reversing the problem of who lives where."

"That depends on the situation of the person/people."

"I don't understand what your explanation means."

"On assessment basis."

"Don't really understand."

"Supported living is vastly expensive, if people do not need to be in it they should be helped to access independent living, however, I would agree that a homeless person should take priority over the priority backdate."

Disagree

"There should be more affordable properties for single people to have access too, then this problem would not arise. The council need to build more affordable properties to accommodate single people."

"Moving people from supported housing into independent living is both good for those affected and frees up housing for other people who have a current need for supported housing."

"Everyone who leaves supported housing should have priority."

"Maybe restrict priority to the real neediest."

"Equal rights, one person shouldn't come over another when they both are in need of help."

"Should look at all avenues available."

"Surely the majority of single homeless cases require accommodation in supported housing projects before moving to independent living, thereby reducing the chance of failure and a return to homelessness."

"They still need to be housed and you would be making them homeless by not offering them a place."

“If someone is eligible for platinum then it should be awarded. This is a form of positive discrimination.”

“They might not have any other option.”

“Everyone should be treated fairly.”

“Doncaster is attracting the wrong sort of people by being too lenient.”

Strongly Disagree

“Again, this would be grossly unfair to all those good people that have been waiting for such a very long time.”

“People leaving supported housing have as much need if not more than some to a long term solid tenancy i.e. leaving refuge to avoid any more emotional upset and if children to find them a solid settled area to grow up and thrive.”

“No there will be people who are ready to live independently taking space in supported accommodation.”

“Some people have been on the list for quite some time waiting to be rehoused. Why should they now be penalised. There is little difference if you have been waiting a long time for a hospital appointment, only to find you must wait even longer. We are sacrificing someone’s life for another’s – this is so very wrong.”

“Think this is a no brainer, who thought this needs to think again.”

“If people are able to live independently after supported living they deserve that chance and doing this could see them homeless and at risk.”

“No, people that are in supported housing should be rehoused immediately upon their discharge. If they fail they can go back into supported housing.”

“If their homeless or living elsewhere and are single with no children they should be grateful for any kind of council home.”

“Widen the priority to both groups and change the formula to provide more housing to both groups. The backdating was created in the last review in 2018 to reflect the need to let up the bottle neck for those in supported housing. I cannot see how this change would improve either cohorts’ chances.”

“Surely this will mean that these applicants will remain longer in supported housing projects? Or worse: they will become homeless if the project removes them without anywhere to go to?”

“This is ridiculous the majority of homeless cannot manage their own tenancy straight away, people coming from supported housing and have continued support are more likely to succeed. If you go ahead with this you will be setting people up to fail.”

“Rewarding bad behaviour again.”

Did Not Answer

“If the staff at St Leger didn’t do what their mates wanted, people would get the support they needed.”

“Vulnerable or homeless people should be housed in the first instance into communal living quarters which are managed. To assess their needs.”

- 3 responses redacted for including identifiable/personal information

Amendment 7

Strongly Agree

“I have fled domestic abuse and I am in an unsuitable property where domestic abuse occurs next door which directly impacts my mental health.”

“I’m one of these people and I feel like the delay is just increasing the danger I’m in day by day.”

“I have to escape domestic abuse from December and I’ve still not got a property as I have been messed about. I’ve only just been allocated gold been waiting since December.”

“Domestic abuse victims should be your absolute priority, forget the people who can’t be arsed to work, forget those who are homeless taking drugs, domestic abuse should be top of the agenda in every case.”

“Strongly agree they need a house ASAP to get away from the abuser because if not they will just be trapped.”

“I have been looking for years and bidding on properties and got nowhere.”

“One million percent, help them to become safe.”

Agree

“Agree but most get back with their abuser once rehoused.”

“Need to be assessed on need and how quick they need to be rehoused.”

Neither Agree nor Disagree

“Without more properties available for you to use, you cannot be 100% compliant with.”

“I have known some people to say they have been in a domestic relationship to just get help from housing to get a house quicker or to get moved quicker.”

“Don’t understand.”

“Don’t understand the question, do not know what is in the act.”

“I think domestic abuse victims should get some priority but definitely not more than other families that also are in need through no fault of their own.”

“How vulnerable because each case is different.”

“I do not understand the act so again can’t say too much but why can’t the abusers be removed from the home instead? I would agree to giving the abused a new home provided the abuser was not allowed the old home.”

“Don’t understand.”

“Not sure what the act states.”

“I’m not sure about this as I know young girls have played on this to be homed quicker. Think strict evidence should be applied for this such as case number from police to prove it’s actually happening.”

Disagree

“There are people waiting for homes every week bidding so then they lose out. There is over 600 every week bidding to move etc. this will reduce their chance getting a place.”

“All need to be treated equal.”

“Only if there are children involved. Most people have family or friends that can accommodate a single person while they get on their feet.”

Strongly Disagree

“Anyone can claim DV with an incident number. Anyone can falsely accuse anyone. There would need to be direct work with women’s centre and social services for priority to be given. If these services and courses such as freedom project are not engaged with, then priority should be relinquished. Same goes for antisocial behaviour.”

“Domestic abuse has nothing to do with affordable housing. Limited council housing could potentially be used by domestically abused people who can afford private housing. That’s not to say that they don’t need support or shelter whilst moving from A to B.”

“People on the list will have to wait longer.”

“They keep moving new abusers in their homes and needing to move again and again.”

Did Not Answer

“Don’t really understand – as no idea what in the domestic abuse act.”

- 7 responses redacted for including identifiable/personal information

Amendment 8

Strongly Agree

"I know I agree on this one but I'm 51 years of age, none drinker or smoker or drug taker and need a walking stick. My mobility is getting worse, have not yet been assessed and haven't been moved from the bronze band in about a year. I bid on bungalows each Thursday only to be told that there's so many people before me. I feel as though that I'm getting nowhere fast, surely this is not council policy."

"I myself would not be good in a flat etc. A lot of people suffer with mental health as I myself do. You only need to end up with someone noisy or who may argue a lot and that brings you down."

"People are taking advantage of this system and it is wrong."

"I'm 32 and in desperate need of a bungalow due to my disability but because I'm on bronze and my age I never get a chance to bid on any."

"It shouldn't go on age, that's discrimination. It should go on needs."

"Why should you get a house quicker if you are a certain age? If they don't like the wait, private rent."

"Don't think you should designate based on age as it is discrimination."

"Prioritising on need rather than age seems painfully obvious and it's hard to believe it isn't already the case."

"Not only elderly people require such housing. There may be younger people who are in greater physical need and it should definitely go to these people first."

Agree

"As long as this doesn't adversely impact on older applicants or move into age discrimination."

"Elderly people should be prioritised in the bungalows not given to any other tenants (i.e. homeless, drug abusers)."

Neither Agree nor Disagree

"Bungalows need to be available to anyone over the age of 60, while all flats should be available to everyone, as most elderly people do not want to live in a flat. It is age discrimination, when designating an age limit on a property, except bungalows which are more suitable for the elderly and disabled."

"I neither agree on this or disagree as I seen a property and it said 50+ on it yet that property would have been ideal for me and my family with it having a ramp and with 2 small children under 2. Getting a pram over a big step is hard when a single parent."

“If this means you will put in a 25 yr old in before an elderly in need then definitely not but if they are still age appropriate and say a couple of yrs younger than the other person but need it more then yes I agree as long as the people put in them are still age appropriate then yes.”

“If you want to do this, then you need to speed up your assessment process first.”

“There should be a fairer selection scheme.”

“Bungalows should be for the elderly and for people with disabilities starting at 50+.”

Disagree

“There is a chance that someone who is more aged could end up passing away before being rehoused.”

“Some people are only eligible for flats & maisonettes, therefore age should allow them a bit of comfort/priority in order to get a bungalow.”

“Bungalows should be given to older residents or those with disabilities.”

“Bungalows should be for the elderly – houses can be adapted.”

“I live in a small one bedroom ground floor flat, working full time and paying full rent etc. from my wages. Looking for a suitable slightly larger bungalow to move into. I can see this change making it even harder to transfer into a suitable bungalow if one should become available in my chosen area.”

“My flat rent is too high and I cannot pay rent and I was very depressed and upset.”

“I don’t think it should matter of your age. I think it should matter on your circumstances like if you’re in a 3 bedroom house and you need a 4 bedroom house then you should be put on the high band.”

“No fair.”

“Everyone is to be considered based on their needs.”

“You may end up not having enough 2 bed bungalows to get older couples out of 3 bed houses to release for families.”

“I think younger people should also be considered for bungalows.”

“Only in as much as the older population can find the prospect of having to move away from where they’re comfortable and settled much more terrifying than perhaps younger people would.”

“If it works don’t mess around with it.”

“I am in a large 2 bed house and wanting to downgrade into a bungalow. I am in my 50’s and would prefer to do this rather than downgrade to a smaller 2 bed house and then as I age or end up where I am disabled have to move into a bungalow. While I am relatively able to move I have coped, I would much prefer this option.”

“I think this needs to be carefully monitored. There are reasons people moved to the community they moved to due to the age designation in the first instance.”

“Should be for OAP’s.”

“A lot of us are already waiting for ongoing time to get a bungalow. A lot of us over people have medical needs also you shouldn't push us further back in the queue for a bungalow. Yes those that truly need one I agree but can't just forget about us that's over 60. Why can't they start on bronze or silver instead of platinum?”

“Think if properties are allocated to younger people it may result in ASB in areas where it doesn't currently exist.”

“I currently own my own home and I am wanting to move into a bungalow. As soon as I am offered a bungalow I can sell my game and move as I am retiring and can't afford the cost of staying in my own home. If this amendment is passed, I would possibly never get a bungalow.”

“I think that age is very important. I am at the moment 65 and working, I retire at 66 but if I cannot afford the rent on this private property I would have to consider carrying on working if I am able or not. So if my age is a help to getting council bungalow I want it to count.”

“I am concerned that younger people who are housed among older residents, particularly in age-designated flats, may behave in ways that are unacceptable to their neighbours. I would approve of this only if the applicant is made fully aware of the conduct appropriate to the particular location and that they confirm their acceptance of these conditions.”

“If it is for a bungalow I do not agree, I think that the bungalows should be for the elderly only.”

“Yet again, older people to wait longer.”

Strongly Disagree

“I strongly agree as it should go on current needs not age, this is probably why we're not getting a chance. I bid every wk if property is in my area. Again, it just seems to be a bit unfair.”

“By age only, too many younger people getting bungalows.”

“Bungalow should be allowed to disabled/60+.”

“Once again – both deserve to have a home that reflects their needs. If you implement this amendment then there is a very strong chance that some people on the list will never reach the point of being rehoused to fit their needs because they will continually be dropping down the priority list. I ask what is the current % of housing stock allocated for these residents – it is also extremely low at 2%? More new homes need to be built to address the shortfall. The demographics and housing allocation in the Local Plan highlighted this in 2018 e.g. with an expected 30% increase in the over 60 population. We are now 4 years in and the world has seen further & greater change. So does the council now need to revisit its social, elderly and disabled housing stock numbers to keep up with the times? More assisted living, bungalows etc. need to be built and provided by DMBC.”

“Letting bungalows to age 40+, one time a day you had to be 50 to 60 get a bungalow. I say bungalows should be 50+ not under that age. 2 bedroom flats 30+ 40+ depending on floor level of flat location access.”

“I don't agree as there is younger people that would benefit with bungalows or smaller places because of health conditions.”

“No because this will then lead to younger families being rehomed into designated retirement and residential areas. Older people command respect and deserve peace and quiet.”

“If someone is 55+ and very fit with no health problems & someone at 40+ has health problems and can't manage stairs then I think assessing by age rather than health needs is not fair.”

“This is long overdue, however, when it comes to bungalows I think these applicants should still have a medical need for a bungalow, such as being on PIP.”

“Nothing wrong with it.”

“There might be an underlying reason why people need to move which isn't age related.”

“Older tenants often wait years to be moved into bungalows or never get the opportunity to move.”

“Ridiculous, pensioner properties should be left to pensioners. Maybe some of the others could find a job.”

“It is a recipe for disaster if young people are to be routinely accommodated in housing intended for older people. Nobody under 40 should be housed in such accommodation unless it is due to serious physical disability.”

“As earlier, if property is age related e.g. 60+ then 60+ only get tenancy. As said, my 60+ property in 60+ street had 3 fairly recent tenants in 40's and retired elderly have peace and tranquillity destroyed.”

“Older people need bungalows more than younger and should be given priority for them.”

“Age related assessment seems fairer as older people, often living alone would not like to be housed next to younger families or people with additional support needs.”

“I am already aware of younger people living in bungalows who are not ill or have disabilities whilst elderly people are stuck in big family houses and can only use the downstairs due to health problems.”

“I am approaching 59 years of age and in the bronze band. I have waited patiently for a 40+ & 50+ bungalow for a number of years.”

“You need to have more assessors, someone supervising them, time limit to each step.”

Did Not Answer

“As somebody 40+ disabled and living in fear of her child and my own safety why haven't I been considered for a bungalow?”

“The council should safeguard people that have moved into bungalows as being over 6+ before moving in other tenants.”

- 8 responses redacted for including identifiable/personal information

Amendment 9

Agree

“They are all in the same situation and otherwise could end up homeless.”

Neither Agree nor Disagree

“Should be done by means and needs.”

Disagree

“Forces should have funding for personnel leaving service not the council.”

“I don't agree with granting straight platinum band as that's their decision to separate/divorce and if it's not caused by any abuse, then it should be made with all the consequences and thinking ahead where they will live etc. I would agree with a personalised decision made on the assessment but not to be granted as a whole.”

“No this shouldn't be made a priority as they are separated and the person in or previously in armed forces may have a new partner that would need help.”

“Not sure even why ex-service staff get priority – so definitely do not think it should include ex-partners.”

“Keep platinum for the most needy.”

“We all work regardless of what job.”

“Because if you put divorced mothers/fathers that are single should be prioritised as well.”

“Person with family should get priority.”

“There are many more vulnerable people needing it more.”

“This only helps people in higher band.”

“The armed forces are supposed to cater for their needs, not councils.”

“They should apply and be treated as anyone else.”

“Surely they'd be treated like any other person?”

“The time period (5yrs) seems excessively long – a reduction to 3yrs might be more appropriate in line with other priority housing considerations.”

“If they are homeless yes, but also every week a property should be offered/allocated to the longest person that's been waiting on the housing list also as some people been waiting years and never going to get a property. Which is still not acceptable.”

“I think if it was the actual person in the armed forces in need then yes but not divorced partner not to take priority over someone else.”

“All should be treated fairly and being a partner to armed forces should not take priority over others who have been waiting longer.”

“Why would it be different for armed forces families separating to any family separating.”

“Don’t quite understand why you would want to do this – service people know how long they are signed up for and know they will need to transition and whether rent or buy another house. As for ex(s)???”

“Why should they have priority over other people just because they were in the armed forces otherwise we should be the same for NHS staff and police.”

“Ex service personnel usually have better pensions than our old folk to manage on. Merit also on separated folk.”

“If they are separated it would be the same as any civvy separated person bidding to find a home.”

“Only priority to the person who has children.”

“Unless someone is currently leaving the armed forces the banding should be the same as anyone else. If someone has been stable for up to five years they should be given the same priority as anyone else.”

“Platinum seems like a bit of a stretch just because of the armed forces. Why not the same priority as other separated/divorced partners?”

Strongly Disagree

“Not really fair on everyone else.”

“What about widows and widowers.”

“Can go private till they bid like everyone else not one rule them one rule other. Who thought of amendments must be living in cuckoo land.”

“No priority should be given to those currently living with personnel. The same should go for their children.”

“Ex squaddies should not be auto top of list – same rules.”

“Again, priority should come down to circumstances and individuals affordability. Separated/divorced (ex) partners of any job description may well be in a new relationship where together they can afford private housing.”

“They are separated from the person, this will make people on the list already wait longer.”

“Not really because if they are leaving the army they aren’t exactly struggling for money and probably won’t need council help when they can afford private.”

“If they’re separated or divorced from force’s personnel then they’re no longer eligible for that support.”

“If they were in the armed forces they have money.”

“I don’t agree that separated or divorced partners of forces should be treated any differently to normal members of society. Unless there is children involved with the forces member.”

“Not sure why any ex services should be prioritised – never mind their ex. Surely they should only be prioritised if they have been medically discharged?”

“They chose the military.”

“Hmmm why?”

“Prioritise forces families, but not ex partners.”

Did Not Answer

“Each case should be evaluated independently. Friends of staff shouldn’t get to tell St Leger what to do.”

- 1 response redacted due to offensive language
- 3 responses redacted for including identifiable/personal information

Amendment 10

Strongly Agree

“Need to make it clearer by stating all other in the wording as it’s not clear that this is all others that are not registered homeless.”

“I don’t think people should be dropped for refusing. People have reasons for refusing such as away from family support. Offer them what suits their needs otherwise your setting them up to fail. That’s wrong.”

“Why are we even giving them a choice? If they refuse it, take them off the list. If they’re desperate they’d take what they can get.”

“Yes definitely.”

“Seems fair.”

“Should be more chances.”

“Seems reasonable.”

Agree

“As long as fair notice is given on an applicant then I agree with this.”

“Because banding isn’t fair, I’ve been in Bronze for ages and it’s not fair.”

“Agree as long as each case is reviewed to understand why people are declining offers where they may have valid and strong reasons.”

Neither Agree nor Disagree

“As people are asked to state the area of choice when applying for a property, then they should only be offered a property in that area.”

“As I haven’t been offered any I don’t know how many times you can refuse before being penalised.”

“I don’t understand this.”

“1 offer for all.”

“Think if your bronze or below, you shouldn’t have a limit on your bids – it’s impossible to even get a council house for us anyway, always a million on the bids so why limit it. Might as well just give us a small chance to get one by letting us bid on as many as we are interested in.”

“St Leger houses are in disrepair with anti-social people given priority so each should be independently looked at.”

“I get that refusals slow the system but why should those who are most desperate (homeless) get less refusals than others?”

“I have been on bronze for years. I am 56 years old and still waiting.”

Disagree

“In this case what if someone had 4 children and bid on a 3 bedroom house and on view it was a small 3 bedroom property and they would not manage to live in it with it being small.”

“Can understand, but usually people are moved miles away from family that are able to help and support them.”

“Should be able to have as many offers as it takes.”

“Sometimes the property that is being offered really isn’t suitable for the person and could end up causing further distress and issues than actually being homeless. I think it should be 3 strikes and you’re out rule across all bands. The likelihood of 3 properties being unsuitable is highly unlikely and as such is given the applicant sufficient options.”

“The description on the properties to bid for is very limited and the pictures doesn’t match the description as well so it’s like blind bidding. This isn’t fair to the bidder so an error on the property can be an unwanted bid which could lead to an unwanted offer.”

“It should be 3 offers for all bands to make it fair. The properties offered could be in a bad state and those offered it could be in a position not be able to sort it out.”

“1 for all unless a very good reason why they turn down something they have bid on.”

“Shouldn’t have to accept a home that isn’t suitable.”

“If someone is offered a house in a location that’s not for them then that wouldn’t be fair. Some people have others to care for in the same village as them and have to be close by.”

“Some of the houses given are in poor condition i.e. need a lot of money spent on them before able to thoroughly enjoy living in them. Anyone in any band regardless of situation should be allowed to say no to a property that isn't suitable, out of area or in a bad area (drugs or antisocial behaviour) and not be made to go back to start or suspended for turning down a house not suitable.”

“They should be treated equally, with all bands having at least 2-3 offers. The reasoning for this is due to certain offers put forward for higher bands may be unsuitable in the immediate future and it's to one party that it will be an issue. Example: One person is offered a house in an area. The house is sound but it's found to have individuals who are antisocial in the neighbourhood, racism/sexism/homophobia. It isn't fair that they lose their banding due to having this information and choosing to act upon it.”

“Would be fair if the council were to make sure all properties were offered in good condition, and fit to move into.”

“I disagree with it because the house they bid on may not suit the size of the family.”

“The properties aren't always fit for purpose. I fear this will allow council properties to be in a state of disrepair and an individual has to accept it. Just because someone is homeless why should they be subjected to living in subpar accommodation.”

“One offer for any band is unreasonable given the semi-derelict condition of many houses with most tenants unable to take on the renovation of the council's properties.”

“All should be given 3 opportunities.”

“All should have equal opportunities.”

“Everyone regardless of band should be granted the same amount of offers. Not all accommodation is suitable for everybody's needs and sometimes this isn't apparent until a viewing.”

“There are many people who don't want to move into areas where there are already problems with anti-social behaviour as this could affect their mental health as it would mine.”

“1 offer for homeless isn't great just because they're homeless doesn't mean they should only have one choice.”

“I've come across homeless people who prefer the streets than to be forced into certain accommodation. 1 offer seems tight for anyone. Choice encourages pride.”

“One for all.”

“If they bid for a property they should take it if successful – one offer for all.”

“It is not always right to do this. The person may end up living far away from any support network and feel they need to accept the offer.”

“One offer for all priorities.”

“What happens if a person is offered where they don't want to live?”

“I don't agree that is forcing people to take a property they don't want, freedom of choice.”

“You are then restricting people choice of where they want to live just because of their affordability.”

“This should be case by case. We had an issue when we viewed 2 houses it would be completely unsuitable for us and you wouldn’t have known from pics. If the above stated had been in place, I wouldn’t have been able to get where we live now.”

“Homeless people should have the same rights as everyone else.”

“2 offers minimum to all bands.”

“I think all applicants should be allowed to refuse once and to take into consideration why they have refused.”

“If you don’t like the area, it’s not my problem.”

“Should offer 1 property across all bands, not enough houses for everyone to have so much choice.”

“The house offered may not be suitable for many reasons e.g. away from any much needed support network, schools etc. I think 3 is enough and suspend for 6 months if needed.”

“Unless someone is homeless and desperately in need surely it’s only moral to give them some option on where they live. Forcing people to live in places they do not want to will only create further issues e.g. mental health, social isolation.

Strongly Disagree

“This is simply not fair. I was offered a property that was advertised as a flat and it turned out to be nothing more than a small, damp and mouldy ‘self-contained bedsit’. It is unfair that I am penalised for refusing to live in a pretty disgusting property like that.”

“All priorities should be given one offer only unless there are specific exceptional reasons.”

“Sometimes properties are not advertised with all the details, and instead are advertised with ‘basic details only’. I believe that if a property is offered and it was only advertised with basic details, if the property was turned down for good reason, then the applicant shouldn’t receive a suspension. Please not that I believe that this should only apply to properties that are listed with ‘basic information only, however, all other properties that are advertised with the full information, amendment 10, as highlighted above, should be instated. Maybe make an amendment to include a few rights to refusal if the property is advertised with ‘basic information only’ and the applicant has a genuinely good reason to turn down the offer.”

“Most offers of housing are in poor run down areas in old run down houses that aren’t appealing to people as people would not feel safe and quite frankly wouldn’t be safe.”

“Because people have to feel comfortable in a home.”

“Moving or choosing a home is proven to be the biggest decision in anyone’s life therefore, prospective tenants should be allowed as many refusals as they want. The council could help massively by showing photos of the internal parts of each property to allow a better understanding of what one is bidding for, just as the private sector does.”

“Don’t agree especially for disabled people who are wheelchair users because from my own experience you don’t get offered the right properties for their needs. A lot of bungalows are not any good for wheelchair users especially a big electric powerchair from wheelchair services. Also we’re willing to give a 3 bedroom house up for a wheelchair friendly bungalow but not getting one bid enough for our needs. We live dangerously and are desperate for a

bungalow but the ones that they keep offering are not suitable for someone who can only get around using wheelchair.”

“I disagree as I myself have been told by a housing officer to extend looking further afield for a bungalow. I personally have and need family members help. Not all of them drive. If I have a fall I need to someone to come as quick as they can to help. There is also certain areas you would not want to live in due to drugs, vandalism and anti-social behaviour.”

“I don’t know how to explain this but that’s not fair. Some people in other bands need bigger houses because of their kids or any different circumstances.”

“Due to personal experience area could be inappropriate.”

“Sometimes the place is not good. Let them choose where they feel comfortable. Do not force people.”

“These properties may not be suitable or in area the person needs for their support network or need.”

“There are various reasons why someone may reject an offer and they should not be penalised if it doesn’t suit their needs. After all, you are not providing their home for free. You or I wouldn’t be willing to pay rent on a property that we didn’t want to live in – would we? So why should you expect others to and to further suggest, that we do this by holding a virtual gun to their head, is flabbergasting. I suspect there are a number of permanently vacant properties that no one really wants – if this is the case, you already know the reasons why this is the case, so sell them and buy other properties that you know people will rent and accept.”

“Safety reasons on why they can’t take the property.”

“There could be safety reasons as to why a property is unsuitable.”

“Offers such as direct match where a valid reason has not been given for refusal is a bit harsh when the opportunity for them to see the property for themselves, unless they have actually bid on a property and been reached.”

“There should be no limit for refusal of a property. If one person refuses a property it just goes to the next individual. It’s not until an individual sees a property that they can fully assess whether it suits their needs. The individual knows their needs more than anyone and may have very valid grounds for refusing. No one and I mean no one should ever be suspended for six months for just refusing a property. People aren’t children and they know what they need out of a property in order to achieve a happy life. To be stuck in the wrong property can be a disaster for an individual.”

“We are not cattle, we are born and bred in our home towns. We raise our children here and should never be forced to move our families away from our friends / relatives / community / support systems. The fact that this is legal is abhorrent.”

“Most advertisements give totally inadequate information about a property, most have only one external photo, some not even that, so only way to see if a property is suitable is to view it. If turn it down because it’s not suitable, then get penalised by marked down as refusing a property. If adequate information was given in the first place and could see it wouldn’t be suitable then wouldn’t bid on such a property.”

“There will be many different reasons why someone may refuse a property, listening to these reasons on an individual basis will create more accuracy in offering properties that meet the

needs that are not assessed for. If passed, this amendment will create a situation where people in high priority need are forced to accept properties not truly suitable for them.”

“It should be over 3 for all applicants, we lived in a private let and the landlord sold the property and we only had the choice of one house and had to take it even though not close to other family. This area is not nice and we cannot get anyone to exchange.”

“To keep communities together. What will happen if someone looking in a certain area will be penalised for a smaller number of offers despite their circumstances.”

“Depends where you are offering.”

“Everyone should be entitled to refuse a property. Specifically due to taking children into areas of high crime rates and violence etc. This wouldn’t be in best interest.”

“It should be 3 offers for all bands.”

“If a person is refusing a property, I believe it is likely to be for good reason. I don’t believe that people should be so severely penalised for this when it is significant decision to make and one with a long-term impact. Maybe instead of removing priority etc. Explore the reasoning behind the refusal and go from there. It could be a personal, social, financial or other type of issue that might with a little coaxing be easily remedied.”

“Unless there’s a separate mechanism for refusing a property as unsuitable, there’s a strong risk of people being pushed into unsuitable properties.”

“People should be given the opportunity to make their choices at least 3 offers for all band.”

“You cannot get a reasonable feeling for a property in one quick visit, the ones left in a mess do not always appeal.”

Did Not Answer

“Don’t understand the question.”

- 3 responses redacted for including identifiable/personal information

Amendment 11

Strongly Agree

“This is a good change as individuals with genuine accessibility needs are often lost in the system.”

“Why do we even give them a choice? If they refuse they get taken off the list.”

Agree

“As long as they have a valid reason for doing so and outweighs the offer of housing.”

Neither Agree nor Disagree

“You say penalty but don’t state what kind. It should be based on reason why they refuse as if you’re wanting a house near your family, you’re not gonna take the house that’s offered to be too far away or unsuitable from the viewing.”

“Just because they are on the Accessible Housing Register doesn’t mean they should be forced to accept a property in a neighbourhood that is unsuitable for them. There are many many bad neighbourhoods out there.”

“If they refuse houses in their chosen area for no reason then yes agree, but if there is issues such as damp, things broken or the house classed as unliveable then no I don’t agree.”

“I don’t understand what this means.”

“It depends why people are refusing the properties offered.”

“I’m not sure with this. A penalty as in a fee? If so this seems unreasonable given the relative needs of applicants. Such housing may not be appropriate after viewing and they should not be penalised by this via a fee.”

Disagree

“If you are disabled you might want to be near family or have certain needs for kitchens, bathrooms etc. Should have a couple of choices.”

“Shouldn’t have to accept a home that isn’t suitable.”

“Depends on circumstances.”

“I disagree with amendment 11 as until viewing a property the person who is eligible for an accessible property will not know if the property is suitable for them and their needs, it may not have the adaptations they need.”

“I don’t think anyone should be suspended for any time as it’s a big thing moving and if the applicant doesn’t feel it’s right for them they shouldn’t be punished in that way because some places are in a bad state of repair.”

“See previous answer.”

“Depends on the penalty.”

“Ask people why they refuse and why they aren’t happy with the house. If they are in line with standard living codes so people live safely and in a good state to live in.”

“There shouldn’t be penalties.”

“Don’t understand that so not agreeing.”

“Can’t expect someone to live in areas they are unfamiliar with or have no connection to.”

“Why should someone only be offered in areas where they may not want to live.”

“Some properties may be very unsuitable and the applicant should not be given a penalty.”

“When I see the house in real life, I want to make the decision then. Everyone should have their own right to refuse a house if they don’t feel it’s suited for them.”

“It’s unfair on people who need to be rehoused who are desperate for a new home.”

“Again if more pictures and information on the houses were supplied where possible it would waste less time all round.”

“Minimum 2 offers.”

“Again it should all depend on why they have refused.”

Strongly Disagree

“This is simply not fair. I was offered a property that was advertised as a flat and it turned out to be nothing more than a small, damp and mouldy ‘self-contained bedsit’. It is unfair that I am penalised for refusing to live in a pretty disgusting property like this.”

“Could be offered one in an area they don’t want.”

“People’s needs don’t always match up directly with council’s medical needs. Such as family support or how close properties are to the shops etc. which can be at times more important than everything else. If they are suspended, an appropriate house could pass them by leaving them on the register for longer.”

“Nobody should be penalised for saying they can’t take a home they wouldn’t feel safe in or if the area isn’t ok for them if they’d have no support. A home is a huge thing in life it has to be suitable.”

“For the same reasons as above, grossly unfair.”

“Depends on needs, one size doesn’t fit all.”

“Depends on circumstances.”

“Giving out penalties for refusing unsuitable accommodation is just wrong whatever colour or creed it’s just wrong.”

“Sounds like you’re just trying to push people into properties/areas that may not be suitable for them.”

“I have covered this in the previous amendment proposed.”

“Amend should stay as it was not changed by SLH whom is only contactors to Doncaster Council.”

“No. Unless the house is suitable for their needs, and they again have already bid then no they should not lose. A lot of properties that are accessible still do not meet the needs of the disabled applicant, therefore they should not be given any prejudice when they refuse a property that is not adapted or ready. People with accessible needs should be given the right to refuse as a lot of AHR properties are not tailored to their needs.”

“As above...there should be no limit for refusal of a property. If one person refuses a property it just goes to the next individual. It’s not until an individual sees a property that they can fully assess whether it suits their needs. The individual knows their needs more than

anyone and may have very valid grounds for refusing. No one and I mean no one should ever be suspended for six months for just refusing a property. People aren't children and they know what they need out of a property in order to achieve a happy life. To be stuck in the wrong property can be a disaster for an individual."

"From personal experience, I can say waiting for council accommodation whilst being sheltered in hotels with my children has been one of the most exhausting periods of my life in all regards. The threat of being forced to move away from my home town leads me to feel nothing but sub-human, and the added threat of being penalised for trying to stop this is abhorrent."

"No one should be forced as a matter of policy to accept a property that isn't suitable according to their assess needs. There needs to be a feedback mechanism to adjust offers to be more suitable."

"Why people should be punished if they refuse to accept accommodation which is not good for them?"

"When you are on bidding list you have an idea on location, style etc. of home. When you on AHR it's a random OT who decides where you need to live. The whole of AHR needs an audit currently not fit for purpose. You're in a lottery, no idea on time you will wait. Should be a list so you can view."

"Again causes more problems than it solves."

"As a disabled lady who has been waiting almost 2 years to move from 1 bed to 2 bed (consultant's recommendation), I dislike the thought that I may have to move away from my native area to avoid a penalty."

"See above."

"Same as amendment 10."

"Why the right to refuse away or a threat with penalty. You may view a house and not realise the street is awful til you view it. If you don't bid at all you get knocked off the list."

"Not acceptable and completely unfair."

"The house may not be suitable due to other reasons."

"Sometimes a property just isn't feasible for disabled people. The disabled person should be able to say no to a property."

"I strongly doubt that it would be carried out fairly."

"That's not 'helping'."

"There are several issues involved in AHR housing and expecting a tenant to accept first option before issuing a penalty is forcing them to make a decision which could ultimately be unsuitable and therefore restricting their freedom of choice."

"The houses that are described on the website are poorly described, in order to feel good in a given house, you need to see it. The penalties are not appropriate."

"People who require accessible housing have very specific needs and very specific barriers. Perhaps further research around this is needed? I find it highly immoral to effectively remove someone's independence and choice because they have a disability. Changing the way adaptable housing is dealt with entirely in Doncaster is needed."

“People should not be given refusal penalty because they refuse to accept the property given to them. What about the direct match where the individual did not bid the property by herself. If the individual refused any offer it can be given to another person. For me I don’t like forcing people when it comes to making choice as I can only advice.”

Did Not Answer

“Don’t understand what it is.”

“Don’t understand the question.”

- 1 response redacted for including identifiable/personal information

Amendment 12

Strongly Agree

“Keep it within the council.”

“Yep don’t see why this would be a bad thing.”

Agree

“Should have more information and picks of house you want to rent to people and it should also come with a list of problems so people know what they are taking on if said problems have had to be fixed so many times.”

“Maybe if they are difficult to fill – these should be the properties that are offered to homeless etc. as a stop gap so they take a place in the queue.”

“People do not always have access to internet.”

“Doesn’t really give much info on what this is or will do or how, but it seems reasonable.”

Neither Agree nor Disagree

“See amendment 10.”

“Not sure how this would work.”

“Perhaps more work needs to be done to make such properties less ‘low demand’ and more desirable or accessible.”

“If it saves money and resources then it makes sense. Value for money.”

“How often does this happen to warrant doing this?”

“Don’t understand.”

“Make them more accessible for those that have been homeless – incentive to support moving in.”

“You are creating ghettos.”

“An explanation of what no demand is would be useful. Does low demand mean an area that no one wants to move to? Perhaps if an area is low demand, the area requires improvement.”

Disagree

“There are usually good reasons for low demand properties.”

“Not enough housing. Could be someone waiting on high priority banding who need that house first before being offered to others in lower banding.”

“Still will have the same problem. Who thought of this need think again. Fault bid for property given property but can't move in as SLH are doing repairs can take two or three weeks in turn their place can't be re let.”

“There's bids on all houses anyway.”

“I would have suggest if the interior of the houses advertising can be included so people can see what they are bidding to avoid refusal of the offer.”

Strongly Disagree

“Again for the reasons as above, this would result in ‘shoving people’ into tenancies they don't want, thus ruining lives. It's that serious.”

“Waste of money.”

Did Not Answer

“Yes more photos of the property and garden should attract more interest.”

“Hard to let house should go to anti-social tenants until they learn.”

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Amendment 13

Strongly Agree

“This needs to be properly communicated in writing either by email or paper.”

“They're your properties. Why wouldn't you do this as standard?”

“Yes need to be clearer.”

“Sometimes think lettings team afraid to say no even if quietly believe an applicant should not be awarded a certain property e.g. applicant is not age qualified for a property where an age factor applies.”

“Clarity in housing is required. It’s complicated for most people and if someone is in a time of crisis they may struggle to understand a complex process.”

Agree

“This would be more useful for wheelchair users. We always get property offers that are not medically suitable for some in a wheelchair plus area are important to feel safe where you live when you’re vulnerable. It’s not nice some areas are very rough.”

Neither Agree nor Disagree

“Nuisance neighbours should be given stronger deterrents so not to reoffend.”

Disagree

“This will be abused and individuals will end up cherry picking what they believe will be the best applicant.”

“Again it’s unfair on people who need to be rehoused.”

Strongly Disagree

“People will struggle with rent as rent is too high for people to afford. People will end up homeless as it’s not their fault renting is going up to much. People with low income will suffer.”

“Every human has a right to live somewhere but medically ill people and disabled should be considered. Everyone has to live somewhere if not open caravan parking, it’s better than streets.”

“As a council you are letting properties to people and it is their right to have every opportunity to settle in a house they believe they can make a life for them and their children. If they believe it’s medically suitable then they should be given the chance. The same with references – as stated previously, the past is not always the future. This point is covered including support that could be provided in previous comments.”

“Application should be on it stating if disabled etc. but there a problem if they got to move because of threats and danger to life. Local lettings policy is down to the owners of the properties – Doncaster Council – not contractors to the council.”

“You need to be clear in all cases when properties are applied for, when they have been let, all who apply are left in limbo.”

Did Not Answer

“Look at a person application before offering it to anybody.”

- 3 responses redacted for including identifiable/personal information

Amendment 14

Strongly Agree

“Sensible approach.”

“You’re the owner, it’s entirely up to you what to do. Why wouldn’t this be standard procedure?”

Neither Agree nor Disagree

“Priority banding/homeless should always come above anyone regardless of situation. People choose to live in flood prone areas i.e. fishlake, Bentley and around areas which they know flood regularly, where as someone being made homeless via section 21 did not ask to be made homeless due to landlord selling up so should always come first in priority banding.”

“Not opposed in principle but if it’s in response to an emergency or extraordinary circumstances, then surely the answer is to use emergency/extraordinary provision, not existing housing stock which then further impacts the current lack of appropriate housing.”

“This is a difficult one. I sort of agree, but equally think larger inner city properties should be acquired for this purpose and used as emergency accommodation.”

“Not sure about this one as someone gets flooded who had a house and gets a house a week later and there are people on gold/silver/bronze been waiting years already for a property. That’s definitely not acceptable as the people waiting for yrs are always going to be prioritised by some else worse off if that’s the case. So to make this situation and one’s like it fair, one property every week should be allocated/offered to the longest waiting person/family matching their needs on the list no matter what band they are in to make it fair to people waiting years.”

“Allocation should carry on as normal and house the people who have been waiting to move into a property.”

“Anyone can say the family have deserted them.”

Disagree

“Those on the housing register before the emergency may also be affected by that emergency.”

“No, people need to be encouraged to pay for insurance.”

“There should be a team/people/a strategy in place for this without it having to affect everybody else who is desperately waiting for a house.”

“I think this could potentially be unfairly used, depending on what gets labelled as an ‘emergency’.

“Unfair.”

“People who are registered for housing are in need.”

“Majority of the people on the housing list are awaiting properties, also for needs that aren’t being met long term.”

“People still have housing needs no matter what emergency event etc.”

“This is only needed temporary so should be worded as temporary accommodation.”

“Everyone should be considered for rehousing, not just a selective few.”

“Suspect there is a hidden agenda to this that hasn’t been stated.”

“A family such as mine that has been waiting on a property for several months if not years will then lose the opportunity to get housed...this I don’t feel is fair.”

“Everyone applying for social housing is in desperate need for housing.”

“There should be procedures in place for this, will cause disappointment if been offered a property then taken away.”

Strongly Disagree

“That is completely unfair to the people on the housing list, we have been waiting years and to have it snatched away at the last minute through an emergency situation is not of their doing is completely unfair.”

“Because homeless families should always come first, after all they may have been waiting for a long time in a hostel – there should be a fast track for potential homeless cases rather than assume they have nowhere to stay – or perhaps insist that insurance is taken out to cover such events, particularly in council homes.”

“As stated previously, suspending should never be an option – you are only replacing one person’s life above another and the amendment is open to be abused – anything that is decided as an emergency can suspend the list. In life we are always faced with new challenges and emergencies, we rise to these and get creative but suspending the list is not the answer.”

“People are at risk of not having a property and putting them at risk.”

“People needing a property could be left at risk and vulnerable by suspending this and this could lead to further deaths.”

“Again it comes down to circumstance and affordability. Yes tragedies happen where some people become homeless or ill, but they could potentially have family to stay with or savings or be in a partnership where therefore they can afford private rent/hotels etc.”

“No, put them up in hotels and given the homes to people who need houses.”

“Special measures should be imposed from central government not local councils. If this survey is any indication, local council will try to find any means possible to throw out the rules governing these processes to do whatever they want. The council should always have to apply to suspend these processes.”

“Leaves people homeless through no fault of their own.”

“People who have been flooded or other emergency usually have insurance that will cover the cost of a private rental. Where this is not the case, this should be looked at case by case.”

“If you are sick you should call and tell the council about it. People who are healthy will waste time trying to get a home.”

“People of Doncaster should come first to Doncaster.”

“To a person who is homeless, unable to live independently, disabled and stuck in unsuitable housing, someone suffering antisocial behaviour or other such situations moving/finding accommodation is an absolute essential.”

- 2 responses redacted due to offensive language
- 1 response redacted for including identifiable/personal information

General Comments

“Treat single parents as a priority.”

“People that suffering from antisocial behaviour through no fault of their own should be prioritised on the housing list. People have the right to escape from the nightmare they are living in.”

“Have more houses up on the website.”

“Stop offering council accommodation to people who are constantly causing abuse and antisocial behaviour, and stop moving them to other areas, to cause distress there.”

“We are currently bidding on bungalows in our area but I think because we own our own home which we bought from council we think this would make things more difficult to get a bungalow even though we have medical condition that you know of. We have a 3 bed and was willing to sell back to you so we could have a bungalow and there would then be a 4 bed property for a needy family. I think people who are on the bid list and own their homes who need to downsize the council should consider those as well.”

“Happy the allocations process is being look at. Think this should happen more than every 15 years to keep up with changes in society.”

“Give more help/priority to young, single or teen mums who are in lower bands.”

“The rights of people who have been on the register for 2 years or more to be able to bid on properties in their area without seeing that 30 or 40 or even more people have bid on said properties and therefore you find yourself in a position where you will never be offered a property while living in private rented accommodation.”

“Nothing missed. More bungalows needed with wet rooms rather than baths as older people can’t always get in a bath.”

“Listen to the tenants a lot more. Have like individuals for certain areas or postcodes who get involved and go out to see the tenants in their particular area and who can assess a situation and say yes he or she or this family need to be moved or no they’re fine where they are, rather than just looking at paperwork and making an assessment on that. Direct face to face give better faster results than just paperwork.”

“I just find it very frustrating and hard work to even get shortlisted for council housing as we have been on the list for over 8 years now and been on medical priority gold for nearly a year. I have bid on properties when no one else has and still don’t get a look in. I know the council are doing their best and also know that it doesn’t matter if you’re the first or last to bid to decide whether you have been successful or not. Was also advised by a home choice officer to only bid in the areas you want as if you take one in an area you don’t really want, we will have to stay in it for a year and then will be changed to transferable not priority.”

“Mutual exchange should be easier and quicker and not defined by eligibility. If a single person in a 3 bed wants to swap with a couple in a 2 bed this should be allowed as the council lose nothing, yet the people exchanging would be happier and more settled.”

“Should be a timed limit for those on higher bands of 3 months to stop picking and choosing of best areas before their banding is reduced because if they have a genuine need to be moved they shouldn’t be allowed to wait. Transfer band should be regarded as the same as bronze and silver depending on needs.”

“Help genuine people like myself.”

“Need to look how tenants affect others and how to help support the people suffering because of bad tenants.”

“I believe that you a tenant should be moved up banding due to length on list. I have been on the housing list for 7 years and whilst I understand some people’s needs will be greater than mine, if I stay as I am I will never ever be able to get property.”

“Potentially increase the band lower people are on if they haven’t got close to having a house in the past 3+ years. Living in a house with damp and mould when there are young children there should have more priority than they currently receive.”

“Occupational therapy assessments should be done when medical records received not when offered a place.”

“People who own house and been a victim of domestic abuse should get quicker option to be able to move out of the house of course if necessary. It will give them safe place and time to deal with things.”

“Family, kids, should be priority.”

“When a tenant wishes to move you take the reasons into consideration and don’t just stick them back at the bottom of the pile.”

“I feel that banding should be explained to each applicant as I personally wasn’t told what each banding meant and I’m someone who struggles to understand if not having it explained.”

“Yer people like me get over looked.”

“Housing applications should also take into consideration locations to local support offered either by the applicant’s family and services from the council themselves. Also if families with needs are in an area they are more comfortable in because they are familiar of the area, it will reduce the likelihood of rehousing and families can help support them, which would help the council support those who have nobody.”

“Remember that just because people work they could be in a bad place and shouldn’t just be placed on the lowest band. Check more in depth their housing situation. Just because they have income doesn’t mean they have savings and can afford to move to other private rent or rented properties through agents. Working families also struggle.”

“Younger people should not be forced into flats just because they don’t have children. They should be allowed to bid on 2 bedroom houses the same as they are allowed to bid on 2 bedroom flats.”

“I think you should go back to how it used to be on a waiting list, this bidding is totally unfair. I’ve been waiting for a bungalow for nearly 4 years, I’ll be in an OAP care home before I get anywhere near one.”

“I am in silver band and think I should be placed in a higher banding.”

“In regards to amendment 2, in my opinion there should be 2 ‘queues’ main as it was always there and the one with lesser needs just progressing with simply time they applied for the accommodation.”

“More homes need building. The run down areas need making safer and nicer so people are not afraid of moving to them.”

“Some people have been bidding for more than 10 years and above because the council deemed them not a priority but some they bid for only less than a year because the council thought they were priority yet they are not. The council should also consider the years people have been bidding for. This whole system should be changed to first come first served at the same time council putting houses aside for people who genuinely in need. This bidding system does not work, some families put themselves in situations where they know the council will think they are a priority, yet they are not. There are families having genuine problems and wanting to be rehoused but they are overcome by those who know how to play the whole system. Stop the bidding system. Families are suffering because of this priority thing.”

“I think people who are re-applying but already have a council property and are wanting to move for whatever reason other than just wanting to move e.g. far from family, problems with neighbours etc. they should be given opportunities to move into another property quicker than now, providing they have a good tenant record. They aren’t taking an empty home they are also giving one up so the council loose nothing really as still have a home to provide to someone in need.”

"We currently bid if bungalow is in our area. I am waiting to be assessed to move up band. I'm not in a council home, it's our own home and is a 4 bedroom property which if the price was right we would sell back to council and the home would be ideal for a large family if we were offered a bungalow in Thorne."

"You just put in Doncaster people anywhere, not the area they were born and brought up and have family because council put anyone from out the area in that area because it's popular. No you should support people who have families and keep them together."

"It is extremely difficult for prospective tenants to choose a property with the current system. It needs a radical overhaul for sure, but not for the reasons you are suggesting. Prospective tenants should have far more information about each property on offer on your website and be allowed a viewing without fear of penalties should they decide not to accept. I fear HomeChoice staff are reluctant to do any of this and expect people to accept properties that would result in their unhappiness which, in the case of bungalows, is for the rest of their lives."

"Consider a higher banding to applicants depending on discretionary housing payments. They're only temporary and when they stop it leaves people in a terrible position financially."

"There are young people, some with needs/vulnerabilities that live in HMO and desperate to get on the housing ladder, yet the age limit limits them finding properties. Young and vulnerable people are just as in need as anyone 30+, 40+, 50+ etc. but their options are limited. The age limit (except on bungalows) is ridiculous and should be removed. For instance, a single person over 50 is no less in need than some aged 25?"

"People who are moving from one council house to another in the same village should not be prioritised over somebody who is moving from one village to another with valid reasons for doing so."

"Yes I think properties advertised in an area should be offered to people who live in the area first and not to people who live in a different area."

"To give lower bands a chance to get property even though they are not a priority. The waiting list for a house on a lower band is so long unless people are a priority."

"Offer of emotional support throughout homeless situation, one on one support, help with jobs, debt help till they are rehoused. All families with children with disabilities regardless of nature to be given priority banding from start to finish to cut down on the emotional turmoil of moving areas could have on their children's emotional health. To prioritise cases with children to stay in their local area to keep their links and cut down on the amount of children being out of school i.e. waiting for a place to come available in a new area etc."

"Council to understand when someone is complaining and to do something about it."

"When giving people these properties make sure they get inspections on the garden and house as some are a mess and not cared for when there is people like myself that would love a council property and would make sure it was looked after unlike some tenants."

"Yes I think all this system is so unfair."

"I feel that us working people who are on the council list, claiming universal credit as we are struggling to pay private rent and on band bronze should be given a chance to get a house so we can actually be able to afford our bills and not be in debt whilst working."

"I think you should also help working people who are struggling to rent larger accommodation that they need and not leave them on bronze band."

"I think people who want to transfer, priority should be higher as you would be getting a house back to let and the tenant would live somewhere more suitable for them and their family."

"To prioritise empty buildings to get them back in the game, as such, ASAP? Oh, and the new pilot scheme of the repair men calling before they come, and if they don't get an answer the job is cancelled? Absolutely ridiculous idea. I've missed 2 calls because I refuse to take my phone to the toilet."

"Build more homes. Especially 3/4 beds that are clearly in demand. Have more empathy when dealing with customers who work and are overcrowded. We do not fall into a desperate need but we matter too and to be told to look at other options isn't good enough, we are not in a financial position to do that."

"I feel as though the rehousing process would be quicker and easier if there were more of a description and up to date photos of the property. I believe this would reduce refusals as people would be able to see what the looks like and would know where it's medically equipped for themselves."

"When it's a matter of life or death due to medical grounds you should house them."

"There should be more of an effort to let properties that have little interest on the 'first come, first serve' property scheme you had running a few years ago to enable applicants to apply for the properties to enable them to be housed sooner. It may mean they end up in a property that they normally wouldn't be entitled to (for example a single person in a 3 bedroom flat or a couple in a 2 bedroom house) but as long as their affordability etc. is properly assessed and there are no concerns then surely it is better than having a property empty for an extended period of time."

"When been on the list after a good few years I think this should qualify to be in a higher band. Lest it takes many years to find something suitable."

"Yeah plz look at how you categorise people within the bands."

"I think that if somebody needs a 3 bedroom house should only get a 3 bedroom house with no dining room and I think if you need a 4 bedroom house you should only get given a 3 bedroom house with a separate dining room to be used as a 4 bedroom or a 4 bedroom house."

"Passing from one department to another, and never told the same thing twice."

"When a person/family fill out an application there should be a section to say why they are looking to downsize or relocate or move to a new area, the reason for the application. For example, we are looking to move to a bungalow as we are finding stairs difficult but we don't have a mobility issue as such just getting older and one of us has moved job location and find the commute to work harder so would like to get nearer. All this should be taken into account somehow and people that are in a family home that ask to downsize should be given priority."

"It would help if one could get a medical assessment done in a reasonable time. I have been waiting four (4) months for mine and still no signs of one. When I phone they say there are people waiting longer than me. I have to struggle climbing stairs after an accident who do I blame if I fall."

“People need to have a link with the area they are bidding for. Been on list 8 years due to wanting to be near family. Make private landlords charge same rent fees as council. Bring back old style waiting list.”

“Doncaster Council do not consider people with mental health conditions, health problems and danger of people in the area about the properties. They don't consider the fact that people can't move out the area that they are in because of their mental health and because of the danger of other people or that they can't stay in the area they are in because of the same reasons.”

“There should be more understanding and support for single applicants with no dependents but have care needs being fulfilled by the local area and cannot leave to take up emergency accommodation due to this. Also having the safety of people in mind rather than just the safety of 'simple' illnesses/disabilities.”

“I think that tenants with children should not be housed in flats that do not have a lift.”

“People who currently live in private housing and wish to move to council housing to make it more affordable to live need more help I think. We are currently really struggling to make ends meet with the rent and are more than likely going to end up behind with the rent as we're not a priority to the council.”

“People who have private rented should still be awarded the band they deserve.”

“People that have been bidding for years should also be given priority and not left in an overcrowded household. Also shouldn't matter whether you have local connections to any area.”

“Think you need a serious reconsideration of what you refer to as 'reasonable offers' and what your viewing staff call 'lettable standard'. The serious letting agencies would consider these statement to be laughable. Some of your properties are clearly not lettable standard.”

“I think we all should only be able to bid on 1 property per week, instead of 3. This way with less bids, when looking at the queue position, it would then be higher up the queue, which I think would be encouraging.”

“I do not agree that because you do not yet have children you can't have a house. Myself and husband to be are more than willing to pay rent on a 2/3 bed house and have been refused.”

“I think that DMBC should keep up with their responsibilities to new and existing tenants already living in properties i.e. don't move known drug dealers or individuals known for antisocial behaviour into properties wrecking communities in the process. Tenants are expected to keep their homes and gardens maintained to a good standard yet DMBC don't seem to practice what they preach, carrying out very poor grounds maintenance, not responding to tenants concerns re issues on their estates. Leaving estates dirty and littered etc. etc. etc... I could go on.”

“No, but this questionnaire is far too long for some people to be bothered actually completing.”

“I think that when people bid on a property their position number should not change.”

“I think you should make it clearer on your website what band can apply for what property. Also, the amount of properties advertised is unreal. There are constantly new developments appearing around Doncaster and all the affordable housing you are offering this week are 2

houses only. 2. For this week and for a bronze band anyway. I can't wrap my head around how it is possible."

"Give more houses. Quicker change band cards."

"Start giving more priority to single mums with families who need to get closer to their family."

"People with mental health issues living in a family home e.g. 3 bed house for 1 person, should be made platinum for 2 bed house or flat as should have right to have a garden as well like any other person or family were necessary."

"Definitely need to stop the tick box system. More council estates should be built in over-subscribed areas, especially where private build estates are being allowed to be built. It really is a slap in the face when councils are knocking down perfectly good buildings (schools for example), only to rebuild the exact same thing costing millions. House shares are disgusting. Renting out 1 x room for £400+ per month. Right to buy needs to stop as the council do not create more housing to balance this out."

"Unfortunately, I have been on council listing for some time, and still trying to bid for properties. People who have been on list shorter and on the same band are being rehomed first which I believe unfair. So first come first basis for people who applied first should have priority over the bidding in their band."

"Make more consideration for medical priority applicants, for example, a full size bath so can use the bath list that has been supplied. Not be stuck in a 1st floor flat and unable to go out without assistance as need a wheelchair to go out, so cannot go out unaided."

"There are many people with health problems who need to move ASAP yet you have next to no understanding of how their health problems affect them."

"Is it possible to change how a home is passed down due to death? My understanding is it can be passed down once so that would mean if it's a family home and the father has died it's passed to their wife/partner but when they die and there is still sons and daughters living there, they would become homeless. This doesn't seem fair if it's always been their home. Also, with the bidding for a home instead of being on a waiting list, doesn't this make it a bit unfair. Someone who's been waiting for a home for a while could be outbid by someone who's only been waiting a short time. I may have this wrong as I'm just repeating what I was told by someone waiting for a home. There seems to be quite a few privately owned empty houses about too, can the council not ask the owners to let the house via the council which may help with a shortage of homes. I don't understand why you would buy a house and then not maintain or let it. It seems such a waste."

"I think they should do interviews with families to make sure priority is needed and more rights given to mental disorders."

"I think people from prison should also be given priority, especially ones with children. Will help."

"I think there should be some rule on area priorities, maybe making bands higher for people in a certain area if they have school or work in that area and if moving from that area would make them lose their job."

"If someone is platinum banding and they bid on a house suitable for them in their area, and are situated and have children in school with the area (certain distance) they should be priority for the house over someone who lives out of area."

“Yes I think you should do more to make the houses liveable. Check for mould, clean the houses properly. And most of all give people mixer taps for the houses and bathrooms. They are safer, they might cost more but they are safer for kids and elderly people who could easily burn with normal taps.”

“Increased availability for shared ownership.”

“Ah reg it’s a guessing game how long you wait when you will be nominated by OT. I strongly believe current system is not fit for purpose should be reviewed ASAP.”

“The old way was better, you went on a waiting list and when you got to the top you was offered the next property available.”

“In my opinion, people such as myself who are in private accommodation should also be given the opportunity to be housed in council property before we are given an eviction notice and made homeless. We should not have to wait until the bailiffs arrive to throw us out to be housed.”

“Do not assume that couples only need 1 bedroom properties.”

“Be more fair just because someone works doesn’t mean they should be put on a waiting list for 10 years.”

“You don’t support disabled people enough.”

“Priority banding given to families who are served with eviction court paperwork prior to eviction. Eviction is inevitable.”

“Is the council addressing the housing needs of the carers with on-going long-term serious mental health, who live with them? Is there provision to adapt their council house to better suit their needs, to sustain that person living at home? More should be done to help carers and deal with their needs. Mental health should be viewed as equal to physical health.”

“End short term rentals. Carpeting, flooring and painting for larger properties is expensive. With a short term let, families spend so much only to have to move on. Maybe provide basic white walls and carpet in the event of a short term rental so the family isn’t thousands of pounds out of pocket just to make a home liveable. I think all homes should be secure but with an incentive to bid once you are under occupied.”

“Housing could be offered to people who have a local connection to the area i.e. family/friends, schools, work or was made homeless in that area over someone with no connections. Stop filling 3 bedroom houses with single mums/dads with one or two children so there is more homes available for larger families. Direct match should be used more often.”

“Relook at temporary accommodation for homeless cases who are placed in accommodation with no cooking facilities are unable to get a meal apart from takeaways. Especially people with children and also people with mental and physical disabilities.”

“Better communication from yourselves when answering customer emails instead of using a generic message reply. Needs to be more personal and answered properly and fully.”

“To consider applicants who have been on the housing register for many years. When you are in bronze band you get nowhere near the top of the list on bidding despite being on the register for years. It used to be a waiting list but now there are people who register, abuse the system by pretending to be potentially homeless and get offered a property straight

away. This is not fair on those people who genuinely have a need but are not classed as a priority. Also to consider that private renting costs are going up steeply and it's becoming unaffordable for most households. My rent is only £200 less than my monthly wage and this is not sustainable."

"Most people that are on the transfer list for the same area are often the troublemakers and are clogging up the system. The mutual exchange register is also not really fit for purpose as most people are expecting to move into a decorated property. Also there are certain individuals who are abusing the allocations policy by offering cash incentives of up to a thousand pounds to move into a transferred property. This is not acceptable."

"Medical priority needs sorting out. We need a smaller place but could do with a bungalow because of my disabled daughters needs and we've had nothing sorted out and we're missing out on being able to bid on bungalows that would be ideal for us. It's been months and nothing has been sorted for us. We're in a 3 bed house and a large garden that is too much for us but we cannot get moved because no one is sorting our medical out."

"I'm thinking of cancelling my application to downsize. After waiting 4 years with my possessions packed up, I bid on a perfect bungalow. Got position one then was told I'd finished 6th position. Found out my medical priorities form had not been added to my application. Sent in another letter from my doctor. Just found out that has not been added to my application/account either and it's been with home choice since beginning May 2022. I've basically wasted years bidding and not taken seriously for a two bed bungalow because my account isn't up to date. Don't even get me started on the rip off bedroom tax. Even when/if I get a two bed bungalow, I'm still expected to pay bedroom tax from the benefit I was awarded to cope with my disability. Disgusting."

"I think St Leger Homes needs to also take into consideration how long people have been actively bidding on properties. I have been bidding on properties since 2015 as we are classed as overcrowded & need an extra bedroom, we want to stay in the area we are currently living as this is where I grew up and my family is here, but not getting anywhere...it's frustrating."

"I have a family of 4 living in a 2 bedroom house and need bigger for my family."

"I have been bidding for a property for over 20 years and I'm never in the top 70 of people. I believe for long term people priority should be given. It is so frustrating that because I work full time and we are private renters, we aren't deemed priority. I have an adopted child who only wish is to live in our home with grass but we can't afford to move as house rent is stupid prices and we aren't classed as a priority to the council. Time to start looking after people better."

"I'm in an increasingly vulnerable situation and find it difficult to contact anyone. I am desperate and mental health is declining rapidly but there's not really an easy way to report this. Maybe for those that are in situations of domestic abuse, a GP or professional involved could have an email to record events and growing concerns to a direct person. Then that person can flag such correspondence on the application."

"I live in a small one bedroom ground floor flat, working full time and paying full rent etc. from my wages. Looking for a suitable slightly larger bungalow to move into. I can see the possible amendment 8 change making it even harder to transfer into a suitable bungalow if one should become available in my chosen area."

“Yes you need to make the process as a whole much easier and my own instance is that things get missed. I for one took nearly a year before I was allowed onto the register of properties and because I’m a single male, I get bumped to the bottom of the pile despite having mental health issues and sight issues and my current living situation becoming slowly and steadily less and less unsuitable.”

“Give people a chance to move up the bands quicker. I have been on bronze for absolutely ages and it currently feels like I’ll never get a house. It’s as if it’s looked at that just because I have a private rented house, I’m not in need of a council house. When in fact as a single mother of two, I struggle to pay for my current rent and I know council houses are that bit cheaper.”

“It would appear that the driving force for these proposed amendments is because the list is longer than what is available. Growing demand means that there is a woeful shortage of housing stock to choose from and the list is ever growing. More housing is needed in the areas desired. Sell those homes that nobody really wants and buy new ones in areas where they do want to live. Buy larger houses and make them multiple occupancy especially for the newly homeless – saving money on temporary accommodation at hotels etc. Build small blocks of flats and bungalows for a varied choice. Transform some of the vacant shop units and pubs into housing in the town centre and sub town centres. Put out a wide and broad call to Doncaster residents – do they have a spare room to rent? In the current climate this could be a real advantage to both the home owner and the homeless. Helping each other, reducing loneliness and assistance with fuel costs etc.”

“People with mental health issues. Because my house is 3 bed with smaller backroom but tiny 1.5x1.5 kitchen so my fridge is in this room and we’ve had several inspection which say we are overcrowded. But because that room which I cannot sleep downstairs or my children due to mental health issues it gets used against me.”

“I have been on the register since 2017 as a bronze, I pay my rent at my property and have never missed it which is sometimes double the amount of council rent. I bid every week without fail and haven’t come close to getting a house, I think the system is flawed and unfair and I hope these changes allow a chance to everyone to a property. I’m a single mum with 2 kids and I am struggling. Not classed as a priority.”

“An opportunity for a primary carer to be able to relocate to the estate where the person they care for lives but to be able to choose on that estate as property becomes available. A home that is at least like for like and feels like a home you could live in and be happy there...not just have to take any that’s available no matter what condition they are in, as it’s important to us to feel right in the property we choose. It has previously been said that 1.7 miles is not too far away to travel but when you have no transport and may need to go more than once a day, this can be draining and consume time.”

“Homeless/sofa surfing to be classed as homeless as I’m myself sofa surfing last 2 years and spent nights in car and on streets to be at least in gold band and be treated equally for a 1 or 2 bed property. More prioritised round areas where there’s biological/immediate family living not just because they want area but have a connection biologically to area or lived there previously in last 10 years for at least 5 years or more.”

“St Leger needs to have better level of tenants. Antisocial people should be kicked out until they learn then house them. Your staff need to learn not to be told by their friends what to do in St Leger properties.”

"I have been homeless for almost 15 years and soon as I ask for help to get accommodation, I am pushed from pillar to post needing all this information and when I have supplied all of my information I gave you too much. All I am asking for is to be treated like a human being and not something people can step over and ignore."

"People who through no fault of their own find themselves having to sell their family home due to separation to be told by the council that they are effectively making themselves homeless as I have just found out. I will now have to sofa surf if I am lucky as I can't afford the extortionate rents that private landlords are asking for living on my own."

"I think you should look at the neighbourhood before you allocate an empty house to a family. Such as if most houses don't have children & pets. Then why put a family in the middle with 3 or 4 children and dogs."

"Younger adults should be thought more of, we just want to build a normal stable life not in a terrible flat or caravan."

"See answer to proposed amendment 8."

"People who have been on the council list for a certain amount of years should be seen partly priority. Especially people on no income or on benefits due to medical reasons or due to children under a certain age."

"To allow people who are working to be able to get housing so they're not forced to private rent and lose a lot of their wages on this. Totally unfair that the only way you get a council property is by being a single mum or being on some sort of benefits."

"You need to take into account some people in general band was forced to take houses in areas they did not want to live due to old letting policies and you treat them unfairly on new letting policy as they have to put up with bad areas that they would not have chosen if given a choice."

"Think of people who are in bronze and will never ever get a house while bidding and cannot afford private renting even if their home/private is in poor condition."

"I am struggling with private rental. It's just gone up another £100. Everything else has gone up. I will be soon homeless and starving."

"The band should be based on all applicants' needs, not just the main applicant. Me and my husband are in bronze band, the children's needs haven't been taken into consideration at all. I've been bidding for years, offered one property that wasn't suitable so I was moved to bronze band. I was in platinum."

"I think there should be more allowance for people living in bad houses i.e. damp. There should be somewhere you can tick to say your house is not liveable and should be made more a priority."

"Help with transfer if conditions have changed on the property."

"I personally think that private sector tenants should be offered a higher banding system. I have been on bronze for the whole time I have always bid on properties and been rejected even though I am overcrowded and struggling with financial problems thanks."

"Seems to cover most eventualities."

"The survey is very long – would it not be better to simplify?"

“Get people in Mexborough scared safe.”

“We need more 2 bedroomed bungalows.”

“People over 60 homeowners who have been on council list over 8 years can’t sell their homes as they can’t get off the bottom band to get a bungalow. Unfair for those with mental health issues, arthritis and other underlying problems.”

“Areas with anti-social behaviour needs improving.”

“You need a policy on how long someone should wait for an OH assessment for an adapted bungalow. I myself have now been waiting for 3 years and keep getting passed around. There needs to be a limit of time waited.”

“The medical assessment team are very slow. I have been waiting since March to be assessed as I am in the bronze category. The phone number given you cannot get through. This definitely needs looking at.”

“There was little or nothing wrong with the process prior to 2018. As the saying goes if it ain’t broke then don’t fix it.”

“To ensure that applicants commit to accept or reject an offer within a defined time so that, if they do not take up the offer, the property can be offered to another applicant immediately.”

“Be more in contact with homeless people in hotels. Make sure that disabled people are put in temp accommodation to meet their needs e.g. food is available, accessible rooms, support from the key worker, not just left. Offer some financial help for vulnerable people to help with cost of living whilst in temp accommodation where no food is available.”

“I don’t understand bidding it doesn’t make sense. You might as well go back to a register as when you bid you’re not actually bidding as in winning a property. All you’re doing is showing an interest then it goes on how long you been on register.”

“Build more safe and suitable senior bungalows. Build suitable accommodation for single young people. Buy the large properties to turn into homes. Help the homeowners to downsize.”

“I think priority should be given to rehouse a tenant or family if they are suffering from harassment or threats of violence where they currently live. Or at least deal with the perpetrators and evict them. Also, if tenants are not looking after their homes and gardens they should be made to do so.

“Prioritise people who have lived in the area for more than 2 yrs.”

“Should really go back to the old method of being on a list with no silly band once you got to the top of the list you be rehoused etc. Kick people out that let their kids run feral and parents don’t do owt, just a thought.”

“Is there a stipulation for clients awaiting housing to regularly provide an update of their housing needs, and/or whether their circumstances have changed and may be willing to ‘uptake’ some other available suitable accommodation? What is the regularity timescale?”

“Should do something or prioritise for those stuck in small 1 bed flats with children with no storage space to put anything. It’s not always about the homeless and everything else. I’ve had health visitors write me a letter, I’ve even had social trying to help to see if she can get us out of here and nope no one can do anything. Just like I’ve been bidding for over a year

or 2 now and in all that time never once received a phone call on anything I've bid on, it's beyond a joke."

"Should go back to how you used to do housing. Add you to a list, move up that list, and get the chance to see two properties. If you refuse both then you move to the bottom of the list."

"People who have the last groups, a very long wait for houses, sometimes for 3 years. Maybe it is also worth paying attention to these people, they are also in need, sometimes they are far from work, or they do not have a car and this makes it difficult to get to work."

"Updates yearly as circumstances change."

"A house that is let should be moved into within a week of the let agreed."

"I think sometimes people's circumstances don't always fall into set criteria and may need some discretionary allowance. Also, far too many people playing the system. I suggest that staff from st leger homes join the Facebook groups for mutual exchange and see the comments. You all do a great job!"

"I believe that as a person with difficulty walking and have mobility problems, I should not be restricted on bungalows due to my age. I have the same difficulties as people at 50-60 though because I'm young I struggle to get a place. Why not amend that policy."

"I think special needs of families for more bedrooms need to be looked into more on a case by case basis and the allocation of things like garages and storage spaces also whether people are running businesses from council property need to be looked into more."

"Doncaster needs many more bungalows to free up family homes."

"Yes, people who wish to move in order to build a life due to divorce etc. should be part of it. It's not always right for someone to remain where they are. It causes stress, depression and this is not considered in the applications."

"I believe as a whole we should be aiming to re let properties ASAP and to encourage those with large family houses and not utilising the floor to move to smaller accommodation. I would like to see more 4 bed houses become available and the waiting times for council tenants to be drastically reduced. I believe we have now been waiting for near on six years and I am assuming people have been waiting longer. A better vetting service would also be cost effective i.e. putting tenants in properties that can afford them and will look after them."

"To give younger people like myself a chance on the council list as I have been asked to leave a while back by family and I still haven't had any opportunities from the council and it is coming to a point of me being homeless and I am a working person in the health care sector."

"I want to have my own house."

"Your communication with prospective tenants is very poor, the need to give notice that a bid was not successful, is equally important."

"Priority for disable – different bands for children. Single parent/guardian priority."

"I personally feel not enough investigation is carried out on applicants for housing. To make absolutely sure there is a genuine case to be housed or re-housed in especially marriage splits. Or house owners wanting bungalows when they put their owned property in their children's names etc."

“I feel that clarity is required on adaptations. There appears to be a lack of adapted homes available. Unless someone owns their own home they’re stuck. The likelihood of a private rental being available with adaptations seems slim to none and the general impression given is that no new houses are being or will be adapted. In fact it’s not uncommon for people on the adaptations list to be told that they are basically waiting for someone to die or go into care to get a property. This seems like an unsustainable system. People who make poor choices that result in them requesting housing should generally be considered a much lower priority e.g. not paying the rent resulting in eviction. Doncaster council really does need to invest in building specific local authority owned homes. The ‘affordable’ housing included in current developments really is just a fallacy. This housing isn’t affordable to most people.”

“The length of time a person has been waiting for a larger property should be considered as well as the banding, people in silver with desperate need for a 4 bed property are waiting for over 4 years which is just disgusting. People with 2 or less children should not be a priority on 3 bed parlour houses either. The whole bidding system is a waste of time. Bring back waiting lists. I would have been rehoused 3 times over by now under that system. Instead over 13 years of bidding, 10 of those as overcrowded and not been offered a single property, absolutely disgraceful.”

- 6 responses redacted due to offensive language
- 44 response redacted for including identifiable/personal information



Doncaster Council

Report

Date: 30th November 2022

**To the Mayor and Members of Cabinet
2022-23 Quarter 2 Finance and Performance Improvement Report**

Relevant Cabinet Member(s)	Wards Affected	Key Decision?
Mayor Ros Jones Cllr Phil Cole	All	Yes

EXECUTIVE SUMMARY

1. The 'Cost of living' crisis has accelerated in quarter 2 and whilst support to manage rising energy bills for residents and businesses has been announced the wider economic outlook remains uncertain. In addition to inflationary pressures on energy and food, that has been well documented, the rise in the cost of borrowing has seen a significant shift and whilst this may have been inevitable, the speed at which this cost has increased has been significant since the middle of September.
2. Employment levels for now is stable in Doncaster but real wages are decreasing and nationally the latest GDP figures showed a contraction with a widely anticipated formal 'recession' later this winter. The impact on residents means that incomes are squeezed and for some this means choices on things we might usually take for granted. This has led to more people presenting with need to services and this is likely to continue throughout the winter months. This situation for businesses will be similar with tough choices to make when faced with higher energy bills and a likely contraction in consumer spending.
3. The Council is not immune from these inflationary pressures and along with the rest of the local government sector there are some real challenges for the Council in regard to savings required. At quarter 2, a £8.5m overspend is forecast for 2022/23, full details on the main variances are provided in paragraphs 107 to 132. Tough choices and a pragmatic realism are needed to prioritise what we focus our attention on, how we make savings whilst still striving for better for our borough. However, despite our best efforts some service performance deterioration may take place due to this pressure.

4. During quarter 2 we have successfully incorporated the Children's Trust into the Council ensuring a smooth transition of children's social care services and the performance of Children's Social Care is now included in this report.
5. We continue to explore all options to retain a functioning airport in Doncaster including working with parties interested in purchasing DSA. Doncaster Council will consider all measures available to it including legal avenues. For example interim injunctive relief by way of a claim for judicial review has now been filed and the option of compulsory purchase is being worked through.
6. Unfortunately as we approach the next quarter some of these issues will become even more acute. In particular, the Health and Care system is already incredibly busy and the pressure on social care services to support people leaving hospital in a timely manner will be tested, which may be exacerbated if Flu or Covid rates increase above forecasts.
7. However, there are some significant investments on the horizon that could make a big impact on the borough and in the midst of difficult circumstances the Council continues to perform well in a large proportion of key service areas.
8. We have now received our official documentation to confirm Doncaster as a city and will be considering how we build upon and recognise this momentous occasion in our history.

EXEMPT REPORT

9. This report is not exempt

RECOMMENDATIONS

10. The Mayor and Members of Cabinet are asked to approve and comment on the quarter 2 performance and financial information; including;
 - Approve the virements per the Financial Procedure Rules, detailed in the Appendix A – Finance profile;
 - Note the allocations of block budgets in the Capital Programme, detailed in the Appendix A – Finance profile, in accordance with the Financial Procedure Rules;
 - Note the increase in District Heating charges referred to in paragraph 136.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

11. The Outcome Framework highlights progress against Doncaster Delivering Together.

	Current Value	Ambition Target	National Average	Direction of Travel	Date
Greener & Cleaner					
Carbon Emissions per capita (tonnes)	5.5		4.6	↑	2020
Air pollution: fine particulate matter	6.2		6.9	↓	2021
Recycling rate for Household Domestic Waste	43.4%		42.3%	↓	2020/21
Fair & Inclusive					
Proportion of ('Lower Super Output') areas in England's most deprived 10%	23.7%		10%	↓	2019
% households living in fuel poverty	18.8%		13.2%	↓	2020
Children in Low-Income Families (%)	26.1%		18.5%	↓	2020/21
Skilled & Creative					
Key Stage 2 – ages 7-11 (Years 3-6)	55.0%		59.0%	↓	2021/22
% of 19 years old that achieve a level 3 qualification	46.2%		59.8%	↑	2020/21
Proportion of adults with no qualifications	4.6%		3.9%	↑	2021
% of people who are qualified to level 3 or above (16-64)	52.7%		61.3%	↑	2021
Prosperous & Connected					
Total Enterprises per 1,000 population	32		43	↑	2021
GVA per hour	£28.40		£37.70	↑	2020
% Employment rate	69.1%		75.6%	↓	2021
% Claimants of Universal Credit	4.5%		3.8%	↓	Sep 2022
Average weekly (residential) wages	£569		£613	↑	2021
Net homes provided per 1,000 population	2.4		3.8	↓	2020/21
Healthy & Compassionate					
Life satisfaction rating (out of 10)	7.15		7.38	↓	2020/21
Healthy Life Expectancy at birth (years) for Males	57.4		63.1	↓	2018 - 20
Healthy Life Expectancy at birth (years) for Females	56.1		63.9	↓	2018 - 20
The proportion of people who use adult social care services who have control over their daily life	74.9%		77.3%	↓	2019/20
Children in need per 10,000	368.5		321.2	↓	2020/21
Safe & Resilient					
Overall Doncaster crime per 1,000 population	119.2		85.0	↓	2021



TACKLING CLIMATE CHANGE

Service Standard	Quarter 1 22-23	Quarter 2 22-23	Target	RAG	D.O.T (long)
(E&E) Area (m2) of Local Authority Land Allowed to Naturalise / Wild Flower	1,613,243	1,613,243	1,500,000		
(E&E) Successful household waste and recycling collections	99.9%	99.9%	100%		
(E&E) Number of homes retrofitted to improve energy efficiency	174	103	150		
(E&E) Number of grants for energy audits given for businesses	10	67	-		
(E&E) CO2 and NO2 reductions from use of fleet zero emission vehicles	16,278.47	-	-		-
(E&E) Pro-active tree inspections completed within timescales.	-	-	-	-	-

What is going well

- Key decision on the Queens Green Canopy was approved at Cabinet on 22nd September. Next stage includes tender for contractors and site assessment and ground scans to determine suitability of sites for planting.
- A review of the Naturalised sites continues, to determine the best management approach. Work is underway to develop a portfolio of all sites, which will include a management plan for each. A Ecology study to help understand whether there are any changes in botanical diversity has helped identify three management zones

What needs further improvement

- In quarter 2, we have seen a reduction in the number of homes retrofitted to improve energy efficiency since quarter 1. There has been a drop from 174 in quarter 1, compared to 103 in quarter 2. Work on social housing continues, with properties receiving new wall and loft insulation, as well as new roofs, to better prepare them for winter and reducing risk of excess cold and costs for heating.
- Pro-active tree inspections continues but we are still awaiting data. The procurement of a new system has been completed and we are working with the new provider on implementation of the system and to import existing data. Once system set-up is completed we will be able to provide data again.
- In the capital programme the Green Homes Grant Local Authority Delivery (LAD) Scheme phase 2 there has been a £2.1m reduction since quarter 1, £1.4m is expected to underspend on the Private sector side of the grant due to under

performance of the external contractor. The remainder of the LAD 2 funding will be used on the Council House Thermal Improvement Works.



DEVELOPING THE SKILLS TO THRIVE IN LIFE & WORK

Service Standard	Quarter 1 22-23	Quarter 2 22-23	Target	RAG	D.O.T (long)
(CYP&F) % of Children With First Choice School Placement in Secondary	88% Annual Figure (2022-23)	-	81%		
(CYP&F) The number of children in Elective Home Education	688	691	700		
(AH&W) Number of Refugees (both asylum and resettlement) supported into ESOL and/or Employment	19	53	20		
(CYP&F) % of 16/17 year olds not meeting the duty to participate	4.5%	*	5%		
(CYP&F) Special Educational Needs Team - Education, Health and Care Plans Issued Within 20 Weeks EXCLUDING Exception Cases	22.89%	23.28%	100.00%		
(CYP&F) The number of Children Missing in Education	308	253	195		
(CYP&F) Secondary schools persistent absent rate (10% Absenteeism)	31.6%	31.6%	27.7%		

What is going well

- A newly introduced measure saw 53 Refugees (both asylum and resettlement) supported into English to Speakers of Other Languages (ESOL) and/or Employment through the work of the Integration and Partnerships team more than doubling the number supported in quarter 1. Additional training is planned in for new staff members during quarter 3. The Integration and Partnerships Team within the Communities service has increased recently in line with the significantly growing agenda given increases across dispersed asylum, Afghan resettlement, bridging hotels and more recently Homes for Ukraine programme. Therefore, we will continue to build a robust early intervention and prevention support service within this increasing agenda.
- The Participation & Transition Service continues to carry out robust destination tracking and monitoring of the Y12/Y13 cohort in Doncaster in line with statutory requirements. The cohort has increased by 447 additional young people (16-18) since August 2020. Doncaster's average of 16/17 year olds not meeting the duty to participate in education, employment or training (NEET) was 4.9% (end of August 22), below the Yorkshire & Humber average (16.4%) and the national

average (10.0%). Doncaster is on track to achieve the 10% target for quarter 2, although official data figures for September 2022 will not be released by the Department for Education until November 2022.

19. The Opportunity Area (OA) Programme closed in August 2022. The programme ran for 5 years, and a total of £9m was focussed on developing teaching, leadership, careers, post 16 and a focus on the most vulnerable. The Department of Education commissioned a report to evaluate the programme showing improvements in attainment at primary school (key stage 2) and projects aimed at inclusion, primary-secondary transition, and support for pupils with special educational needs were considered successful. In addition, lifelong learning and the raising of aspirations were promoted through post 16 subject networks, career guidance, work-related online games and mentoring for university applications. There was good participation and positive feedback, with a significant increase in feedback scores from those involved.
20. The Department for Education led a place based programme, which also focused on Doncaster as a Priority Education Investment Area. The aim of this is to narrow the gap on attainment at KS 2 and KS 4 and is aligned to the work of the Education and Skills Strategy 2030.
21. The Education and Skills programme has developed a partnership with Remake Learning to transform Doncaster's Learning Environment through enhanced informal and formal learning opportunities, including a Remake Learning festival in May 2023. Doncaster has also been highlighted within the recent Pittsburgh Principles publication by the Grable Foundation.
22. We have also developed a partnership with Rethinking Assessment to create a Doncaster Learner Profile. This will be in the format of a tailored learner profile and portfolio, with locally shaped and endorsed credentials, showcasing the full remit of learner talents. The proposed work on the assessment will be a world first, an exemplar for government nationally and internationally.

What needs further improvement

23. Children missing education referrals have decreased to 253 in quarter 2, but remain above pre-pandemic rates. It is challenging to maintain the level of case work this quarter due to significant shortages of staff within the team. Staff shortages have been addressed by allocating a full day to work cases over the next 4 weeks.
24. Secondary schools reported a higher than usual persistent absence rate on their return in September. After listening to concerns from head teachers several actions have been agreed with schools including a step up of fixed penalty notices for 10 sessions of absence to be instigated immediately, a new attendance panel process (10 referrals were heard in the October) and a work group to be set up to look into streamlining the referral process for fixed penalty notices.

25. Elective Home Education (EHE) referrals remains high with 163 this quarter. The ambition is to increase the connectivity to schools with the service, by having designated education welfare officers in schools. The delay in responding to referrals is down to staff capacity which we are addressing.
26. The number of Education Health Care Plans issued within 20 weeks continues to be a challenge. As highlighted previously the delay is a direct consequence of the significant increase in the number of requests for statutory assessments, reflected nationally. Compared to the same period last year there has been an increase of 19 plans (19%) which adds further pressure. There are a number of reasons for this, with an increasing number of mainstream schools being unable to meet the needs stated in the draft plan, resulting in additional case work and further pressure to a stretched team to complete within the 20 week timeframe. Encouragingly additional resource has been secured via Service Transformation Funding and the Better Value Programme to add capacity, with 2 new officers due to start by the year end. As part of the wider rapid improvement plan there is weekly monitoring on the number of requests and the forecasted timescales to respond.



MAKING DONCASTER THE BEST PLACE TO DO BUSINESS & CREATE GOOD JOBS

Service Standard	Quarter 1 22-23	Quarter 2 22-23	Target	RAG	D.O.T (long)
(CR) % of Local Authority Spend With Doncaster Companies/ Suppliers	71	71	70		
(CR) Percentage of Non-domestic Rates Collected	97.44%	98.24%	97.00%		
(E&E) Processing of Planning Applications: Major Applications	86.67%	86.67%	94.00%		
(AH&W) Number of People With a Learning Disability Helped into Work	4.34%	4.59%	5.1%		

What is going well

27. New recorded investment into Doncaster at £68 million is above target at the end of quarter 2. Main investment during the quarter was from the Ground Group with a property development at Carcroft, City Space with property developments in the City Centre and LWC Drinks taking a unit at Balby, The pipeline of new investment enquires remains strong and pro-active work will resume to ensure these investments land to meet ongoing targets.
28. In the first half of the year 53.29% of the total non-domestic rate debit has been collected. This compares with 50.75% for the same time last year, and 52.26% for the same period in 2019/20, which was pre-pandemic. Because of the significant changes made in terms of emergency reliefs awarded during the Covid pandemic,

we are comparing collection figures to the 19/20 year as things are now much more like the business climate before Covid. Despite a backlog of work that has accrued from focussing on other work collection remains on track and it is hoped that this improved collection will continue for the remainder of the year










What needs further improvement

29. Despite a slight improvement this quarter, at 4.59% we are still marginally behind the regional average of 5.1% for the number of people with a Learning Disability helped into work. A successful bid with neighbouring authorities has resulted in securing funding for the employment of a work coach. The work coach will focus on creating additional opportunities and support for people.
30. We propose to include further service standards to exemplify our investment activity from quarter 3 onwards.



BUILDING OPPORTUNITIES FOR HEALTHIER, HAPPIER & LONGER LIVES FOR ALL

Service Standard	Quarter 1 22-23	Quarter 2 22-23	Target	RAG	D.O.T (long)
(AH&W) Permanent admissions to residential and nursing care homes, per 100,000 population (18-64 Only)	1.62	2.16	9.40	✓	↑
(AH&W) Percentage of Adult Social Care provision rated as Good or Outstanding by the Care Quality Commission	76.12%	78.62%	75%	✓	↑
(PH) The % mothers quit Smoking during pregnancy	92%	-	85%	✓	↑
(PH) Sexual Health Service: Percentage of contraception that is LARC (Long Acting Reversible Contraceptives)	48%	-	18%	✓	-
(PH) Health Visiting: percentage of new birth visits completed within 14 days (Universal Partnership Plus families)	95.9%	-	90%	✓	↓
(PH) Tobacco Control: Percentage 4 week quit rate recorded by the Yorkshire Smoke-free service for Doncaster residents	61.8%	68.5%	50%	✓	↑
(PH) Substance misuse service: Percentage of alcohol treatment successful completions residents	46.54%	43%	37%	✓	↓
(AH&W) We will ensure you have an annual review of your care	70%	71%	75%	⚠	↑
(AH&W) Proportion of Adults With Learning Disabilities Who Live in Their Own Home or With Their Family	79%	79%	81%	⚠	↓
(AH&W) Permanent admissions to residential and nursing care homes, per 100,000 population (65+ Only)	160.3	101.8	55.6	✖	↑

Service Standard	Quarter 1 22-23	Quarter 2 22-23	Target	RAG	D.O.T (long)
(AH&W) % of people who are still at home 91 days after their period of reablement	78.2	67.6	81.0		
(AH&W) Duration to complete Adult Social Care Needs Assessment (days) MEDIAN AVERAGE	52	57	42		
(AH&W) Duration to complete OT assessment (days)	133.70	139.44	100		
(AH&W) EDI Percentage of Adult Social Care request for where ethnicity recorded	-	78.2%	100%		-
(AH&W) Number of Carers Assessments Completed	37	44	-		

What is going well

31. Doncaster has 103 Adult Social Care provision/services out of 131 currently rated as 'Good' or 'Outstanding' by the Care Quality Commission and there are no 'Inadequate' services in Doncaster at this current time. At 78.62% this is a slight improvement from previous quarter.
32. We have provided additional investment to our Domiciliary Care providers to support with fuel costs relating to travel. This grant has been given to ensure paid carers have received additional help with their fuel costs. Work is ongoing with our care homes to better understand their pressures.
33. Fair Cost of Care national submission has taken place within deadline. Ongoing work for fees setting is due to get underway for final publication Feb 2023.
34. Over the past 2 years we have seen a reduction in the number of working age admissions to residential care per 100,000 the population (18-65 years).
35. Expectant mothers who quit smoking during pregnancy exceeds the target of 85%. The failure to meet targets in previous data was largely due to residual covid restrictions preventing staff carrying out CO monitoring. We are hopeful we will not see any further restrictions affecting access to clients and we will continue to see high rates of validated quits reported.
36. Successful completion of an alcohol treatment programme and freedom from dependence is used as a performance indicator for alcohol treatment services. Of 593 alcohol clients, 255 exited treatment successfully, which at 43% performance continues to be above both target and the national average.
37. It is estimated that about 30% of pregnancies are unplanned, with the effectiveness of some contraceptive methods dependent on correct and consistent use. By contrast, the effectiveness of long-acting reversible

contraceptive (LARC) methods and their increased uptake could help to reduce unintended pregnancy, latest data shows 48% of contraception is LARC.

38. In the capital programme improvements to the Adwick Park Pavilion were completed during the quarter.

What needs further improvement















39. The average recorded duration of adult social work assessments has increased further this quarter because long-standing “open” assessments have been targeted and completed. Now that these historical pieces of work have been concluded it is expected that the average will begin to improve from the next quarter. Progress can be demonstrated by the reduction in the number of open assessments. At the beginning of quarter 1 there were 438 open assessments. Robust performance management, including Improvement Clinics, action plans, data cleansing and practice change has successfully reduced the number of open assessments down to 313. This represents a 28.5% reduction in the number of assessments waiting to be completed, whilst continuing to manage ongoing new demand.
40. Occupational Therapy assessments tell a similar story. The average recorded duration of assessments has increased further this quarter, again because long-standing “open” assessments have been targeted and completed. A significant amount of improvement work has been undertaken, including review of the service, establishment of an innovation site and additional staffing capacity. The waiting Occupational Therapy waiting list has reduced by 19% due to closure of long standing assessments. It is likely to be quarter 4 before this measure sees an improvement as work to close down long standing cases continues. However it is expected that the waiting list will reduce further between now and then, improving the experience of Doncaster people by giving them quicker access to information, advice and support.
41. The number of people supported by Council reablement services who are still at home 91 days after discharge from hospital declined over the last quarter. The last time the target was reached was prior to both the Covid pandemic and the recent labour market pressures across a number of sectors. The indicator has been affected over this period by increased pressures from the NHS particularly in relation to hospital discharge, and reduced workforce capacity to support people in their own homes. Both of these issues will need concentrated attention over winter where pressures will increase further.
42. There has been a slight increase in the number of people who have received an annual review of their care, which currently stands at 71%, equating to 2517 people. Next quarter there will be a particular focus on completing face-to-face reviews for adults who have moved to registered care establishments outside of the Borough.

43. In the capital programme £0.3m of Disabled Facilities Grant and £0.5m budget for the digital switchover of home alarms has now slipped into the next financial year caused by significant contractor delays and supply chain issues.



CREATING SAFER, STRONGER, GREENER & CLEANER COMMUNITIES WHERE EVERYONE BELONGS

Service Standard	Quarter 1 22-23	Quarter 2 22-23	Target	RAG	D.O.T (long)
(AH&W) Average number of 'verified' rough sleepers (rough sleepers seen bedded down in last 7 days) - average for the quarter	18	18	19	✓	↑
(E&E) Percentage of Fly Tips Investigated and Removed Within 7 Days From Public Areas	90%	84%	65%	✓	↓
(E&E) % Licensing Act 2003 Applications Processed Within Statutory Timescales	100%	100%	100%	✓	-
(E&E & SLHD) Number of affordable homes provided (Council, and private sector provider/build)	121 Annual Figure (2022-23)	-	105	✓	↓
(AH&W) Percentage Feeling Safer After Safeguarding Intervention	61.45%	79.17%	75.00%	✓	↑
(E&E) No. of Parks With 'Green Flag' Status Across the Borough	6 Annual Figure (2022-23)	-	4	✓	↑
(AH&W) Following the referral of a high risk DA victim, contact is made by an Independent Domestic Violence Advocate (IDVA) within two working days to deliver needs led support.	100%	100%	100%	✓	-
(AH&W) Each new Domestic Abuse hub referral is assessed by a DA advisor within two working days to undertake initial contact, triage and allocation to the appropriate service	100%	100%	100%	✓	-
(AH&W) Percentage of redeploy able cameras installed within 28 day timescale	100%	100%	100%	✓	-
(E&E) Recycling Rate for Household Domestic Waste	39.5	48.5%	50%	⚠	↑
(AH&W) Percentage of Safeguarding concerns and enquiries that are repeats in a 12 month period	35%	37%	35%	⚠	↓
(AH&W) Number of Veterans identified and supported within the Communities service (standalone casework and cases within existing themes)	82	59	70	⚠	↓
(E&E) Play Areas - Percentage of Quarterly Mechanical Playground Inspections Carried Out	97%	48%	90%	✗	↓
(E&E) Complete all Environmental Permitting regs permit visits within DEFRA required timescales. - Climate control regime	85% Annual Figure (2020-21)	-	100%	✗	?

Service Standard	Quarter 1 22-23	Quarter 2 22-23	Target	RAG	D.O.T (long)
(AH&W) Safeguarding : Duration (Average days - Referral to Completed S42)	132.58	153.31	130		
(AH&W) Number of High Risk Cases Referred to MARAC	215	246	-		
(AH&W) No of Referrals to the Domestic Abuse Hub	476	457	-		
(AH&W) The numbers of Victims of ASB who have met the higher risk threshold, resulting in them being provided with a SPOC and individual support plan	164	90	-		
(AH&W) Number of people and families, where as a single agency we are working to prevent or tackle at an early stage, anti-social behaviour, Hate Crime and low level crime reported to and identified by the Stronger Communities Service.	10,797	8,939	-		
(AH&W) Total number of Fixed Penalty Notices (FPNs) and Community Protection Notices (CPN's) issued by the Neighbourhood Response Team	43	49	-		
(AH&W) Total number of incidents attended by the Neighbourhood Response Team	1,999	2,162	-		

What is going well

44. During quarter 2, 8,939 early intervention and prevention issues to tackle anti-social behaviour, hate crime and low level crime were identified, managed and resolved by Communities Area Teams. It should be noted these are identified at the earliest and lowest level in order to seek to prevent escalation and ongoing affects upon quality of life issues. A reduction on the 10,000 in quarter 1 which we attribute to a reduction in some of the hotspot demand locations, some Stronger Communities officer vacancies and perhaps some post pandemic normality returning. 45% of the anti-social behaviour incidents and prevention work is attributed to just 5 wards.
45. As anticipated we also saw a reduction in the number of victims of anti-social behaviour who met the higher risk threshold, resulting in them being provided with an individual support plan which reduced from 164 in quarter 1 to just 90 in quarter 2. This reduction was expected, resulting in the successful closure of a number of cases as well as a reduction in the frequency of support these individuals required.
46. This quarter has seen an increase in the number of incidents attended by the Neighbourhood Response Team (NRT). These incidents will include first level response to council reports of anti- social behaviour or patrols to identified key locations or areas with high levels of anti-social behaviour, referred to as taskings. These areas are identified through our area locality teams and local solutions

meetings. This increase is reflective of the increase in reports of anti-social behaviour to the Council.

What needs further improvement

47. We saw a reduction in the number of Veterans supported within the Communities Service, dropping from 82 in quarter 1 to 59 in quarter 2. This is reflective of the ongoing Veteran's Officer Vacancy and reduction in dedicated resource to drive this work forward. There have been 3 unsuccessful attempts to recruit to post and work is ongoing with HR to try and address this. A Veteran's employment event is planned for quarter 3 as well as a revised Veteran's website.

48. During quarter 2 the number of Playground Inspections Carried Out has fallen to 73, compared to 148 in quarter 1 (97% completion in quarter 1 compared to 48% in quarter 2). The target is to have 152 Operational Inspections each quarter. We aim to carry out quarterly operational inspections of all play areas, however not all play areas have been inspected in Q2 due to the play inspector post becoming vacant. However, it should be noted that all equipped children's play area safety related reports are dealt with appropriately as soon as possible on receipt of a report










49. There has been a significant amount of work within our safeguarding service in recent months. We have secured a permanent Team Leader which has enabled us to scrutinise areas of practice, recording and focus attention on improvements. We have seen significant improvements in people reporting they feel safe following an intervention with us now exceeding target, showing an improvement swing of circa 18%. The main area for improvement is the length of time it is taking to complete s42's, whilst some of these can be extensive, we have seen a decline in performance. This is mainly due to data cleansing and ensuring older records have been closed down appropriately. This has impacted on the overall average figure but there should be an improvement in qtrs. 3 and 4 once these issues are addressed. We are also introducing a locality based model within the team which will improve accountability and Senior Practitioner oversight.



NURTURING A CHILD & FAMILY-FRIENDLY BOROUGH EVERYONE BELONGS

Service Standard	Quarter 1 22-23	Quarter 2 22-23	Target	RAG	D.O.T (long)
(CYPF) Percentage of Children Accessing Their Entitlement to Free Childcare (2 years olds)	86.2%	83.4%	82%	✓	↓
(CYP&F) Percentage of Children Accessing Their Entitlement for Free Childcare (3 & 4 Year Olds)	97.1%	95.5%	95%	✓	↓
(CYP&F) % of Early Years Provision Rated Good or Outstanding by Ofsted	97%	98.3%	97%	✓	↑

Service Standard	Quarter 1 22-23	Quarter 2 22-23	Target	RAG	D.O.T (long)
(CYP&F) Number of Referrals into 'Your Family' Teams	77	198	154		
(PH) (CW) School Nursing: Number of schools with a Health Profile	0	-	0		-
(AH&W) Number of early intervention stronger families managed and supported by the Stronger Communities Service. Including work within higher level casework and therefore contributing to the National Government Supporting Families Programme	435	462	400		
(CYP&F CSC) % of CiC adopted	-	25%	19%		
(CYP&F CSC) Percentage of Care Leavers in Employment, Training and Education (age 19-21 years)	55.6%	65.7%	48.0%		
(CYP&F CSC) Percentage and Number of Initial Child Protection Conferences (ICPC) held within the statutory 15 day timeframe	88.41%	98.25%	95%		
(CYP&F CSC) Referrals to Children's Services that are repeat referrals within 12 mths	16.00%	25.50%	22.00%		
(CYP&F CSC) Percentage of Single Assessments Completed Within 45 Days (YTD Cumulative)	90.5%	87.5%	90.0%		
(CYP&F) Number of Lead Practitioner in place across partner agencies	306	314	350		
(CYP&F CSC) Percentage of cases where the lead social worker has seen the child/young person within timescales specified in the CP plan. For all children who were the subject of a CP plan during the year.	64.2%	70.6%	80%		
(CYP&F CSC) Number of External Residential Placements	52	50	37		
(CYP&F CSC) Number of Referrals processed in 24hrs	-	69.7%	80%		-
(CYP&F) Number Partnership Early Help Audits completed	51	34	50		
(CYP&F) The proportion of Partnership Early Help audits completed that are rated at Good or higher	47	47	65		
(CYP&F CSC) Referrals - Number per 10,000 Population	192	185	-		-
(CYP&F CSC) Rate of Children in Care - Number per 10,000 Population	83.58	86.70	-		
(CYP&F CSC) Health of children looked after - percentage with Review of Health Assessments RHA	73.91%	89.22%	-		

Service Standard	Quarter 1 22-23	Quarter 2 22-23	Target	RAG	D.O.T (long)
(AH&W) Deliver a wellbeing offer - Number of wellbeing cases handled by Wellbeing Team within the Communities Service	717	770	-		
(CYP&F CSC) Rate of S47 enquiries per 10,000 of the CYP population	35.03	29.99	-		-
(CYP&F CSC) Children with a Child Protection Plan per 10,000 pop aged U18	51.66	47.95	-		
(CYP&F CSC) Rate of Children in Need	411	328	-		
(CYP&F CSC) Health of children looked after - percentage with up to date Dental Checks	13.0%	32.6%	-		

What is going well

50. Quarter 2 saw an increase in the number of families supported through early intervention via the stronger families programme by our Stronger Communities Service. We supported 462 stronger families cases in quarter 2 which although is the highest number for the last 4 quarters, it is comparable to quarter 2 2021/22. This increase in cases can be linked to finances, discussions around cost of living issues and some good results on the back of community impact surveys and again early identification of issues in order to seek to reduce escalation to more costly and specialist services. The Stronger Communities service are also supporting practitioners who hold higher threshold level cases, in order to appropriately support with some key strands within the case, in order to help with capacity and support colleagues in Children's services.
51. The Your Families Triage Teams which launched in July 2022 is a key component of the new Localities Model. There is now a comprehensive communications plan, which will see both a city wide and locality based approach targeting both families and other professionals. Following the launch there were 198 referrals into the triage teams, which is a 157% increase from quarter 1. The key presenting needs have focused around Anti-Social Behaviour (30.8%), Housing (19.7%) and Finance (9.1%). The ambition to reduce demand into acute services remains central. Feedback from Lead Practitioners who are contacting the triage for support, is that they are feeling reassured of the advice and support offered. At the end of August surveys completed by practitioners highlighted that the majority of practitioners rated the service as a 5 out of 5. In terms of the families who have accessed direct support through triage, to the end of August, the vast majority had their issues resolved within 2 to 3 days, which reflects the findings from the prototype, with good outcomes evidenced.
52. Doncaster continues to be above the national trend of 2 year olds accessing their free entitlement to childcare, performing 11.4% above the national average at 83.4% (1167 children). There have been challenges in relation to accessing and

retaining family details from the Department for Work and Pensions (DWP) list. These issues were anticipated and has been mitigated by a strong focus and programmes of interventions from the Family Hubs and Early Years teams, working in partnership with key agencies, including providers.

53. Data for quarter 2, indicates that Doncaster Local Authority continues to exceed the national average of 92% (DfE June 2022) with take up for 3-4 year olds being sustained at 95.5%. Nationally, numbers are up from 90% in 2021 but down from 93% in 2020. Doncaster has seen a slight fall in take up in quarter 2 from 97.1% to 95.5% (1.6%). This is due to a slow rise in parental confidence following the pandemic and a fall in take up in school nursery classes in September. However, this has and continues to be a strong offer, which remains crucial in supporting key workers and vulnerable children in particular
54. Ofsted outcomes for childcare on non-domestic premises (which includes day nurseries and pre-schools) with Good and Outstanding judgements currently stands at 98% against a national outcome figure of 96% (Ofsted June 2022). Doncaster currently has 49 childcare providers rated Good and 7 Outstanding out of a total of 60. Ofsted outcomes for childminders with Good and Outstanding judgements currently stands at 98% against a national outcome figure of 97% (Ofsted June 2022). Support continues for those awaiting inspection. The Ofsted outcomes for overall Early Years provider remains strong at 98% (an increase of 1% from quarter 1) and above national and regional figure of 96%.
55. The proportion of Care Leavers in education, employment and training is performing well above target (66% vs 48%) and above benchmarks. Although we can always improve this is reflective of good engagement and support services with our care leavers
56. In the capital programme during the quarter additional funding was received, Homes for Education Ukraine grant £0.06m and Early Careers Framework grant £0.06m. Also during the quarter the extension at Don Valley Academy and the disabled toilet facilities at Ivanhoe School were completed.

What needs further improvement

57. There continues to be a downward trend in the percentage of audits achieving good or above, both across the partnership and in the Parenting and Family Support Service. These have reduced from 55% in 2021/2022, to 47% in quarter 2 2022/2023 against a target of 65%. We are continuing to provide support and challenge to raise the quality of practice, which is evidence through audits.
58. The number of referrals that have a decision in 24hrs is lower than target (70% vs 80%), with a higher rate of referrals in Doncaster than those seen nationally and compared to our statistical neighbours. Each case is triaged within 24 hours but the issue is entering that onto Mosaic within that timescale. We continue to work

with our partners where the majority of our referrals are sourced, to ensure appropriate referrals are made. Cases of highest urgency are prioritised.

59. The proportion of visits for children in child protection completed in timescale is lower than target (71% vs 80%). Managers are assured that visits are being completed on time and that performance is underreported, which is being addressed by communication to staff the importance of updating records. We are holding performance meetings specifically to look at this area.
60. The number of external residential placements are higher than anticipated (50 vs a target of 39). In many circumstances we make decisions on what is available to us, at that moment, even if that is an external placement. To alleviate this we are planning run a foster carer recruitment campaign in December and January 23.



BUILDING TRANSPORT & DIGITAL CONNECTIONS FIT FOR THE FUTURE

Service Standard	Quarter 1 22-23	Quarter 2 22-23	Target	RAG	D.O.T (long)
47. (E&E) Principal Roads not Requiring Major Maintenance	98% Annual Figure (2021-22)	-	98%		
48. (E&E) Non-Principal Roads not Requiring Major Maintenance	98% Annual Figure (2021-22)	-	98%		
53. (E&E) % Estate Roads in Good to Fair Condition	82% Annual Figure (2021-22)	-	81%		
67. (E&E) National Highways Transportation Survey Highways Maintenance Overall Satisfaction Score	48% Annual Figure (2020-21)	-	49%		

What is going well

61. The latest information related to measures pertaining to road condition and maintenance are reported annually. The performance is good compared to target but we will look to create smarter local measures that will provide more frequent information in the future. Each year, the authority employs an independent contractor who surveys the classified roads in accordance with Department for Transport (DfT) criteria by means of lasers attached to a moving vehicle that scans the surface of the road. This survey is undertaken annually for what are considered 'principal' roads and 'non-principal' roads. The Estate Roads are surveyed by contractors using a visual survey in accordance with DfT criteria on a two-yearly basis. The surveys are undertaken in summer or early autumn and the results are then sent to the Local Authority in Quarter 4

What needs further improvement

62. In the capital programme this quarter Thorne Bridge, part of the West Moor Link Road development, has been reopened and the first phase of the Transforming Cities Fund is now complete with the improvements carried out on Duke Street and St Sepulchre Gate. An additional £0.5m of Safer Streets funding was secured which will be used to finance schemes across the borough.
63. The £0.9m Frenchgate Tunnel scheme works have been out to tender and expected costs have reduced since quarter 1 by £0.7m, and the budget has been reduced accordingly. The tunnel closure has been booked and works are expected to be complete by the end of February 22



PROMOTING THE BOROUGH & ITS CULTURAL, SPORTING & HERITAGE OPPORTUNITIES

What is going well:

64. Doncaster's new Culture Strategy was approved by Cabinet on 21 September. A funding strategy and implementation plan agreed by the culture partnership group will follow. Officers continue to engage closely with national and regional funding and development agencies (e.g. Arts Council England, The National Archives, SY Mayoral Combined Authority).
65. The Rugby League World Cup is taking place in October with 3 games being held in Doncaster. Community engagement has been ongoing with success of attracting funding of £700k to build new club facilities for Bentley ARLC, and a legacy officer has worked across 40 school during their tenure. Our micro-grant scheme has supported 12 community groups to celebrate Doncaster's hosting of the rugby league world cup by providing materials to become active or celebrate the event.
66. The new City of Doncaster Archives was unveiled by the Mayor and Councillor Ball on 1st October 2022. Located in the former museum building on Chequer Road, this facility brings our Archives firmly into the 21st Century, with the appropriate storage and access provisions which will lead to greater public use, and Archives accreditation, in future.
67. Considerable on-going investment into Doncaster's stock of leisure facilities, £1.1m invested into the refurbishment of Armthorpe Leisure Centre, £750k into the refurbishment of Rossington Leisure Centre and £910k secured from Sport England to support the refurbishment of Askern Leisure Centre and Country Park. Work has also commenced on the refurbishment of Thorne leisure centre.
68. Get Doncaster Moving Strategy was relaunched in September with 117 people from over 40 organisations and groups attending, many new to our work. We have also had opportunity to host regional awards for Green Flag and will be co-chairing elements of the National Active Travel Conference and presenting at the National Active Partnerships Meeting providing opportunity to share our work and learning.

What needs Further Improvement:

69. Ongoing planning and partnership-working continues to ensure that Doncaster Mansion House opens more broadly to the public from January 2023.



REGENERATIVE COUNCIL

Service Standard	Quarter 1 22-23	Quarter 2 22-23	Target	RAG	D.O.T (long)
(CR) Housing Benefit - Average Number of Days to Process a New Claim	16.67	17.31	25.00		
(CR) % of Council Tax collected in the year	94.26%	94.60%	94.60%		
(CR) CUST 01 Customers Wait no Longer Than 10 Minutes to be Served	0h 00m 00s	0h 00m 00s	0h 10m 00s		
(CR) Council Tax Support Application - Average Number of Days to Process New Claims	41.1	35.53	25		
(CR) CUST 04 90% of Telephone Calls Will be Answered Within 150 Seconds	57%	37%	90%		

What is going well

70. Although the performance on the time taken to process a new housing benefit claim has dropped slightly during the quarter it is still well below the 25 day target. The slight dip has been due to the additional work from the Household Support Fund during the quarter. However, the continued prioritisation of allocating new housing benefit claims within 2 days of receipt, has maintained performance on target. Homeless placement claims which are still being received in large numbers do take longer to process, however, discussions with Housing Options have seen some improvement in this area. It is hoped this improvement will continue for the remainder of the year

What needs further improvement

71. Council tax support applications performance in the quarter remains off target but the trend continues downwards with the overall position being lower than at the same time last year. Council Tax claims are more difficult to identify than housing benefits claims as they are often part of a notification from Universal Credit, which can be received for many other reasons than a council tax claim and as a result each of these notifications needs to be looked at to see if it relates to a council tax claim, which it only does in less than 20% of cases. Work has continued to look at

ways to automate some of these notifications to avoid them coming in as work items where no action is required and improvements have been made late in the quarter on this.

72. In quarter 2 Customer Services received 70,617 telephone calls, 3,046 more than in quarter 1 and 12,789 more than Quarter 4 (21/22) answering 37% of calls in 150 seconds, with an average time to answer of 07:36. Customer Services has experienced an increase in calls due to the Council Tax Energy Rebate. We have also seen a number of customer service advisors leaving the team, resulting in 7 vacancies - we have recruited 3 additional customer service advisors who should be starting shortly, once trained we should see an improvement in performance. The remaining 4 vacancies will contribute to in year council savings so have not been recruited to at this time.

Workforce

73. The HR & OD team continue to support managers and employees through a variety of different ways, assisting with capacity building both with the recruitment and retention of staff where needed; embracing new ways of working through the YWoW programme; regular communications and engagement on key workforce issues to advise and inform. As well as continuing to provide health and wellbeing support in managing staff sickness absence and resilience levels.
74. Over the quarter, the overall turnover rate for the council continues to steadily increase from 14.01% in quarter 1 to 15.79% in quarter 2, an increase of 1.78% and 2.91% compared to the same quarter in 2021; and remains comparable with the local government average rate of 16.4%. The number of job vacancies across the council continues to increase, particularly since Children's Social Care have transferred into the Council. Work continues with services to utilise different recruitment methods to ensure we reach as many potential candidates as possible and remain competitive with the labour market. Workforce and succession planning continues with the commencement of 3 national graduates joining the organisation and increasing the numbers of apprentices (up from 138 to 156 this quarter) to ensure we can grow our own talent in areas where we have hard to recruit to positions.
75. As part of our calendar of EDI events, support and engagement was provided for Doncaster Pride and Suicide Prevention with the Samaritans Big Listen and Zero Suicide Alliance. This quarter domestic abuse guidance for staff and managers was launched along with our winter flu vaccination programme and new reward and recognition platform.
76. The sickness absence rate for quarter 2 was 13.18 days per full time equivalent employee, against a revised target of 10 days. This is a reduction of 0.29 days from 13.47 days in quarter 1. Although a reduction overall is a positive trend, it is significantly above the target of 10 days and therefore sickness absence will

continue to be monitored over the coming months to assess impact and ensure effective provisions to manage absence levels remain in place.

77. Covid-19, flu and other respiratory illnesses are likely to impact staff sickness absence rates over the winter months. Health Protection support remains available where Covid-19 outbreaks are affecting staff groups. A national autumn booster vaccination programme is underway for eligible groups.
78. To complement the national flu vaccination programme for eligible people, a free universal staff flu vaccination programme is offered to all council staff, St Leger Homes staff and people working in special schools. Staff can choose to attend an on-site clinic or they can download a voucher to use at participating pharmacies. This year, there are 6 on site clinics with a total capacity to deliver 697 vaccines. These are available at the Civic Office, Mary Woollett Centre and North Bridge during October/November 2022.
79. A flu vaccination invitation was sent to all staff at the end of August 2022, with a reminder sent in October. A staff flu vaccination page has been created on the intranet and the offer is promoted across council sites. Additionally, the health protection team are visiting sites to promote the benefits of flu vaccination.
80. Agency worker spend has increased in quarter 2 by 18% (£114k) from £609k to £723k; and the number of assignments has also increased by 10 from 66 in quarter 1 to 76 this quarter. Both spend and usage will continue to be monitored against the needs and capacity of the business and ongoing recruitment and retention challenges faced both locally and nationally.
81. The Performance and Development Review Scheme for 2022/23 was launched in March with the target for completion remaining at 95%. The deadline for all staff to have a PDR was set at the 30th September 2022. The overall completion rate at the end of quarter 2 was 86%, a significant improvement of 31% at this time last year. Services made a significant improvement however did not achieve the overall target, therefore further work is needed to ensure that staff are performance managed well and the PDR scheme is a vital part of that process.
82. Mandatory training completion rates remain a concern across the organisation, with 67% of all staff completing Equality in the Workplace, 88% of all staff completing Data Protection, 60% of all staff completing Protecting Vulnerable Children and Adults and 65% of managers completing their Health and Safety training. Senior Managers are also a concern with extra mandatory training they are required to complete, with 75% completing Equality Act module, 44% completing Hate Crime training and 42% completion rates in Prevent. Further work is needed to ensure that where training is mandatory this is completed by all staff in a reasonable time period.
83. The number of reported injuries at work in this quarter have continued to reduce, down from 51 to 46, a reduction of 5. There continues to be a higher number of employee injuries reported from Directorates that have more significant numbers

of operational employees, 12 in AH&W and 16 in E&E. The most common incident types reported were 10 physical assaults on employees, 10 slips and trips and 8 hit by a moving object. There are no clear identifiable patterns in the slips and trips or hit moving object statistics. RIDDOR reports continue to be low (1 in total this quarter), a reduction by 3 compared to the last quarter.



EQUALITY, DIVERSITY & INCLUSION OBJECTIVES

Support older adults to remain independent in their own homes

84. The Head of the locality teams and the integrated discharge team have a clear focus on reducing the number of older adults who are being supported to reside in a care home, on a short term arrangement. From both the community or when a person is discharged from the hospital; to ensure that decisions are based on the rights and choices of the person, by providing care and support in the least restrictive way.
85. What older adults describe as being important to them is having control over their daily lives. If an older adult is residing temporarily in a care home our aim is to provide a timely, strengths based review of their care and support to maximise the person's opportunity to return back home, into their community. Evidence suggests that the longer an older adult resides in a care home, the likelihood is that the person becomes institutionalised & loses confidence to return home.
86. Moving into a care home can be a very stressful time for an older adult and can lead to a deterioration in physical and mental health.
87. There are challenges due to the reduced community provision and gaps within the domiciliary market, which we continue to identify ways to support the domiciliary care market.
88. We have increased our capacity within our community reablement service to create additional capacity and we are addressing the recruitment challenges through our Proud to Care Doncaster platform, which supports and encourages people to work in Adult social care.
89. Winter pathway workshops are also being completed to plan and prepare for the next few months, looking at some innovative ways to improve our practice;
 - Festival of practice to embed our practice framework
 - Increased oversight/ monitoring of all placements & Exit plans from short stays
 - Use of the practice forum to discuss practice, to improve peer support and improved outcomes for people

Support victims of domestic abuse and work with partners to reduce the levels of abuse in the Borough

90. The Doncaster Domestic Abuse Service, working in partnership across the borough provides support and advice to victims and their families affected by domestic abuse. In addition to support services a number of training packages are delivered by our workforce development officer. During 2021/22 over 2000 people attended DA training courses. People attending DA Awareness training are identified as DA Champions and form a network of professionals to offer help and support to people impacted by DA.
91. The DA strategy (2021-24) was launched in autumn 2021 and states that "Domestic abuse is everyone's business" In addition to offering practical support and guidance our staff now deliver DA programmes to educate people affected and to increase awareness of the impact that DA has on people's lives. Additional staffing has been provided to meet demand into the service.
92. The service has increased capacity in its survivor liaison product which will now include face to face community engagement in localities across the borough. Regular community engagement takes place in localities to ensure the service is visible and accessible. In 2022 we have added a young person's worker and a male DA support worker. Funding has been secured to recruit a support worker for the Gypsy Roma Traveller Community. Community engagement and survivor liaison work is planned to reach out to the LGBT+ community.
93. Other work has started to engage with and support minority communities across the borough. This work is being directed via community groups and the minorities' partnership board network. Additional DA specialist workers have been recruited into the Housing Options team at St Leger Homes to enable dedicated and focussed support to people fleeing DA and needing accommodation.
94. Regular messaging takes place through the DMBC communications team, dedicated campaigns are used at different times in the year. A monthly newsletter is circulated to the DA Champions network. Governance is provided by the DA Strategic Board and Safer Stronger Doncaster Partnership.

Improve engagement with our most deprived communities to increase access to jobs and skills

95. The Doncaster Employment Hub and Associated services are increasing their presence and delivery across Doncaster in all localities. Delivery is out in the community, including via Advance and Launchpad services and there are coordinated drop-in sessions in areas that are most deprived.
96. Advance has supported 358 people to date 67% are female, 26% are over 50yrs, 4.5% are from ethnic minorities, 9% are in a single adult household with children and 18% are without basic skills.
97. The Triage Hub drop in sessions are now active in all four areas, this is being promoted on our social media and by the hubs themselves, this is a fully inclusive

service with clients signposted to wider service and other areas of the employment hub where appropriate.

98. Bi-weekly sessions working from Flourish enterprises continue offering client appointment space and drop in sessions. This collaboration also enables us to access volunteer opportunities.
99. The Unity employment Academy at Stainforth is under development, with the site office in place and recruitment process started, to ensure a Unity Academy Manager is in post in Q4 22/23 when the drawdown of Section 106 monies can begin. Plans for increased engagement in and delivery of employment services on the lead up to launch in Stainforth and Thorne is underway.
100. The Youth hub has secured its third grant and will re-commence delivery in November 2022 and engagement from our most deprived communities will be promoted and monitored.

Improve the mental health of our children and young people

101. Our Children and Young Peoples plan is being implemented in a timely fashion. As part of this we have launched the Kooth app which allows young people to access support out of hours and electronically. The take up of this from young people has been excellent. We have communicated how support can be accessible on social media, through posters, films and school assemblies. The local partnership is currently working with DFE on its local sufficiency plan to develop the range of specialist social and emotional health provision within the borough. Council teams are currently working with schools and trusts to deliver more places this year.

Support those Children and Young people within our care to have a good start to life and have the same life chances as everyone else living in the Borough

102. In the six months to the end of July 117 children came into care and 116 children left care. Of those children who came into care 18 were unaccompanied asylum seeking children, which is a further slight increase in the figures to the end of July (16). The position for six months to the end of July 2021 in 2021/22 was that two of the 121 children who came into care were unaccompanied asylum seeking children. In September 2022 5% of children in care were UASC. In July 2021 the figure was 1%.
103. The number and proportion of children with adoption as their permanence plan has increased from 7% at the end of July to 8% at the end of September. More positively 26% of children left care due to a Special Guardianship Order, which enables them to remain within their network of family and friends. This is positive performance and a further increase from the position at the end of July.
104. The number of children in care at the end of September was 584, which is an increase on the number at the end of July (571) but lower than the position at the end of 2021/22 (592) at the end of Q4 the previous year.

105. Work is ongoing to validate the data in relation to placement stability. The source of this information is very complex however we expect the validation and report design work to be completed in Q3. It had been expected that it would be completed by quarter 2 however the lead was off work with health issues.
106. Care Leavers in Doncaster are supported by the Inspiring Futures team. Every Care Leaver is allocated to a Personal Advisor (PA) and has a pathway plan. The pathway plan is subject to ongoing review. Engagement with Education, Employment and Training is a core component of the pathway planning process and focus of ongoing support from the PA

FINANCIAL POSITION:

Revenue Budget

107. The projected year-end position is an overspend of £8.5m.
108. The 2022/23 pay award has now been confirmed, which results in an estimated cost pressure of circa. £4.00m against the budgeted pay award. The estimate was for a 2% increase and 1% carried forward from 2021/22, however the proposed increase equates to an average of c7%.
109. Projections include overspends against energy budgets across the Council. When the budget was set inflation of between 29% and 55% was allowed for but more recent increases, ranging from 118% to 374%, related to global issues are creating significant pressures. The position may change as information is awaited on the impact of further increases from October 2022 and the cap scheme introduced by the government. Current projections include energy related overspends against Street Lighting, Bereavement Services, Strategic Asset Management and Facilities Management and in total around £2m of overspends are included across service budgets.
110. Other key projected overspends relate to care ladder costs within Doncaster Children's Services Trust (DCST) and the children's social care budgets now within Children, Young People and Families (CYPF) and Travel Assistance budgets also within CYPF.
111. A summary and further details by service area is provided below: -

	Gross Budget £m	Income Budget £m	Net Budget £m	Projection £m	Q2 Variance £m	Q1 Variance £m
Adults Health and Wellbeing	141.8	-77.2	64.6	64.8	0.2	-1.3
Children, Young People & Families	134.1	-58.1	76.0	85.3	9.3	6.9
Corporate Resources	116.0	-83.4	32.6	31.5	-1.1	-0.2
Public Health	29.0	-24.6	4.4	4.6	0.2	0.0
Economy & Environment	103.8	-56.9	46.9	47.3	0.4	1.9
Services Budgets	524.7	-300.2	224.5	233.4	9.0	7.3
Council-Wide budgets	20.1	-100.5	-80.4	-80.9	-0.5	-1.7
Grand Total	544.8	-400.7	144.1	152.6	8.5	5.6

112. The following sections provide a breakdown of each directorate's projected variances.

Adults Health & Wellbeing

	Gross Budget £m	Income Budget £m	Net Budget £m	Projection £m	Q2 Variance £m	Q1 Variance £m
Adult Social Care	70.2	-17.8	52.4	51.1	-1.3	-1.2
Communities	69.8	-26.1	43.7	45.2	1.5	-0.1
Director Of Adult Services	1.1	-33.3	-32.2	-32.2	0.0	0.0
Localities	0.7	0.0	0.7	0.7	0.0	0.0
Adults Health & Wellbeing Total	141.8	-77.2	64.6	64.8	0.2	-1.3

113. Adults, Health and Wellbeing outturn position at quarter 2 is a forecast overspend of £0.50m (an increase of £1.75m from quarter 1).

114. Spend on social care and support to Doncaster adults (the care ladder) is forecast to overspend by £0.85m. This is because of a larger number of people being supported in care homes than has been budgeted for (a forecast overspend of £2.14m) counterbalanced by a smaller amount of spend on community care than budgeted for (a forecast underspend of £1.29m). This reflects the ongoing increase in residential care placements whilst availability in non-residential provision (especially homecare) is limited. This situation is still expected to gradually adjust during the year, with increased support to keep people at home resulting in a gradual reduction of the need for people to move into residential or nursing homes.

115. The most significant increase in costs in quarter 2 relates to backdated costs in residential care with the last 2 months have seen £1.04m of costs relating to prior months across all residential care types. A targeted review has been undertaken in relation to these increased costs, at an individual level, and this is following data cleansing in quarter 2. This has resulted in a number of costs landing in one quarter rather than being spread out through the year. Work is still ongoing across the Adult Care teams to continue to refine and improve recording and ensure purchase orders are inputted in a timely and responsive way. In relation to these placements a number of external fee uplifts across the Integrated Care Board (ICB) and out of area have impacted on an increase in costs work and it is expected that much of these will have now been concluded for the year. We have included an initial forecast of £0.60m costs to mitigate any further increases for the remaining 6 months of the year. Robust sign off measures have been agreed with any uplifts being agreed and signed off at Head of Service level. This combined with the necessary market sustainability payments through the use of ear marked reserves means that Adult Social Care would be projecting a £0.18m overspend with a view to this being a break even position at year end. It is anticipated that the DHSC £500m Social Care Discharge Fund will be utilised to offset the market sustainability payments.

116. At the beginning of the financial year three significant risks were identified in Adult Social Care and financial capacity was identified by the Council to support them. Firstly cost pressures from the NHS were expected to increase. This is

because of the loss of national funding from the Department of Health and Social Care to support costs arising from hospital discharge, alongside increased pressure for Integrated Care Systems to both deliver the national Transforming Care Programme and make savings on NHS Continuing Healthcare and Mental Health Aftercare. Secondly there were continued risks to care providers from increasing costs. For example the Council has recently provided increased funding to homecare providers to support inflation in the price of fuel. Thirdly there are risks of further unbudgeted costs arising from the new national policy on Adult Social Care announced in the Government White Paper “People at the Heart of Care”. Linked to this, the Council is undertaking a nationally-mandated exercise on the cost of care with local care providers which will report in the autumn and is also expecting increased financial pressures from Charging Reform and the implementation of the care cap. All of these risks remain significant and £1.224m of funding remains to address them in 2022/23.

117. The agreed savings programme in Adults, Health and Wellbeing is on track, with some slippage in some areas being counterbalanced by over-achievement in others.

118. The care ladder position is offset by £0.35m underspend on communities and other adult social care made up smaller variance across teams generally reflecting temporary staff vacancies.

Children, Young People & Families

	Gross Budget £m	Income Budget £m	Net Budget £m	Projection £m	Q2 Variance £m	Q1 Variance £m
Centrally Managed	7.9	-5.9	2.0	2.0	0.0	0.0
Partnerships, Early Intervention & Localities	40.5	-26.5	14.0	15.5	1.5	1.5
Education Skills Culture & Heritage	22.7	-19.0	3.7	4.2	0.5	0.4
Children’s Services Trust	27.2	-2.3	24.9	27.9	3.0	4.9
Children’s Social Care	35.8	-4.4	31.4	35.7	4.3	0.0
Children, Young People & Families Total	134.1	-58.1	76.0	85.3	9.3	6.9

119. Children, Young People and Families is forecast to overspend by £9.34m at quarter 2, mainly directly relating to the placements and the associated travel assistance. Nationally Children Services have experienced significant pressures due to an increase in demand as well as an increase in the actual cost per placement or cost per route. Children Social Care transitioned back to the Council on the 1st September 2022. The direct line of sight has enabled the Directorate to identify opportunities for improved practice, processes and collective decision making that will potentially impact positively on the future. The overspend includes: -

- Travel Assistance £1.74m based on current routes and net growth to date as outlined at quarter one. The additional costs are due to both demand increases £0.62m, which are as a direct consequence of the increased demand within Special educational needs and disability (SEND), in particular for Out of

Authority (OOA) placements, and price increases £0.96m. From September 2021 routes have increased on average £2.5k per year, and there has been additional 47 routes added. Price increases are due to both additional pupils added on to routes and price increases due to fuel costs. Directorate Leadership team, and also through the SEND Engine Room, are developing an action plan across children's social care, SEN and placements including transport to address the current challenges, considering all inter-related areas, e.g. SEND, transport and wider early help support to minimise travel where possible. This work is being considered in the context of the wider SEND transformation work, including place based provision. Management of the Dedicated Schools Grant overspend remains at the forefront. A new post 16 arrangement at Stonehill School is a starting point and other initiatives in process include the development of social, emotional and mental health (SEMH) hubs which will increase local capacity and reduce OOA placements, however significant challenges remain. Doncaster has been identified in tranche one of the Delivering Better Value in SEND Programme, which is part of the DFE's support package to help Local Authorities maintain effective SEND services while functioning sustainably. This of course assumes no changes to the implementation of the Green Paper.

- Attendance £0.30m including Fixed Penalty Notice £0.16m income shortfall and £0.13m Traded income shortfall. The current approach to Fixed Penalty Notices is being reviewed by the service and consideration of the trading options for the service for 23/24 accounting for the recent removal of the white paper and local implications. The ambition is to ensure that Early Intervention and Prevention and education services are more interoperable, building on the successes of the work on exclusions, adapting a consistent approach to support children and families earlier. There is the potential to consider Stronger Families funding as this links to outcomes framework.
- Children's Social Care, including the contract with Doncaster Children's Services Trust (DCST) for April to August, projected outturn at quarter 2 is an overspend of £7.28m; an increase of £2.36m since quarter 1 mainly due to external placements. The main elements of the over spend are £5.95m on the Care Ladder from additional demand and increased package costs for external placements, £0.39m Travel Assistance, and £2.94m on agency worker costs; offset by staffing underspends of -£2.48m.
- Care Ladder cost-pressures, in particular in Out of Authority (OOA) and fostering placements, were brought forward into 2022/23. The Care Ladder overspend of £5.95m includes: OOA placements £4.43m, Fostering placements £0.42m, 16+ Children in Care (CiC) placements £1.86m, and Unaccompanied Asylum Seeking Children (UASC) placements £0.29m, offset by additional funding of -£1.55m from the Dedicated Schools Grant (DSG) High Needs Block (note: this increases the budgetary pressure to the High Needs Block). Further detail is as follows:-
 - The £4.43m overspend on OOA is due to the expectation that the pressure carried forward from 2021/22 will continue throughout 2022/23 and an increase in the average placement cost. The number of OOA placements, including Parent & Child placements, at 1st April 2022 were 57, the projection assumes that numbers reduce to 43 at 31st March 2023. The

MTFS budget assumed placement numbers would be 43 at 1st April 2022 and 29 at 31st March 2023. Therefore an additional 14 OOA placements at the beginning of the year, projected to continue until the end of the year. The current average cost of packages for the first six months of the financial year is £39k more per annum per placement than budget, comparing £254k budget to an average placement cost of £293k, with the most expensive packages costing between £11.5k and £13.1k per week.

- The fostering overspend projection of £0.42m is due to increased activity carried forward from 2021/22, an additional 26 placements, expected to continue throughout the majority of 2022/23, ending the year at 8 placements above budget. In addition, the budget is based on reducing the number of Independent Fostering Agency placements and increasing In-house Fostering, achieving a split of 37.5%/62.5% at year-end. However, this is not expected to be achieved and based on current information a split of 44.2%/55.8% is forecast at year-end.
- The £1.86m overspend on the 16+ CiC placement budget is due to increased activity and an increase in the average placement cost. The budget was based on there being an average of 24 placements; however at the end of September there are 37 placements, with an average 31 placements forecast for 2022/23. There are currently 22 16+ packages ranging from £2,170 to £4,618 per week, plus three costing between £8,645 per week and £10,780 per week; the average cost of placement is £152k per annum, £52k more than the budgeted amount of £100k.
- Between August 2021 and September 2022 there have been an additional 41 UASC placements; including 8 more in quarter 2. In 2021/22 the funding from the Home Office covered the cost of the placements; however in 2022/23 the projected spend on UASC placements is £1.68m offset by grant funding of only -£1.39m. Due to the increase in the number of UASC, capacity in the market is stretched and therefore some of the UASC have had to be placed with expensive providers leading to the costs being greater than the grant received from the Home Office. The Home Office have announced their contribution rates for 2022/23 will remain the same as 2021/22.
- The reason for the £0.46m overspend on staffing is due to increased agency cover for vacancies, maternity leave and the retention of some agency SWs for longer (based upon demand / caseloads). Caseloads, particularly in Assessments and the Area Child Protection Service (ACPS), have continued to be high resulting in additional resource being required via agency placements. The Trust implemented a Social Worker Academy from April 2021 and made changes to Social Worker pay in January 2021 with the intention to recruit and retain permanent social workers and reduce agency social workers. To-date, 17 ASYEs have been appointed. Since an increase in agency pay in 2021/22 there has been a greater attraction and retention of agency numbers to cover vacancies / caseloads. The average number of agency workers for September was 34.9 FTE, 5.3 FTE more than the target for this stage of the year, attributable to increased caseloads and complexity of cases. Yorkshire and Humber DCS's have signed a memorandum of understanding in relation to capping agency pay.

- Social Care Travel Assistance via taxis are projected to be £0.39m over spent due to increases in demand and prices.

Corporate Resources

	Gross Budget £m	Income Budget £m	Net Budget £m	Projection £m	Q2 Variance £m	Q1 Variance £m
Customers, Digital & ICT	70.4	-54.8	15.6	15.2	-0.4	0.2
Corporate Resources Director	0.4	-0.3	0.1	0.1	0.0	0.0
Finance	26.0	-24.8	1.2	1.2	0.0	0.0
HR, Communications & Exec Office	7.1	-0.9	6.2	5.5	-0.7	-0.6
Legal & Democratic Services	7.8	-2.5	5.3	5.4	0.1	0.2
Policy, Insight & Change	4.3	-0.1	4.2	4.1	-0.1	0.0
Corporate Resources Total	116.0	-83.4	32.6	31.5	-1.1	-0.2

120. Corporate Resources is forecast to underspend by -£1.09m at quarter 2. The main reasons for this are as follows: -

- An underspend of -£0.76m across ICT, digital and customer services predominantly as a result of staffing savings arising from not filling vacant posts and early cessation of the digital lab to support the in- year Council wide savings requirement.
- A projected underspend of -£0.63m on the apprenticeship funding as take up hasn't been as high as anticipated given this funding is enhancing the existing scheme.
- An underspend of -£0.15m relating to additional recruitment advertising within Human Resources predominantly from schools as demands increase released to support the in-year Council wide savings requirement.
- An underspend of -£0.10m in Registrars due to increased income as services return to pre-COVID levels - this is in addition to increasing the income targets as part of the 2022/23 budget setting process.
- An underspend of -£0.11m in Policy, Insight and Change (PIC) as a result of staffing savings by not filling vacant posts and maximising external funding to support the in-year Council wide savings requirement.

121. These underspends are offset by the following: -

- An overspend within Revenues and Benefits of £0.40m due to the increased spend on temporary accommodation for homelessness for reduced or no housing benefit subsidy is received depending on personal circumstances. Work is being undertaken across the Council on homelessness and this position will be closely monitored.
- An overspend within Bereavement services of £0.27m mainly as a result of the gas price increasing significantly from April, the impact of which wasn't captured fully when setting the budget and the cremation / burial fees.

- An overspend within the Coroner's service of £0.22m as a result of the revised mortuary contract which will be an ongoing pressure.
122. This is a significant improvement from the position reported at quarter 1 of -£0.21m to support the in- year Council wide savings requirement.
123. All other services are either reporting break even or very small variations to budget. It should also be noted that the impact of the current pay offer on those services trading with schools has been taken into account in the overall estimated cost.

Public Health

	Gross Budget £m	Income Budget £m	Net Budget £m	Projection £m	Q2 Variance £m	Q1 Variance £m
Public Health	29.0	-24.6	4.4	4.6	0.2	0.0
Public Health Total	29.0	-24.6	4.4	4.6	0.2	0.0

124. At quarter 2, public health is projecting an overspend of £0.23m. DCLT projected overspend at quarter 2 £0.39m due to significant pressures in relation to increased utility costs & the shortage of chemicals needed for the pools which is in turn pushing up prices. This is partially offset by £0.08m additional biomass income. The situation at DCLT is being closely monitored with monthly meetings and the sharing of financial data and business plans to address and work towards mitigating where ever possible the significant pressures in the leisure industry. This projected overspend of £0.31m is over and above the current level of financial support of £1.10m being provided. This is offset by a period of vacant posts of -£0.04m in strategic commissioning and lower than expected spend on residential rehabilitation (general fund) of -£0.04m. The Public Health Grant has a one-off underspend of -£0.59m due to challenges with securing the NHS health checks programme (previously provided by NHS).

Economy and Environment

	Gross Budget £m	Income Budget £m	Net Budget £m	Projection £m	Q2 Variance £m	Q1 Variance £m
Economy & Development	31.9	-22.2	9.7	10.2	0.5	1.3
Director Economy & Environment	0.4	-0.1	0.3	0.2	-0.1	0.0
Environment	67.2	-32.5	34.7	34.7	0.0	-0.1
Strategic Housing	4.3	-2.1	2.2	2.2	0.0	0.0
Economy & Environment Total	103.8	-56.9	46.9	47.3	0.4	1.2

125. Economy and Environment is forecast to overspend by £0.45m at quarter 2, the position has improved by £1.41m since quarter 1. The main variances including changes since quarter 1 where applicable are: -
- Facilities Management: £0.76m overspend mainly as a result of increased energy costs. Projections include inflation increases which have not been addressed within the budget. The position has improved by -£0.24m since

quarter 1 mainly due to DGLAM business rates being less than expected providing a one-off benefit of £0.12m and Mary Woollett income budget pressure being addressed £0.07m.

- Street Lighting: £0.77m overspend mainly due to; £0.66m increase in street lighting energy cost, £0.22m increase in cost of repairs. The position has improved by £0.04m since quarter 1 mainly due to reduction in projected repair costs.
- Drainage General and Gulley Frames: £0.29m overspend; £0.21m on-going due to salary costs previously funded by grant, £0.12m due to one-off purchase of gulley frame covers to replace those stolen in 21/22; position improved by £0.04m since quarter 1 mainly due to delays in recruitment.

126. These are mitigated by: -

- Car Parking: -£0.48m underspend due to a projected overachievement of income on bus gates and the markets car park; the position has improved by -£0.19m since quarter 1 mainly due to increased income projections on Chappell Drive car park, reduction in expected maintenance costs at Civic and Cultural Quarter car park.
- Highways Operations: -£0.21m underspend mainly due to projected overachievement of income which is dependent on job completion being achieved in 22/23; projection as reduced by £0.05m since quarter 1 mainly due to increased costs in the white lining contract.
- Planning: -£0.22m underspend mainly due to higher than expected fees, reduced by one-off additional staffing costs and a developer payment.
- Strategic Asset Management: now projecting a balanced budget which is an improvement of -£0.27m since quarter 1. The improved position is mainly due to NCP car park rentals being achieved and bad debt provision relating to the car parks no longer being required providing a one off benefit to the service.
- Waste and Recycling: -£0.42m underspend mainly due to -£0.62m underspend on recycling as contract costs due to increases in the material gate fee prices, -£0.12m underspend on HWRC mainly due to a reduction in tonnages and associated haulage. These underspends have been reduced by an overspend on collection of £0.35m. The waste position has improved by £0.40m since quarter 1 mainly due to additional one off royalty income re waste PFI facility and reduction in green waste processing costs linked to less waste as a result of the hot weather.

Council Wide budgets

	Gross Budget £m	Income Budget £m	Net Budget £m	Projection £m	Q2 Variance £m	Q1 Variance £m
Change Programme	0.0	-0.2	-0.2	-0.2	0.0	0.0
General Financing/Treasury Management	5.0	-0.1	4.9	3.9	-1.0	0.0
Levying Bodies/Parish Precepts	16.5	0.0	16.5	16.5	0.0	-0.1
Other Centrally Funded	7.3	-12.6	-5.3	-3.6	1.7	0.0
Revenue Costs Ex Capital Programme	-20.0	20.0	0.0	0.0	0.0	0.0
Technical Accounting	6.3	0.0	6.3	5.2	-1.1	0.0
Business Rate Retention	0.0	-107.5	-107.5	-107.5	0.0	-0.4
Severance Costs	5.0	-0.1	4.9	4.8	-0.1	0.0
Council Wide Budget Total	20.1	-100.5	-80.4	-80.9	-0.5	-0.5

127. Council Wide is forecast to underspend by -£0.5m at Quarter 2. The main underspends are: -

- -£1.22m against the budget for future financial risks in relation to the impact of the Government's White Paper on Adult Social Care, "People at the Heart of Care"; it's now assumed this funding will not be needed in 2022/23;
- -£0.96m on Treasury Management due to savings on debt charges as the planned long term borrowing will no longer be undertaken due to high interest rates and additional investment income also as a result of high interest rates. This is covered in more detail in the Treasury Management update in Appendix A;
- -£1.12m underspend on Minimum Revenue Provision (MRP) due to slippage in the 2022/23 capital programme between quarter 3 and outturn of £5.6m (slippage on fleet replacement accounts for half of the reduction in the MRP charge);
- -£0.75m underspend on the ongoing budget provided for additional investment needs for services, not being spent to offset Council pressures;
- -£0.5m uncommitted contingency budget released at quarter 2 to offset the pressures;
- -£0.25m release from the insurance provision based on current claims;

128. These are offset by overspends on: -

- £4.00m estimated shortfall on the 2022/23 pay award. The 2022/23 budget estimate was for a 2% increase and 1% carried forward from 2021/22, however the proposed increase is an average of circa 7%;
- £0.45m senior management savings assumed not achievable.

129. The main changes since quarter 1 are the Treasury Management saving due to increasing interest rates leading to both the postponement of the planned long term borrowing saving on interest payments and higher investment income, and the estimated shortfall on the 2022/23 pay award.

130. The above figures do not include any estimated loss of income from Council Tax and Business Rates. These form part of the Collection Fund and due to statutory accounting requirements the impact of gains or losses in the Collection Fund in 2022/23 won't affect the Council's General Fund until 2023/24. The impact on the Collection Fund is discussed below.

Action Plan

131. The 2021/22 quarter 4 Finance and Performance Improvement Report committed to producing an action plan to improve projections, including the following:-

- Detailed discussions at DLTs to be led by Assistant Directors for their respective areas with finance business partners providing a supporting role, this will mean Assistant Directors own the projections and fully understand the reasons,
- Budget management discussions are cascaded through the management levels across all services i.e. Assistant Directors have regular financial monitoring meetings during the year with their Heads of Services, Heads of Services discuss the financial monitoring position in 1 to 1's with Service Managers,
- Budget holder training is now mandatory for managers (like GDPR, Health and Safety etc),
- Information to be provided to DLTs showing which budget holders have not accessed the Collaborative Planning (CP) system recently.

132. The full action plan and a progress update is shown in Appendix B - Finance Profile.

Housing Revenue Account (HRA)

133. The outturn projection at quarter 2 is an overspend of £0.94m. The forecast outturn assumes a contribution of £2.69m from balances which is an increase of £0.94m. Expenditure budgets are projected to overspend by £1.45m, this includes a £1.59m projected overspend on the St Leger Homes' (SLH) management fee and £0.14m of other projected savings. The overspend on SLH management fee is a result of real and projected inflationary increases, the largest of which is the estimated pay award at £1.04m. The revenue contribution to the capital programme has also reduced by £0.48m. There is a positive variance of £0.03m on income budgets.

134. HRA balances are estimated to be £4.00m as at 31 March 2023.

135. Current rent arrears at quarter 2 are £2.20m (2.80% of the rent debit); this is an increase of £0.15m from £2.05m (2.62%) at quarter 1. As at 30th September, the amount of former tenants' arrears was £1.41m an increase of £0.07m from quarter 1, write offs in this period were £8k.

Fees and Charges

136. The Council's Financial Procedure Rules require any changes to fees and charges to be included in the quarterly finance and performance monitoring reports. In quarter 2 the charges for district heating have been increased. There are two district heating schemes within the Housing Revenue Account which provide heating and hot water to 990 tenants, these tenants pay for the fuel used and the unit charges set must recover the cost of the fuel. Due to record rates of inflation on gas prices, these schemes were projecting to make a loss of £0.80m in the 2022/23 financial year. As the result, the charges were reviewed and increased as shown in the tables below, the decision was taken by the Portfolio Holder for Housing & Business on 1st November, 2022.

	Previous charge per unit (inclusive of VAT)	New charge per unit with effect from 12 December 2022 (inclusive of VAT)
Balby Bridge Scheme	8.06p	34.65p
Ennerdale Scheme	8.06p	15.75p

	Previous weekly charge	New weekly charge
Milton Court		
Bedsit	£8.47	£14.00
One Bedroom property	£8.59	£14.60
Three bedroom property	£8.99	£15.00

Capital Budget

137. The 2022/23 capital programme consists of 485 schemes in total with current projections estimating £119.9m spend within the financial year with a further

Directorate	Sum of Current Year Budget Brought Forward (£'000)	Value of Schemes as at Q2 (£'000)	Count of Scheme	Sum of Future Years Budget Brought Forward (£'000)	Sum of Projected Future Years Budget as at Q2
ADULTS HEALTH & WELLBEING	7,996	5,778	10	14,946	27,601
ADULTS SOCIAL CARE	7,647	5,095	3	14,946	27,363
COMMUNITIES	285	619	6	0	238
MODERNISATION AND COMMISSIONING	64	64	1	0	0
CORPORATE RESOURCES	16,934	12,202	45	871	8,633
CUSTOMERS, DIGITAL & ICT	4,300	3,129	17	550	2,197
FINANCE	12,494	8,933	27	321	6,436
HR, COMMS & EXEC OFFICE	140	140	1	0	0
PUBLIC HEALTH	5,564	7,082	11	2,017	2,797
LEISURE SERVICES	5,564	7,082	11	2,017	2,797
ECONOMY & ENVIRONMENT	104,250	85,696	333	175,091	239,128
ECONOMY & DEVELOPMENT	43,522	39,200	87	5,831	57,702
ENVIRONMENT	19,281	16,251	200	1,667	4,172
STRATEGIC HOUSING	41,447	30,245	46	167,593	177,253
CHILDREN, YOUNG PEOPLE AND FAMILIES	12,377	9,113	86	19,544	26,477
CENTRALLY MANAGED	200	189	1	400	600
CHILDRENS SERVICES TRUST	1,330	865	5	0	453
COMMISSIONING & BUSINESS DEVELOPMENT	8,129	6,396	69	19,144	25,425
PARTNERSHIPS AND OPERATIONAL DELIVERY	2,717	1,663	11	0	0
Grand Total	147,121	119,870	485	212,470	304,636

£304.6m projected to be spent in future years. The split by directorate is in the tables below: -

138. At quarter 2 there has been a 22.7% reduction in the projected in year spend when compared to the opening budget of £147.1m which is a reduction of £27.2m.

139. The reduction between quarter 1 and quarter 2 is £7.7m, the amount of slippage will be greater though and is masked by new schemes added to the programme LUF block allocation £5.6m (£9.8m in future years) and multi-use build and public realm £1.3m (£25.7m in future years)

Directorate	Sum of Current Year Budget Brought Forward (£'000)	Sum of Q1 Current Year Budget (£'000)	Sum Q2 Projections (£'000)	% Reduction in forecast after 6 months
ADULTS HEALTH & WELLBEING	7,996	6,218	5,778	38.4%
ADULTS SOCIAL CARE	7,647	5,911	5,095	50.1%
COMMUNITIES	285	244	619	-54.1%
MODERNISATION AND COMMIS	64	64	64	0.0%
CORPORATE RESOURCES	16,934	16,995	12,202	38.8%
CUSTOMERS, DIGITAL & ICT	4,300	4,775	3,129	37.4%
FINANCE	12,494	12,080	8,933	39.9%
HR, COMMS & EXEC OFFICE	140	140	140	0.0%
PUBLIC HEALTH	5,564	6,632	7,082	-21.4%
LEISURE SERVICES	5,564	6,632	7,082	-21.4%
ECONOMY & ENVIRONMENT	104,250	88,000	85,696	21.7%
ECONOMY & DEVELOPMENT	43,522	36,836	39,200	11.0%
ENVIRONMENT	19,281	15,560	16,251	18.6%
STRATEGIC HOUSING	41,447	35,603	30,245	37.0%
CHILDREN, YOUNG PEOPLE AND F	12,377	9,712	9,113	35.8%
CENTRALLY MANAGED	200	200	189	5.8%
CHILDRENS SERVICES TRUST	1,330	1,330	865	53.8%
COMMISSIONING & BUSINESS C	8,129	6,530	6,396	27.1%
PARTNERSHIPS AND OPERATIOI	2,717	1,652	1,663	63.4%
Grand Total	147,121	127,557	119,870	22.7%

140. All schemes slipping by £0.5m or more

Scheme	Slippage within Quarter (£'000)
T0016/3 THORNE STATACC NTH-STH	1,660
CCQ RESTAURANT UNITS	1,483
CIVIC OFFICE MAJOR ITEMS WORK	1,294
2 YEAR FLEET/PLANT REPLACEMENT	1,200
T0014/3 MEXBOROUGH GATEWAY	1,081
T0028/3 THORNE ROAD (UNITY)	966
T0014/1 BALBY LCWIP	766
HOME TO SCHOOL	757
G&T/RESI SITE IMP MINORPROJECT	727
T0016/4 CONISBRO STAT ACCESS	553
HOME ALARMS DIGITAL SWITCHOVER	516

141. Current spend to date is £33.8m which is 28% of the £119.9m projection for the year.

Directorate	Projected Budget Update	Current Actuals plus WIP (£'000)	% Spend after 6 months
ADULTS HEALTH & WELLBEING	5,778	1,267	21.9%
ADULTS SOCIAL CARE	5,095	1,132	22%
COMMUNITIES	619	135	22%
MODERNISATION AND COMMISSIONING	64	0	0%
CORPORATE RESOURCES	12,202	1,100	9.0%
CUSTOMERS, DIGITAL & ICT	3,129	36	1%
FINANCE	8,933	924	10%
HR, COMMS & EXEC OFFICE	140	140	100%
PUBLIC HEALTH	7,082	1,863	26.3%
LEISURE SERVICES	7,082	1,863	26%
ECONOMY & ENVIRONMENT	85,696	28,472	33.2%
ECONOMY & DEVELOPMENT	39,200	6,887	18%
ENVIRONMENT	16,251	5,286	33%
STRATEGIC HOUSING	30,245	16,299	54%
CHILDREN, YOUNG PEOPLE AND FAMILIES	9,113	1,181	13.0%
CENTRALLY MANAGED	189	0	0%
CHILDRENS SERVICES TRUST	865	244	28%
COMMISSIONING & BUSINESS DEVELOPMENT	6,396	568	9%
PARTNERSHIPS AND OPERATIONAL DELIVERY	1,663	369	22%
Grand Total	119,870	33,884	28.3%

142. There are 133 schemes totalling £28m which have had budget allocated to them but are yet incur any spend. The number of schemes are high in Children, Young People and Families due to block budget being allocated to individual school schemes and Economy and Environment due to block budgets being split out to road maintenance schemes which are yet to incur spend.

143. Two of the highest value of examples of schemes yet to incur spend are the LUF block budget £5.5m and future parks £1.1m. The totals by directorate are listed in the tables below.

Directorate	Number of Schemes	Sum of Total for budgets with no spend in year (£'000)
ADULTS HEALTH & WELLBEING	4	528.5
COMMUNITIES	3	464.8
MODERNISATION AND COMMISSIONING	1	63.7
CORPORATE RESOURCES	21	7,409.1
CUSTOMERS, DIGITAL & ICT	13	2,880.6
FINANCE	8	4,528.6
PUBLIC HEALTH	3	1,887.2
LEISURE SERVICES	3	1,887.2
ECONOMY & ENVIRONMENT	67	18,984.6
ECONOMY & DEVELOPMENT	24	13,723.1
ENVIRONMENT	37	4,854.5
STRATEGIC HOUSING	6	407.0
CHILDREN, YOUNG PEOPLE AND FAMILIES	39	3,709.5
CENTRALLY MANAGED	1	189.0
CHILDRENS SERVICES TRUST	1	474.9
COMMISSIONING & BUSINESS DEVELOPMENT	33	2,459.8
PARTNERSHIPS AND OPERATIONAL DELIVERY	4	585.7
Grand Total	134	32,518.8

Current Status of Schemes in the programme

144. 160 schemes have either not started or are still at the planning phase which is nearly 34% of all the current year schemes.

145. 162 schemes have been classified as underway and 135 schemes are now in the completion phase.

Status	Count of Scheme	% in phase based on scheme numbers
Not Started	51	10.52%
Planning Phase	114	23.51%
Underway	165	34.02%
Completion Phase	136	28.04%
Block Budget	19	3.92%
Grand Total	485	100.00%

Capital Receipts

146. Based on current estimates there will be a £2.5m shortfall in the capital receipts to be generated in year. There is a negative impact of delayed capital receipts, which have been taken into account as part of the revenue budget forecast position.

Risks

147. There are risks in the capital programme around rising inflation and the increasing costs of materials as well as issues around their delivery.

Collection Fund

148. The current position on the Collection Fund for Council Tax and Business Rates is detailed below. For both Council Tax and Business Rates the tables show the Collection Fund as a whole and the Council's share of the Collection Fund: -

- Council Tax:

	Budget £m	Projected Outturn £m	Variance £m	Opening Balance £m	Planned Distribution £m	Closing Balance * £m
Collection Fund	-155.85	-157.56	-1.72	0.29	1.10	-0.33
Doncaster Council	-127.84	-129.24	-1.41	0.23	0.92	-0.25

* Opening balance, planned distribution of surplus and in-year variance = Closing balance

The council tax collection fund variance in the year is a -£1.72m surplus. This is attributable to transfers from general fund mainly relating to hardship reliefs - £1.36m and higher collection rates -£0.74m partially offset by lower growth £0.26m. The in-year surplus means the closing balance is a surplus of -£0.33m.

Council Tax arrears were £24.32m compared to the target of £26.40m at the end of quarter 2. The target for reduction of Council Tax arrears was £2.10m for quarter 2 and the actual reduction in arrears was £2.23m. The reduction is slightly higher than the £2.21m reduction for the same period last year. It is likely that the continued backlog of work will mean that reduction may be reduced in future months but it is hoped target performance will still be maintained.

- Business Rates:

	Budget £m	Projected Outturn £m	Variance £m	Opening Balance £m	Planned Recovery £m	Closing Balance * £m
Collection Fund	-91.22	-113.87	-22.65	21.31	-20.79	-22.14
Doncaster Council	-44.70	-55.80	-11.10	10.44	-10.19	-10.85

* Opening balance, planned recovery of the deficit and in-year variance = Closing balance

The business rates collection fund variance in the year is a -£22.65m surplus. The appeals provision relating to the 2017 list has been recalculated and is now based on lower numbers of checks and challenges and lower success rates than anticipated. Additionally, it has come to light that successful appeals haven't been charged to the provision in recent years and instead have been offset against growth. The combination of these issues means £20.63m is released back into the Collection Fund (this represents an increase in income to the Collection Fund). In addition, retail relief granted is lower than anticipated -£2.12m (although this gain will be offset by an equivalent loss in section 31 grant which will be managed in 2022/23 using the business rates volatility reserve). The in-year surplus means the closing balance is a surplus of -£22.14m. The Council's share -£10.85m of the surplus closing balance will be factored into the 2023/24 budget setting process.

Business Rates arrears were £7.78m compared to the target of £6.10m at the end of quarter 2. The level of arrears has actually gone up by almost £0.20m in the quarter. This is because the amount of old year debt that has been reduced in the quarter has been offset by 2 large assessments being added to the rating list with liabilities going back into 2021/22 which automatically counts as arrears. The amount of arrears for these 2 assessments totals over £0.60m and is added to their current year's instalment plan, which does not start until the 1st October 2022. This indicator is also affected by the backlog of work which means retrospective changes into previous years will increase the level of arrears rather than reduce them. As the backlog is reduced in the remainder of the year reductions should start to occur.

Schools Funding & Dedicated Schools Grant (DSG)

149. The overspend position is mainly due to pressures within the High Needs Block which includes expenditure on Out of Authority placements, Specialist Post 16 Institutions, Education Health & Care plan (EHCP) Top Up payments. The increase in spend for children placed in SEN out of authority placements, is due to a combination of levels of need and local schools provision, and there has been delays in delivering savings on Children with Disabilities (CWD) and Looked after children (LAC) placements due to additional demand, increased complexity of children and in turn higher package costs, and no new homes are open yet as part of the Future Placement Strategy, initially due to the impact of Covid-19 but now due to difficulties in recruiting the staff required. Directorate Leadership team, and also through the SEND Engine Room, are developing an action plan across children's social care, SEN & placements to address the current challenges.

Strategically senior education leads in the council are also liaising with schools around the devolution of elements of the DSG to ensure that locally there are the right services in place to support children, improving outcomes and reducing costs.

150. Whilst the overspend position is significant it is not uncommon to other LA positions and Doncaster Council, amongst 55 LA's, is currently in early discussions around participating in the DfE's Delivering Better Value in SEND programme which will look at plans to manage and reduce the authorities high needs block overspend position. In the last 2 years the Government has partially recognised the position that many LAs face on their High Needs Block and have increased the DSG High Need Grant to LAs with Doncaster receiving an extra £5.7m in 2022/23 compared to 2021/22 levels and a further £2.4m in 2023/24 is estimated. Based on latest DfE guidance the projected increases to the grant for future years have been reduced to a 5% increase in 2023/24 and 3% in 2024/25. The current high needs medium term plan is currently being reviewed with senior managers to follow the completion of the above referenced action plan and also take into account growth assumptions of children and young people numbers accessing support in future years.

Description	2022/23 £000	2023/24 £000	2024/25 £000	2025/26 £000
DSG High Needs Block grant (after deductions)	41.124	43.547	45.073	46.645
High Needs Block expenditure	47.827	45.120	45.634	46.101
In year High Needs Block variance	6.703	1.573	0.561	-0.544
In year Schools & Early Years Block variance	-0.473	0.000	0.000	0.000
Overall DSG Balance	19.856	21.429	21.990	21.446

151. During quarter 2 of 2022/23 Doncaster's maintained schools have received additional funding from the Department for Education as follows: -



- Homes for Education Ukraine grant £0.06m; and,
- Early Careers Framework grant £0.06m




















Reserves

152. As part of the strategy to streamline and reduce the number of specific earmarked reserves, a review is being undertaken with a view to releasing or repurposing balances no longer required for their original purposes. The release of £0.25m from the Insurance Fund has been factored into the £8.5m overspend referred to above.

STRATEGIC RISKS

153. The register contains 11 risks all have been profiled for quarter 1. 9 risks have retained the same profile and two have increased.

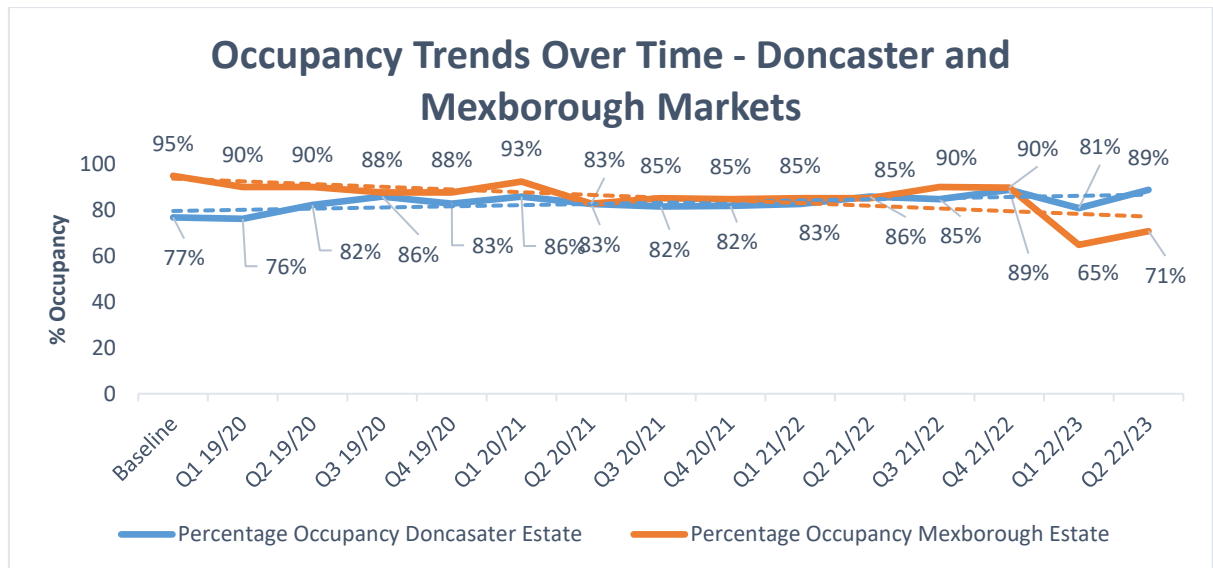
RAG	Risk Title	Current Score	Target Score	Trend
	Failure to successfully prevent a major cyber attack	20	6	

	(CYPF HoS) Failure to safeguard children and young people across the partnership may result in children and young people being vulnerable and susceptible to risk	20	10	
	There needs to be a broad range of service delivery which supports people in the community and in other settings (depending on their needs), without which makes it more difficult for people to live healthy, independent lives	16	10	
	Failure to deliver the Medium Term Financial Strategy would result in an alternative budget being required with consequential service reductions covering failure to manage expenditure and income within the annual approved budget and balance the budget.	15	5	
	The combined impact of managing concurrent risks eg: floods, EU transition arrangements, Covid	15	20	
	A failure to have, and proportionate, an evidence based mix of interventions and services in place that will plausibly support a narrowing of the gap in inequalities and a reduction in levels of deprivation across the Borough	12	6	
	(CYPF HoS) The potential impact on formal achievement rates/outcomes due to learning lost during Covid.	12	12	
	Without effective influence and engagement with the South Yorkshire MCA, there is a threat that Doncaster does not achieve economic potential benefit from the devolution deal	12	8	
	Safeguarding concerns for adults increase through a combination of greater vulnerability following the pandemic and greater difficulties providing timely care and support because of reductions in workforce capacity	10	5	
	Failure to implement the Partnership priorities across the Team Doncaster Partnership	9	6	
	Failure to maintain and improve the management of health and safety may impact on the Council's ability to mitigate risk to both colleagues and members of the public and our inability to deliver effective services	8	4	

MARKET ASSET MANAGEMENT (MAM) DONCASTER LTD.

154. The development of the Levelling Up Fund (LUF) project on the iconic Grade II Listed Corn Exchange continues. Traders from the Corn Exchange have been re-located to units within Goose Hill. Repairs have now commenced on the stonework, roof and drainage shortly followed by the redevelopment works.
155. Quarter 2 saw the summer holidays and Wool Market leisure opening hours return to trading 6 days a week throughout the school holidays. MAM also promoted offers for both the food outlets and leisure zone games for five weeks in the holidays to promote use of the leisure zone.

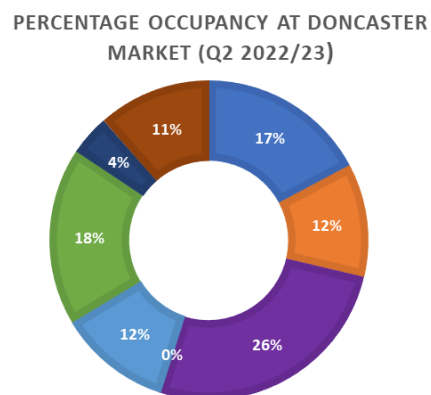
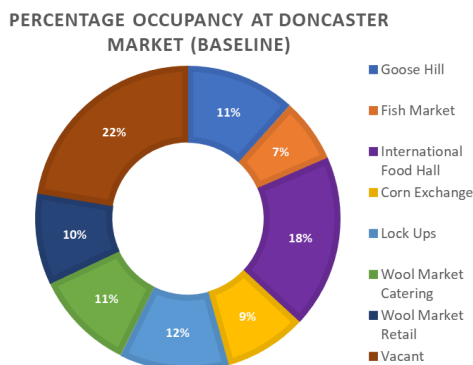
Occupancy Trends at Doncaster and Mexborough Markets



156. After seeing a decrease to 81% at Doncaster Market last quarter, the occupancy has now returned to 89%. The dip last quarter was due to the Goose Hill vacancies being kept free to enable the Corn Exchange traders to be re-located in readiness for the works to begin. A number of existing traders have expanded and additional traders have taken on space in the International Food Hall. MAM receive regular street food enquiries for the Wool Market along with new casual traders on the outdoor market.

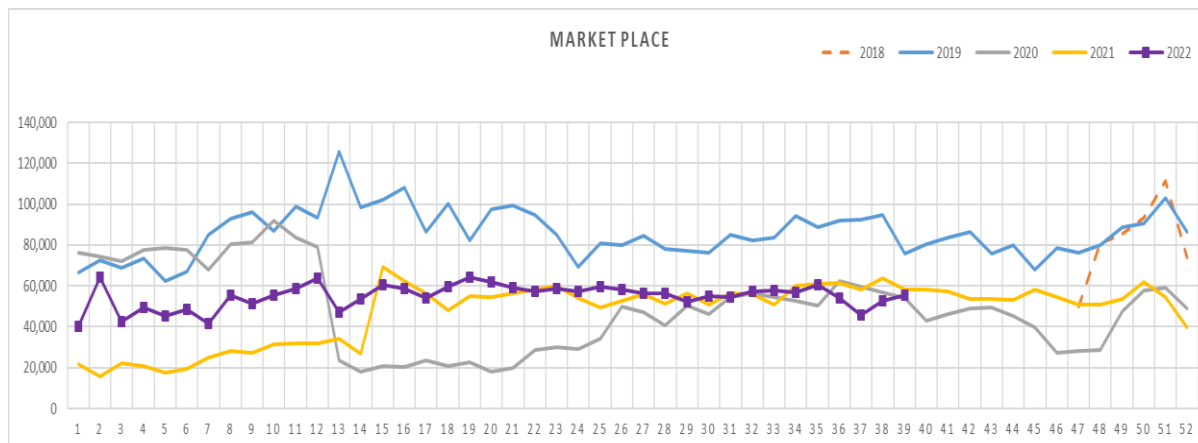
157. The large decrease in Mexborough occupancy was due to the café operator leaving. MAM have several enquiries for the unit and once remedial works have been completed it will be in a position to be filled with a new trader. A new jewellery and hair extension stall has recently opened and MAM are also in initial stages of progressing other new enquiries and are confident voids will be addressed. They have also secured a new fruit and veg trader for the outer market.

Doncaster Market Occupancy Level Changes per area of the estate (Percentage) at Baseline (May 2019) and quarter 1 2022/23



158. The comparison of occupancy across the Doncaster estate between baseline (May 2019) and present levels (Q1 2022/23) shows a significant difference in the number of units in each area. Vacancy levels have reduced with the main noticeable change since baseline relates to the Corn Exchange to enable the redevelopment works to take place.

159. Footfall Trends for the Market Place (up to week 39; w/c 26/09/22)



160. The first two months of quarter 2 2022-23 saw the continuation of an average of 50-60,000 which mirrors the footfall observed during the same period in 2021. The final month of quarter 2, September, witnessed a dip in footfall numbers. Week 36 coincided with the first full week of the schools returning after summer and week 37 recorded the lowest figures since February 2022.

161. Overall the trend line for the Market Place mirrors the trend across all footfall location sites in the city centre. Numbers across the city centre still remain lower than those recorded pre-pandemic. The shopping habits and make-up of the high street will be having an impact on footfall. Moving in to Q3 the impact of cost of living increases may further negatively impact footfall across the city centre. Regular updates on the Maintenance Schedules of both Mexborough and Doncaster estates are part of the quarterly KPI return. All aspects of the maintenance schedules are up to date.

Events

162. Throughout the summer holidays a number of successful children/family orientated events were held in the Wool Market including weekly children's quizzes, Disney drawing class and children's discos. The Wool Market is also being used as the location for creative networking meet-ups, strengthening the community and encouraging collaboration.

163. The Young Traders event, held in the market square, was a success with all stalls being occupied. The next main events schedule for in and around the market square will be Halloween, the Festival of Light in November where the corn exchange will be one of the centre pieces for a light projection and different events in the run up to Christmas.

Financial Position

164. MAM continue to provide monthly income and expenditure reports and quarterly management accounts. Council officers have been through this in detail and are monitoring the position closely however due to commercial sensitivity, the income and expenditure projections are not disclosed within this report. There is no financial assistance for MAM in the financial year 2022/23.

BACKGROUND

165. Not applicable

OPTIONS CONSIDERED




166. Not applicable



REASONS FOR RECOMMENDED OPTION

167. Not applicable

IMPACT ON THE COUNCIL'S KEY OUTCOMES

168.

Great 8 Priority	Positive Overall	Mix of Positive & Negative	Trade-offs to consider – Negative overall	Neutral or No implications
 Tackling Climate Change				✓
Comments: Finance and performance monitoring impacts across all priorities.				
 Developing the skills to thrive in life and in work				✓
Comments: Finance and performance monitoring impacts across all priorities.				
 Making Doncaster the best place to do business and create good jobs				✓
Comments: Finance and performance monitoring impacts across all priorities.				
 Building opportunities for healthier, happier and longer lives for all				✓
Comments: Finance and performance monitoring impacts across all priorities.				
 Creating safer, stronger, greener and cleaner communities where everyone belongs				✓
Comments: Finance and performance monitoring impacts across all priorities.				
 Nurturing a child and family-friendly borough				✓

Comments: Finance and performance monitoring impacts across all priorities.				
 Building Transport and digital connections fit for the future				✓
Comments: Finance and performance monitoring impacts across all priorities.				
 Promoting the borough and its cultural, sporting, and heritage opportunities				✓
Comments: Finance and performance monitoring impacts across all priorities.				
Fair & Inclusive				✓
In line with the corporate approach for compliance against the Equality Act 2011 due regard must be shown across all activity within the Council. As the performance report draws together a diverse range of activities at a strategic level a due regard statement is not required. All the individual components that make-up the finance and performance report will require a due regard statement to be completed and reported as and when appropriate				

Legal Implications [Officer Initials: SRF Date: 02.11.22]

169. Whilst there are no specific legal implications arising out of this report, the individual components, which make up the finance and performance report, may require specific and detailed legal advice as they develop further.

Financial Implications [Officer Initials: RLI Date: 21.10.22]

170. Financial implications are contained in the body of the report.

Human Resources Implications [Officer Initials: KG Date: 11.11.22]

171. Key performance indicator outcomes that are specific to the workforce are detailed within the body of the report along with other key areas of performance worth noting. Failure to achieve targets for sickness absence can impact on service delivery to customers and increase costs particularly where cover has to be arranged. The HR & OD team continue to work with managers in service areas to ensure appropriate action is being taken to manage staff absence in an effective and timely way which should have a positive impact on performance.

Technology Implications [Officer Initials: ET Date: 02.11.22]

172. There are no specific technology implications. Technology continues to be a key enabler to support performance improvement and Digital & ICT must always be involved via the technology governance model where technology-based procurements, developments or enhancements are required. This ensures all information is safe and secure and the use of technology is maximised providing best value.

RISKS AND ASSUMPTIONS

173. Specific risks and assumptions are included in the Appendix. A strategic risk report is also prepared on a quarterly basis.

CONSULTATION

174. Consultation has taken place with key managers and Directors at the Directorate Finance & Performance Challenge meetings and Capital Monitoring meetings.

BACKGROUND PAPERS

175. Not applicable

GLOSSARY OF ACRONYMS AND ABBREVIATIONS

176. Not applicable

REPORT AUTHOR & CONTRIBUTORS

Allan Wiltshire, Head of Policy Performance & Intelligence

Tel: 01302 862307, E-mail: allan.wiltshire@doncaster.gov.uk

Hayley Lloyd, Policy & Insight Officer

Tel: 01302 737083, E-mail: sennette.wroot@doncaster.gov.uk

Louise Parker, Service Manager Policy Insight & Change Manager

Tel: 01302 737006, E-mail: louise.parker@doncaster.gov.uk

Matthew Smith, Head of Financial Management

Tel: 01302 737663, E-mail: matthew.smith@doncaster.gov.uk

Sennette Wroot, Senior Policy & Insight Manager

Tel: 01302 862533, E-mail: sennette.wroot@doncaster.gov.uk

Debbie Hogg

Director of Corporate Resources



Doncaster
Council

Q2

Finance Profile July 2022 – September 2022

APPENDIX A

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Savings Tracker

	Target 22/23 including under/over 21/22	22/23 achieved	22/23 remainder expected to be achieved in year	One-off 22/23	22/23 (unachieved)/ overachieved
Adults, Health & Wellbeing	-2.263	1.268	0.595	0.000	-0.400
Children, Young People & Families	-7.830	4.242	0.412	0.049	-3.127
Corporate Resources	-1.177	1.164	0.000	0.000	-0.013
Council Wide Budgets	-2.752	2.252	0.000	0.000	-0.500
Economy & Environment	-0.806	0.616	0.022	0.000	-0.168
Public Health	-0.050	0.050	0.000	0.000	0.000
Total	-14.877	9.592	1.029	0.049	-4.208

Treasury Management Update – Quarter 2 2022/23

1. The forecast for Treasury Management at Quarter 2 is an underspend of £0.96m on both interest payable and receivable, due to savings on borrowing costs and increased investment income. Borrowing costs are forecast to underspend by £0.7m as the planned borrowing has been delayed due to high interest rates which are increasing the cost of borrowing. Any borrowing that will be undertaken will be on a short term basis only for cashflow purposes. Finally, investment income is forecast £0.26m higher than anticipated due to the significantly higher interest rates than those assumed when setting the budget. Wherever possible cash balances are being invested on a short term basis, though the level of balance held is forecast to reduce for the remaining six months of the year as the cash balance will be utilised to mitigate the need to borrow. This underspend on investment income also includes the £0.750m from a 95-day notice account which was reported as part of the Quarter 1 position.
2. Since setting the budget for 2022/23 there have been several interest rate increases that were not foreseen at the time in an attempt to control spiralling inflation and try to mitigate the cost of living crisis. The Bank of England base rate is currently 2.25% (up from the all-time low of 0.01% throughout the pandemic) and further significant increases are envisaged for the rest of the year, following the financial uncertainty currently in the market, partly driven by the mini budget statement on the 23rd September 2022. These interest rate increases were reflected in the cost of long term borrowing through the Public Works Loan Board (PWLB) immediately as these rates are linked to gilt yields and are now filtering through into the short term “local” market where other public bodies (Local Authorities, Housing Associations etc.) lend to each other for short periods of time.
3. As a result of the interest rate increases outlined above the borrowing strategy outlined in the Treasury Management Strategy Statement (TMSS) for 2022/23 is being revised. At the time of approving the TMSS borrowing rates were forecast to rise gently over the next three years and the primary borrowing strategy for new and replacement debt was to adopt a hybrid approach and take out both long term and short term loans. This strategy was agreed to remove some interest rate risk but also to benefit from interest savings over the period. However, the rapid increase in borrowing rates over the last few months means it is no longer affordable to adopt this approach and borrowing will only be undertaken in the short term to maintain our cashflow position. This will mean the Council will remain under borrowed for longer than anticipated. At the end of 2021/22 under borrowing was £126m which is 20% of the Capital Financing Requirement (borrowing need). This is likely to be higher by the end of 2022/23 as not all the debt maturing is being replaced. Whilst this might seem high, the indications from Link, show this is comparable to other Metropolitan Authorities. Remaining under borrowed relies on utilising working capital and reserve balances to delay taking external debt. This minimises interest paid on external debt but is not a permanent solution and does carry some interest rate risk.

Borrowing

4. Figure 1: The following table summarises the Council’s forecast Debt Portfolio as at 30th September 2022: -

Doncaster Council Debt Portfolio and Maturity Profile as at 30th September 2022				
	Upper Limit %	Lower Limit %	Actual %	Actual £(m)
Under 12 Months	30	0	12.29%	55.004
12 to 24 Months	50	0	2.17%	9.728
24 Months to 5 Years	50	0	6.79%	30.380
5 Years to 10 Years	75	0	2.05%	9.187
10 Years to 20 Years	95	10	76.70%	57.648
20 Years to 30 Years				34.873
30 Years to 40 Years				153.873
40 Years to 50 Years				96.880
TOTAL			100.00%	447.573

5. It is anticipated that no further borrowing will be undertaken within this financial year but if it is then it will be on a short term basis therefore will increase the debt repayable within 12 months maturity profile but will still be within the approved limit.
6. Treasury Management officers confirm that there have been no breaches of prudential indicators, as set out in the Treasury Management Strategy Statement agreed by Council on 28th February 2022 during this financial year.

Investment

7. The investment portfolio can be seen in Figure 2. The investments are a mixture of call and notice accounts for liquidity and fixed rate bank investments.
8. The current average investment rate is 1.05% over the first six months which has been increasing each month in line with the interest rate increases. A proportion of the cash balance is kept liquid to meet cashflow needs which is obviously at a lower investment rate. This is a lot higher than the returns achieved through the last few years reflecting the different economic climate we are currently in.
9. Treasury Management officers confirm that there have been no breaches of investment limits, as set out in the Treasury Management Strategy Statement agreed by Council on 28th February 2022 during this financial year.

Figure 2: The following summarises the Council's investment portfolio as at 30th September 2022

Investment	£m
DEBT MANAGEMENT OFFICE	10
CLYDESDALE BANK	10
HANDLESBANKEN	23
SANTANDER UK	20
Total	63

Risks

10. Risks were reviewed during the quarter and were managed in line with the Annual Treasury Management Strategy Statement agreed by Council on 28th February 2022. The key risks and mitigating actions relevant to this quarter are as follows: -

- a. The Council could be unable to borrow when funding is required due to adverse market conditions and/or budgetary restraints. This risk is mitigated by maintaining sufficient easily accessible funds. Further mitigating actions could be scaling back or re-profiling capital expenditure plans if necessary.
- b. There could be an increased use of reserves and working capital which is currently used to finance the under borrowed position. This risk is mitigated by regular monitoring of the use of reserves and having a robust cash flow forecast, which is monitored on a daily basis
- c. Counterparty risks are reviewed weekly and action taken to minimise the risk that any investments placed are not returned on the due date. Creditworthiness data is received on a daily basis from our Treasury Management advisors and action will be taken to reduce exposure or remove institutions from the list if negative indicators deem it appropriate.

Capital Programme Block Budget Allocations Quarter 2 2022-23

	Funding Source	Allocation of block budget 2022/23 £m	Allocation of block budget Total £m
<u>Learning Opportunities, Skills & Culture</u>			
Centrally Managed			
Mexborough Family Hub	Government Grant	0.011	0.011
DFE Capital Maintenance Grant	Government Grant	(0.011)	(0.011)
Partnerships and Operational Delivery			
Bentley High Street - Bathroom adaptations	Government Grant	0.012	0.012
DFE Capital Maintenance Grant	Government Grant	(0.012)	(0.012)
Commissioning and Business Development			
Thorne King Edward - Additional Fencing	Government Grant	0.004	0.004
Adwick -Fire Safety Works	Government Grant	0.008	0.008
DFE Capital Maintenance Grant	Government Grant	(0.012)	(0.012)
Children's Social Care			
Children's Social Care			
Future Placement Strategy- Plot 248 Skylarks	Housing Capital Receipts	0.012	0.012
Future Placement Strategy - Plot 250 Skylarks	Housing Capital Receipts	0.012	0.012
Housing Capital Receipts	Housing Capital Receipts	(0.024)	(0.024)
<u>Economy & Environment</u>			
Economy & Development			
South Parade	Government Grant	0.148	0.148
CRSTS Integrated Transport Block	Government Grant	(0.148)	(0.148)
Environment			
CRSTS Integrated Transport Block - allocation of block budget to specific schemes:	Government Grant	(0.285)	(0.285)
Beckett Road/Wentworth Road Traffic Management	Government Grant	0.100	0.100
A638 Great North Road/Coppice Road Safety	Government Grant	0.035	0.035
Urban Traffic Control Upgrade	Government Grant	0.030	0.030
A638 York/Arkwright Road Roundabout Improvements	Government Grant	0.040	0.040
Shaftesbury Avenue Woodlands	Government Grant	0.020	0.020
Thirwell Avenue Conisbrough	Government Grant	0.040	0.040
Lodge Road Carcroft Parking Improvements	Government Grant	0.010	0.010
Ely Street Rossington Junction Improvements	Government Grant	0.010	0.010

EMR - Severe Weather & Road Safety Funding - allocation of block budget to specific schemes	Corporate Resources	(3.140)	(3.140)
ROAD IMPROVEMENT & SAFETY FUND	Corporate Resources	(0.413)	(0.413)
LARGE SCALE PATCH-MINI SCHEMES	Corporate Resources	(0.028)	(0.028)
NORWICH AVE	Corporate Resources	0.185	0.185
QUEEN ST/CARR VIEW AVE BACK RD	Corporate Resources	0.001	0.001
MAYFIELD CR/HUNSTRER GR/HESLEY RD	Corporate Resources	0.057	0.057
RAVENS CARR CLOSE	Corporate Resources	0.030	0.030
CHURCH LANE	Corporate Resources	0.066	0.066
THE CIRCLE	Corporate Resources	0.016	0.016
CHESTNUT AVENUE	Corporate Resources	0.181	0.181
PATER DAL CL/LANG DAL RD/BUTTER M CL	Corporate Resources	0.080	0.080
MERE LANE	Corporate Resources	0.109	0.109
REGENT SQUARE/SOUTH PARADE	Corporate Resources	0.065	0.065
FOWLER CRESCENT	Corporate Resources	0.030	0.030
WARNING TONGUE LANE SERVICE RD	Corporate Resources	0.014	0.014
ATHELSTANE ROAD/ROWENA ROAD	Corporate Resources	0.035	0.035
SANDAL RISE/CENTRAL BLVD RBT	Corporate Resources	0.115	0.115
QUEEN MARY CRSCENT CUL-DE-SACS	Corporate Resources	0.030	0.030
BOUNDARY AVENUE	Corporate Resources	0.143	0.143
JUNCTION ROAD PART	Corporate Resources	0.074	0.074
WORCESTER AVENUE PART	Corporate Resources	0.044	0.044
SCAWTHORPE AVENUE	Corporate Resources	0.110	0.110
HORSE FAIR GREEN PART	Corporate Resources	0.019	0.019
SOUTHFIELD ROAD	Corporate Resources	0.137	0.137
CHALMERS DRIVE	Corporate Resources	0.114	0.114
LITCHFIELD ROAD	Corporate Resources	0.044	0.044
KIRBY AVENUE	Corporate Resources	0.071	0.071
NORTHFIELD ROAD	Corporate Resources	0.087	0.087
PARK ROAD	Corporate Resources	0.125	0.125
PARK AVENUE	Corporate Resources	0.025	0.025
RUSHYMOOR LANE	Corporate Resources	0.102	0.102
RANDS LANE -BUS TURNING CIRCLE	Corporate Resources	0.023	0.023
MALVERN AVENUE	Corporate Resources	0.064	0.064
OAKDALE CLOSE	Corporate Resources	0.009	0.009
HUNT LANE PART	Corporate Resources	0.009	0.009
HILL TOP CRESECENT PART	Corporate Resources	0.015	0.015
DANESWAY	Corporate Resources	0.085	0.085
ST HELENS SQUARE	Corporate Resources	0.009	0.009
TAN PIT CLOSE	Corporate Resources	0.008	0.008

THE CLOSE	Corporate Resources	0.015	0.015
VICTORIAN CRES/WINDSOR RD	Corporate Resources	0.074	0.074
EVERINGHAM ROAD CANTLEY	Corporate Resources	0.113	0.113
ASCOT AVE/AINTREE AVE CANTLEY	Corporate Resources	0.091	0.091
TITHES LANE TICKHILL	Corporate Resources	0.021	0.021
RUTLAND STREET DONCASTER	Corporate Resources	0.042	0.042
QUEENSBURY ROAD INTAKE	Corporate Resources	0.071	0.071
ARDEEN ROAD (PART) INTAKE	Corporate Resources	0.071	0.071
SAXON AVE (PART) BESSACARR	Corporate Resources	0.019	0.019
CLAYFIELD VIEW (PART) MEXBORO	Corporate Resources	0.011	0.011
THEOBOLD CLOSE (PART) BELLEVUE	Corporate Resources	0.008	0.008
CEDAR RD (PART) BALBY	Corporate Resources	0.061	0.061
HYLAND CRESCENT WARMSWORTH	Corporate Resources	0.025	0.025
HUNSTER CLOSE CANTLEY	Corporate Resources	0.017	0.017
HARLINGTON CRT (PART) DENABY	Corporate Resources	0.025	0.025
PITT ST (PART) MEXBORO	Corporate Resources	0.040	0.040
VICTORIA RD BALBY	Corporate Resources	0.067	0.067
CATTERICK CLOSE DENABY	Corporate Resources	0.040	0.040
GLEBE ST/BACKSIDE LANE (PART)	Corporate Resources	0.011	0.011
ARGYLL/CUMBERLAND AVE (PART)	Corporate Resources	0.069	0.069
SKIPWITH CLOSE LOVERSALL	Corporate Resources	0.017	0.017
WADWORTH ST (PART) DENABY	Corporate Resources	0.059	0.059
LUMLEY DRIVE (PART) TICKHILL	Corporate Resources	0.012	0.012
LABURNHAM RD MEXBORO	Corporate Resources	0.043	0.043
AVIEMORE RD (PART) BALBY	Corporate Resources	0.027	0.027
NETTLECROFT TICKHILL	Corporate Resources	0.013	0.013
THE PADDOCK TICKHILL	Corporate Resources	0.030	0.030
COOKSON ST BALBY	Corporate Resources	0.006	0.006
MADDINGLEY CLOSE BALBY	Corporate Resources	0.014	0.014
HANBURY CLOSE BALBY	Corporate Resources	0.032	0.032
ELLERS AVE (PART) BESSACARR	Corporate Resources	0.055	0.055
MANOR RD HARLINGTON	Corporate Resources	0.051	0.051
EMR - RCCO Road Improvement & Safety Fund - allocation of block budget to specific schemes	Corporate Resources	(4.814)	(4.814)
Q3162 - QUEEN MARY CRSCENT CUL-DE-SACS	Corporate Resources	0.040	0.040
Q3163 - BOUNDARY AVENUE	Corporate Resources	0.143	0.143
Q3164 - JUNCTION ROAD PART	Corporate Resources	0.074	0.074
Q3165 - WORCESTER AVENUE PART	Corporate Resources	0.044	0.044
Q3166 - SCAWTHORPE AVENUE	Corporate Resources	0.077	0.077
Q3167 - HORSE FAIR GREEN PART	Corporate Resources	0.018	0.018

Q3168 - SOUTHFIELD ROAD	Corporate Resources	0.137	0.137
Q3169 - CHALMERS DRIVE	Corporate Resources	0.114	0.114
Q3171 - LITCHFIELD ROAD	Corporate Resources	0.044	0.044
Q3172 - KIRBY AVENUE	Corporate Resources	0.071	0.071
Q3173 - NORTHFIELD ROAD	Corporate Resources	0.087	0.087
Q3176 - PARK AVENUE	Corporate Resources	0.026	0.026
Q3177 - RUSHYMOOR LANE	Corporate Resources	0.080	0.080
Q3178 - MIDDLEHAM ROAD CANTLEY	Corporate Resources	0.021	0.021
Q3179 - RANDS LANE -BUS TURNING CIRCLE	Corporate Resources	0.023	0.023
Q3180 - MALVERN AVENUE	Corporate Resources	0.064	0.064
Q3181 - OAKDALE CLOSE	Corporate Resources	0.008	0.008
Q3182 - HUNT LANE PART	Corporate Resources	0.006	0.006
Q3183 - HILL TOP CRESECENT PART	Corporate Resources	0.009	0.009
Q3184 - DANESWAY	Corporate Resources	0.085	0.085
Q3185 - ST HELENS SQUARE	Corporate Resources	0.009	0.009
Q3186 - TAN PIT CLOSE	Corporate Resources	0.003	0.003
Q3187 - THE CLOSE	Corporate Resources	0.006	0.006
Q3194 - VICTORIAN CRES/WINDSOR RD	Corporate Resources	0.074	0.074
Q3195 - EVERINGHAM ROAD CANTLEY	Corporate Resources	0.113	0.113
Q3196 - ASCOT AVE/AINTREE AVE CANTLEY	Corporate Resources	0.091	0.091
Q3197 - TITHES LANE TICKHILL	Corporate Resources	0.021	0.021
Q3198 - RUTLAND STREET DONCASTER	Corporate Resources	0.042	0.042
Q3199 - QUEENSBURY ROAD INTAKE	Corporate Resources	0.071	0.071
Q3201 - ARDEEN ROAD (PART) INTAKE	Corporate Resources	0.071	0.071
Q3202 - QUEEN STREET MEXBOROUGH	Corporate Resources	0.008	0.008
Q3203 - SAXON AVE (PART) BESSACARR	Corporate Resources	0.019	0.019
Q3204 - CLAYFIELD VIEW (PART) MEXBORO	Corporate Resources	0.011	0.011
Q3205 - THEOBOLD CLOSE (PART) BELLEVUE	Corporate Resources	0.008	0.008
Q3206 - CEDAR RD (PART) BALBY	Corporate Resources	0.061	0.061
Q3207 - HYLAND CRESCENT WARMSWORTH	Corporate Resources	0.025	0.025
Q3208 - HUNSTER CLOSE CANTLEY	Corporate Resources	0.017	0.017
Q3209 - HARLINGTON CRT (PART) DENABY	Corporate Resources	0.025	0.025
Q3210 - PITT ST (PART) MEXBORO	Corporate Resources	0.040	0.040
Q3211 - VICTORIA RD BALBY	Corporate Resources	0.067	0.067
Q3212 - CATTERICK CLOSE DENABY	Corporate Resources	0.040	0.040
Q3214 - ARGYLL/CUMBERLAND AVE (PART)	Corporate Resources	0.070	0.070
Q3215 - SKIPWITH CLOSE LOVERSALL	Corporate Resources	0.017	0.017

Q3216 - WADWORTH ST (PART) DENABY	Corporate Resources	0.059	0.059
Q3217 - LUMLEY DRIVE (PART) TICKHILL	Corporate Resources	0.012	0.012
Q3218 - LABURNHAM RD MEXBORO	Corporate Resources	0.043	0.043
Q3219 - AVIEMORE RD (PART) BALBY	Corporate Resources	0.027	0.027
Q3220 - NETTLECROFT TICKHILL	Corporate Resources	0.013	0.013
Q3221 - THE PADDOCK TICKHILL	Corporate Resources	0.030	0.030
Q3222 - COOKSON ST BALBY	Corporate Resources	0.006	0.006
Q3223 - MADDINGLEY CLOSE BALBY	Corporate Resources	0.014	0.014
Q3224 - HANBURY CLOSE BALBY	Corporate Resources	0.032	0.032
Q3225 - ELLERS AVE (PART) BESSACARR	Corporate Resources	0.055	0.055
Q3226 - MANOR RD HARLINGTON	Corporate Resources	0.050	0.050
Q3251 - PRINCES RD/ST GEORGES RD BES'C	Corporate Resources	0.040	0.040
Q3252 - BECKETT ROAD PART WHEATLEY	Corporate Resources	0.090	0.090
Q3253 - WARDE AVENUE PART BALBY	Corporate Resources	0.090	0.090
Q3254 - CHESTNUT AVE PT WHEATELY HILLS	Corporate Resources	0.156	0.156
Q3255 - SANDALL PK DR PT WHEATLEYHILLS	Corporate Resources	0.008	0.008
Q3256 - HIGHFIELD ROAD PT CONISBROUGH	Corporate Resources	0.024	0.024
Q3257 - NTH EASTERN RD/BROOKEST THORNE	Corporate Resources	0.069	0.069
Q3259 - NORMAN CRES/NELSON RD PT ROSS	Corporate Resources	0.068	0.068
Q3260 - MILNER GATE/EALAND WAY CONISBR	Corporate Resources	0.227	0.227
Q3261 - QUEENS ROAD WHEATLEY	Corporate Resources	0.080	0.080
Q3262 - CARDIGAN/LANSDOWNE RD INTAKE	Corporate Resources	0.112	0.112
Q3263 - KELSO DR/GUEST LANE WARMSWORTH	Corporate Resources	0.008	0.008
Q3264 - HAZEL GROVE CONISBROUGH	Corporate Resources	0.031	0.031
Q3265 - ROSEMARY GROVE CADEBY	Corporate Resources	0.007	0.007
Q3266 - MARTINDALE WK/BORROWDALE CL	Corporate Resources	0.058	0.058
Q3269 - FIELDERS WAY EDLINGTON	Corporate Resources	0.019	0.019
Q3270 - SANDY LN/ST CECILIA RD BELLEVU	Corporate Resources	0.316	0.316
Q3271 - LINDRICK PT/WORKSOP RD TICKHIL	Corporate Resources	0.068	0.068
Q3272 - HEREFORD ROAD WHEATLEY	Corporate Resources	0.167	0.167
Q3273 - NOOKING CLOSE ARMTHORPE	Corporate Resources	0.028	0.028
Q3274 - KING GEORGE SQUARE KIRK SANDAL	Corporate Resources	0.079	0.079

Q3275 - HARLINGTON ROAD PART MEXBORO	Corporate Resources	0.006	0.006
Q3276 - BAINES AVENUE EDLINGTON	Corporate Resources	0.028	0.028
Q3277 - CARR HOUSE ROAD SERVICE ROAD	Corporate Resources	0.014	0.014
Q3278 - CAERNAVON DR/CRESACRE/BALMORAL	Corporate Resources	0.084	0.084
Q3279 - NEW LANE SPROTBROUGH	Corporate Resources	0.052	0.052
Q3280 - BROOK ROAD CONISBROUGH	Corporate Resources	0.044	0.044
Q3281 - BARNBY DUN ROAD SERVICE ROAD	Corporate Resources	0.062	0.062
Q3282 - BROOMVALE WALK/HIGHBURY VALE	Corporate Resources	0.017	0.017
Q3283 - ASHTON AVENUE SCAWTHORPE	Corporate Resources	0.024	0.024
Q3284 - ECCLESTONE RD KIRK SANDALL	Corporate Resources	0.033	0.033
Q3285 - CHURCH LANE WARMSWORTH/BALBY	Corporate Resources	0.035	0.035
Q3286 - CORONATION COURT MEXBOROUGH	Corporate Resources	0.008	0.008
Q3287 - WESTBOURNE GARDENS BALBY	Corporate Resources	0.058	0.058
Q3288 - SHADYSIDE CDS 160- 174HEXTHORPE	Corporate Resources	0.016	0.016
Q3289 - DON STREET CONISBROUGH	Corporate Resources	0.017	0.017
Q0748 - SCHOOL REDUCED SPEED LIMITS	Corporate Resources	0.150	0.150

Virements for Elected Mayor / Cabinet / Portfolio Holder Approval

2022/23 Quarter 2

Financial Procedure Rule B.14 – Proposals for virement between Directorates must be approved by the CFO, up to £250,000 and key decision approval is required for virements greater than £250,000 i.e. by Elected Mayor and/or Cabinet and/or Portfolio Holder. The value of the virement is defined as the gross annual budget.

The following virements are proposed for approval: -

	Reason	Directorate	£
1	Budget transfer between Corporate Resources and Children, Young People & Families following Children's Social Care coming back in house to the Council on 1 st September 2022. (Please note 7/12ths of budget totalling £2,464,790 transferred for 2022/23)	CYPF CR	-4,356,380 4,356,380
2	Budget transfer between Economy & Environment and Children, Young People & Families following Children's Social Care coming back in house to the Council on 1 st September 2022. (Please note 7/12ths of budget totalling £481,810 transferred for 2022/23)	CYPF E&E	-826,000 826,000
3	Budget transfer from Council Wide to Children, Young People & Families for changes to foster carer payments, agreed by Cabinet on 6 th July 2022, and implemented from 1 st September 2022. (Please note 7/12ths of budget totalling £490,000 transferred for 2022/23)	CYPF CW	840,000 -840,000
4	Budget allocated to Doncaster Children's Services Trust for estimated 2022/23 pay award moved back to Council Wide.	CYPF CW	-600,000 600,000

Monitoring Action Plan

Ref	Task	Target Date	Completion Date	RAG status	Who to complete	Note
	Generic actions					
1	All to encourage realistic projections - where underspends are anticipated they need to be included at the earliest date and can be changed in subsequent months.	Q1	Ongoing		Directors	E.g. for staff budgets managers shouldn't assume posts are filled immediately, for income previous years and other data should be used to forecast.
2	Detailed discussions at DLTs to be led by Assistant Directors for their respective areas with finance business partners providing a supporting role, this will mean Assistant Directors own the projections and fully understand the reasons for variances.	Q1	Ongoing		Directors & Assistant Directors	E&E - ADs leading discussions at DLT supported by Finance. CYPF - ADs outlined work on M4 ELT actions (projections review) with their HoS. Childrens Social Care owning of projections just started through performance clinics the week before, where overall care ladder position was discussed and Director set deadline for an action plan for 8th November covering CSC/placements & SEN. Overall CYPF Q2 position outlined by finance with ADs and Director discussion on position. AHWB - 2 of 3 ADs presented slides on performance and finance (non-care ladder) that covered review work on M4 ELT actions (projections review). Other AD apologies but had planned same. Draft Care Ladder position outlined by finance with ADs and Director discussion on position. Corporate Resources - ADs have generally been providing the updates
3	Budget management discussions are cascaded through the management levels across all services i.e. Assistant Directors have regular financial monitoring meetings during the year with their Heads of Services, Heads of Services discuss the financial monitoring position in 1 to 1's with Service Managers.	Q1	Ongoing		Directors, Assistant Directors & Heads of Service.	E&E - ADs have meetings with HoS supported by Finance. CYPF - ADs have finance as part of 1-1 form with HoS and a monthly meeting with finance. CSC work ongoing, training for budget holder over next 3 weeks, AD aware of other AD's including as part of 1-1's, HoS engaging with finance on care ladder and staffing projections being shared/discussed with managers to increase ownership. AHWB - ADs that they have regular discussion with HoS and finance is part of ADs SMT agendas. Corporate Resources - ADs

Ref	Task	Target Date	Completion Date	RAG status	Who to complete	Note
						have been pressed to look at budgets in more detail in conjunction with HoS and managers.
4	Budget holder training is now mandatory for managers (like GDPR, Health and Safety etc.), budget holders need to complete the training.	31/12/2022			Budget holders	E-learning training has been launched. Compliance will be monitored in the same way as other mandatory training.
5	Information to be provided to DLTs, on a quarterly basis, showing which budget holders have not accessed the Collaborative Planning (CP) system recently.	Q2			Directorate Finance Managers	Target date is the date that this will start. This information is proving difficult to obtain from the system, an alternative is for managers to ensure the projections are reliable and feed into the DLT discussions.
6	Monthly monitoring reports will not be produced for months 5 and 8.	Month 5	31/08/2022		All	This will enable managers and finance staff to focus on accuracy of quarter 2 and 3 information, CP will be open for longer periods.
7	Risk ratings of cost centres to be included on Collaborative Planning and refreshed.	Month 5	31/08/2022		Directorate Finance Managers	Risk ratings are now available on CP, refresh has been done.
8	Directors and Assistant Directors to put in place additional "challenge" meetings for service areas where financial issues identified (e.g. Travel Assistance at month 2 22/23)	Q1	Ongoing		Directors & Assistant Directors	CYPF - CSC & SEN performance clinics. SEN operational group (engine room) further discussed need for action plan to resolve budget pressures. AHWB - deep dives normally come out of DLT for areas of cost increase that need investigation by service.
9	Undertake review of recharges	31/03/2023			Financial Management	A number of problems arising with producing projections could be resolved by changing the way recharges are done (reducing, simplifying, consistency). Slow progress is being made.

Ref	Task	Target Date	Completion Date	RAG status	Who to complete	Note
10	Review the number of cost centres used by service areas with a view to reducing and improving overall visibility of the position. E.g. Adults Social Care and Street Scene.	Q2			Financial Management	Street Scene has been reviewed – the number of cost centres was reduced in 21/22 and no further reductions are deemed necessary. Adult Social Care has been reviewed though further work is needed. Care ladder costs are split based on primary support reason, age and social work team and we use the info for government returns. Further review needed with regards to the geographical split of costs and how useful it is.
11	Make sure budgets are on the correct codes so monitoring and inputting projections is easier. E.g. Highways Operations, grant funded budgets.	Q2			Financial Management & Budget holders	Highways Operations to be updated in November. Staff have been reminded that grant funded projects should be budgeted for properly.
12	Review where it would be possible for additional advice to be provided to budget holders in relation to specific expenditure/income projections (e.g. insurance, energy, business rates).	Q2			Financial Management	Energy budgets have been looked at. Others to follow.
13	Review work in progress (WIP) process, commitment posting and WIP information provided to budget holders.	Q3			Financial Management	At Q2 little progress made.
14	Make sure where finance are having meetings with budget holders they are focusing time on the most important areas within individual budgets (higher value, volatility, complexity).	Q1			Financial Management	E.g. if time is limited start and income is significant and volatile start by looking at that rather than staff costs.
	Targeted actions					
15	YPO budget - ensure information from YPO officers meetings is fed back to enable projections to be updated.	Ongoing	Ongoing		Matthew Smith	
16	Pensions budget - ensure monthly payroll payments are used to provide earlier indications of under/overspend than year end.	Ongoing	Ongoing		Robert Isaac / Karen Knifton	

Ref	Task	Target Date	Completion Date	RAG status	Who to complete	Note
17	Building Control - staff % split between trading and non-trading to be reviewed annually.	Q2			Building Control Manager	Information has been gathered for the review but is still being worked through. Should be complete in Q3.
18	Financial Management to work with commissioning managers to understand where contract performance information is not be received promptly and how this impacts on projections.	Q2	Ongoing		Financial Management and commissioners	e.g. in 2021/22 information on Casson Court Extra Care and Voiceability Advocacy was not factored into projections as information hadn't been received. Areas where out of date information was being used for projections have been reviewed to ensure more up to date information is provided.

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Doncaster Council

Report

Date: 30 November 2022

To: The Mayor and Members of the Cabinet

Report Title: St. Leger Homes of Doncaster Limited (SLHD) performance and delivery update - Quarter 2 ended 30 September 2022 (2022/23)

Relevant Cabinet Member(s)	Wards Affected	Key Decision?
Deputy Mayor, Councillor Glyn Jones	All	No

1. EXECUTIVE SUMMARY

- 1.1. As part of the Management Agreement and governance arrangements for SLHD, an Annual Development Plan (ADP) is produced in agreement with Doncaster Council (DC) officers, the Housing Portfolio holder and the Mayor. The ADP identifies the key deliverables, outcomes, milestones and performance measures. Part of the agreed governance framework is a quarterly report of Key Performance Indicators (KPIs) to Cabinet.
- 1.2. This report provides an opportunity to feedback on performance successes and challenges against the 2022/23 Key Performance Indicators (KPIs).
- 1.3. At the end of September 2022, seven of the fifteen KPIs measured were met or were within agreed tolerances of target. Commentary appears below

2. EXEMPT REPORT

- 2.1. This report is not exempt

3. RECOMMENDATIONS

- 3.1. That Cabinet note the progress of SLHD performance outcomes and the contribution SLHD makes to supporting Doncaster Council's (DC) strategic priorities.

4. WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

- 4.1. As this report includes the current progress on the SLHD performance indicators, the implications of the contents may ultimately affect the delivery of services to the people of Doncaster.

5. BACKGROUND

- 5.1. As part of the agreed governance framework detailed in the Management Agreement there is a requirement to provide a quarterly performance report for the Executive Board of Doncaster Council (DC).
- 5.2. This report provides an opportunity to feedback on performance successes and challenges against the 2022/23 Key Performance Indicators (KPIs).

6. 2022/23 QUARTER 2 (Q2) PERFORMANCE

- 6.1. There are 19 KPIs agreed with DC for 2022/23 and include :
- two measured quarterly – residents supported in training and residents supported in employment;
 - four measured annually - STAR survey (2), energy efficiency and Decent Homes Standard numbers. **NB** : It should be noted here that the annual STAR survey for 2022/23 is now complete and the two annual KPIs have been included in this Q2 reporting; and
 - two KPIs relating to Homelessness do not have targets this year.
- 6.2. The table below summarises the KPI dashboard as at 30 September 2022. Performance comparatives have been included from previous years. At the end of September 2022, seven KPIs were met or were within agreed tolerances of target.

	Q2 22/23	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21	Q1 20/21
Green (meeting target)	5	6	7	7	6	6	8	5	6	6
Amber (within tolerance)	2	1	4	3	3	2	2	3	1	1
Red (not meeting target)	8	6	5	4	5	4	7	7	8	8
No target (homelessness)	2	2	3	3	3	3	0	0	0	0
Annual KPIs	2	4	0	2	2	4	0	4	4	4
Total	19	19	19	19	19	19	17	19	19	19

- 6.3. SLHD entirely supports the Mayor’s approach to setting challenging targets and is determined to continually improve performance, notwithstanding a background of higher demand for services and lower social housing performance as evidenced by national benchmarking. The 2022/23 year to date (YTD) KPIs show a mix of areas for improvement and also excellent performance, some of which are the best for a very long time. This quarter’s performance also show improving trends in all measures which are off target, with the exception of the two STAR indicators and a decline in sickness (albeit a better performance than last month). See **Appendix A**.
- 6.4. We submit monthly pulse survey performance data to Housemark which allows us to constantly understand how we are performing against other organisations, albeit there can be quite large swings on specific indicators from one month to the next. For September, we compare favourably with our peers with the majority (8/10) of the indicators submitted above median. Compared with all providers nationally we have an equal number of indicators above and below median.

6.5. The tolerances which determine the amber status are consistent with DC measures where possible. Performance data is cumulative year to date (YTD) rather than performance in the quarter, as this can be misleading when comparing to target.

7. KPI COMMENTARY

7.1. KPI 1: Percentage of Current Rent Arrears against Annual rent debit

Profiled Target Sept 22 **3.00%**
Sept 22 YTD Performance **2.80%** **BETTER THAN TARGET – GREEN**

	Q2 22/23	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21	Q1 20/21
Arrears %	2.80%	2.62%	2.55%	2.92%	2.57%	2.55%	2.75%	3.39%	3.05%	3.12%
Profiled target %	3.00%	2.85%	3.00%	3.42%	3.21%	3.16%	2.80%	3.20%	3.00%	2.95%

The rent arrears outturn at the end of September remains strong at 2.80% against a profiled target of 3.00%.

The cost of living impacts are starting to hit, particularly in relation to energy costs and food. SLHD's Houseproud quarterly magazine has now landed across 20,000 properties. This quarter we've led with a Cost of Living special edition with advice on budgeting, where to find support and information surrounding the support which is available.

The Income Management Team and Tenancy Support team continue to work closely together to support tenants to maximise their income and address financial pressures. We are continuing to work with the Council and Citizens Advice Doncaster to support tenants and families across the Borough and to ensure the take-up of Government support is maximised.

7.2. KPI 2 : Void rent loss (lettable voids)

Target **0.50%**
Sept 22 YTD performance **0.72%** **WORSE THAN TARGET – RED**

	Q2 22/23	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21	Q1 20/21
Void rent loss YTD %	0.72%	0.76%	0.79%	0.79%	0.79%	0.82%	1.00%	1.02%	0.97%	0.97%
Void numbers at quarter end	110	151	178	147	159	142	159	216	195	209

The number of voids held at the end of September of 110 shows a big reduction compared to June (151) and a constantly improving rent loss picture since Q3 20/21. This figure includes 18 non lettable voids, consisting of the following:

- eight awaiting demolition;
- three awaiting investment;
- one acquisition;
- one used as an office by Police; and
- five require adaptations by DC.

In-month performance during quarter 2 improved compared to quarter 1, so cumulative performance improved to 0.72%, but remains worse than target.

Void levels can be volatile throughout each month but it is also pleasing to see that in mid-October, the total number of voids had fallen further and were at their the lowest level for four year years, and lettable voids were almost at the lowest recorded levels.

7.3. KPI 3 : Average Days to Re-let Standard Properties

Target **20.0 days**
Sept 22 YTD performance **29.1 days** **WORSE THAN TARGET – RED**

	Q2 22/23	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21	Q1 20/21
Re-let days	29.1	33.6	33.7	32.4	31.6	32.7	46.1	48.3	49.3	55.1

In-month performance during quarter 2 improved compared to quarter 1 and is the best of the last ten quarters, so cumulative performance improved to 29.1 days, but remains worse than target.

Stringent monitoring remains in place across all teams involved in the key to key process, to ensure work is completed in voids and all teams are working collaboratively to ensure that voids are re-let at the earliest opportunity. This will assure a continued improvement in performance.

7.4. KPI 4: Number of Households placed in B&B Accommodation at month end

Profiled Target Sept 22 **40**
Sept 22 performance **62** **WORSE THAN TARGET – RED**

This is a new KPI for 2022/23 and measures the number of placements in Bed and Breakfast / Hotel accommodation **at month end**. The March 2023 year-end target is 30 and the profiled target is 40 at end September 2022

Month end	Placements no.	Target no.
April	66	55
May	60	50
June	76	45
July	66	40
August	63	35
September	62	40

Despite considerable demand for emergency accommodation, households in B&B at quarter end has fallen from 76 to 62. New placements has fallen from 79 to 58 in the quarter and this is hopefully a reflection of increased staffing starting to take effect and a key prerequisite of reducing B&B numbers in future.

In terms of B&B move-on we now have dedicated officers and twice weekly meetings led by HOS to ensure cases are progressing and receiving offers.

Total new homeless applications into the homeless team has seen a large reduction compared to the same periods of previous years. This reflects changes to the front end of the service and is also a key prerequisite likely to lead to reduced B&B demand in future.

Mobilisation of our Private Rented Sector (PRS) team is happening which will provide an offer of private rented accommodation to every household in B&B where appropriate to discharge duty into this sector and alleviate the pressure on the social housing market.

7.5. KPI 5: Number of Full Duty Homelessness Acceptances

Target
Sept 22 YTD performance

No target for 2022/23
193

	Actual no.	Target no.
April	30	n/a
May	34	n/a
June	32	n/a
July	37	n/a
August	21	n/a
September	39	n/a

Full duty acceptances has increased from 32 at the end of last quarter to 39. In the short term this figure will continue at this level as the service clears its backlog.

Our increased staff numbers will see average caseloads per officer reduce from currently 110 to 50 and this will have a significant impact on outcomes at prevention and relief stages, thus reducing number of full duty cases and increasing positive early outcomes for customers. Already better case management processes have seen cases in triage and overall caseloads of the department fall.

7.6. KPI 6: Number of homeless preventions

Target
Sept 22 YTD performance

No target for 2022/23
305

	Actual no.	Target no.
April	69	n/a
May	39	n/a
June	42	n/a
July	62	n/a
August	47	n/a
September	46	n/a

46 preventions is lower than we would like. This area is critical to our Journey to Excellence and we have a full action plan to deliver as part of this work stream. Actions include self-help through the implementation of Advice Aid, an online prevention tool, development of duty to refer with partners, landlord engagement, tenancy support, prison release protocol, hospital discharge protocol and improved case management focused on prevention outcomes. We anticipate that this figure will improve considerably as the newly appointed staff complete induction and start to make an impact.

7.7. KPI 7: Number of complaints upheld as a percentage of all interactions

Target **0.07%**
31 Aug * performance **0.09%** **WORSE THAN TARGET – RED**

*Complaints are reported one month in arrears to ensure that the complaints are closed down within our service standard of 10 working days. For the KPI, we analyse the % of complaints upheld against all customer transactions. This provides us with a picture of our customer’s dissatisfaction and enables us to drill down further into the relevant service areas.

The table below summarises the interactions and complaints upheld in the five months to end of August for five financial years:

	Interactions	Complaints	Upheld	% upheld against interactions	Not upheld as % of all complaints	Upheld as % of all complaints
22/23	164,985	507	154	0.09%	70%	30%
21/22	163,692	456	150	0.09%	67%	33%
20/21	141,637	380	86	0.06%	77%	23%
19/20	165,161	434	94	0.06%	71%	22%
18/19	136,048	451	85	0.06%	81%	19%

The number of complaints has fallen on a monthly basis since the start of the financial year, resulting in a cumulative improvement in the KPI, which now stands at 0.09%. This remains over target but an improvement from the 0.12% reported at Quarter 1.

The main themes for upheld complaints 2022 relate to time taken to complete a repair, lack of communication/ information and the planning of work.

7.8. KPI 8 : Number of tenancies sustained post support :

Target **97.3%**
Sept 22 YTD performance **96.8%** **WITHIN TOLERANCES - AMBER**

Period YTD	Cases closed 6 months previously	No. of tenancies sustained after 6 months	% of tenancies active 6 months after support ended	Target %
Q1 20/21	263	251	95.4%	90.0%
Q2 20/21	517	499	96.5%	90.0%
Q3 20/21	679	657	96.8%	90.0%
Q4 20/21	872	848	97.3%	90.0%
Q1 21/22	157	155	98.7%	90.0%
Q2 21/22	335	329	98.2%	90.0%
Q3 21/22	515	507	98.4%	90.0%
Q4 21/22	657	646	98.3%	90.0%
Q1 22/23	267	263	98.5%	97.3%
Q2 22/23	500	484	96.8%	97.3%

Performance has been above 95% for the past two and a half years and has slipped only marginally below the increased 2022/23 target at the end of Quarter 2. This represents just 16 tenancies out of 500 and reasons behind these are being reviewed to identify any themes, eg cost of living crisis.

7.9. KPI 9 : Number of repairs complete on first visit (FVC)

Target **92.0%**
Sept 22 YTD performance **94.3%** **BETTER THAN TARGET – GREEN**

This KPI measures the number of responsive repairs completed at the first visit without the need for the operative to return a second time because the repair was inaccurately diagnosed and/or did not fix the problem.

Period YTD	No. of repairs completed	No. of repairs completed first visit	% repairs completed first visit	Target %
Q1 20/21	7,165	6,701	93.5%	92.0%
Q2 20/21	18,485	16,892	91.4%	92.0%
Q3 20/21	30,685	27,866	90.8%	92.0%
Q4 20/21	42,464	38,609	90.9%	92.0%
Q1 21/22	9,839	8,941	90.9%	92.0%
Q2 21/22	18,547	16,841	90.8%	92.0%
Q3 21/22	26,252	23,759	90.5%	92.0%
Q4 21/22	34,595	31,192	90.2%	92.0%
Q1 22/23	7,659	7,214	94.2%	92.0%
Q2 22/23	14,037	13,237	94.3%	92.0%

Performance for September was 94.7%, above the 92% target and demonstrates continual improvement over the last three quarters.

Cumulative performance also continues to improve to 94.3% and is above target.

7.10. KPI 10 : Gas Servicing - % of dwellings with a valid gas safety certificate

Target 100.00%
Sept 22 YTD performance 99.94% **WITHIN TOLERANCES - AMBER**

At the end of Quarter 2 we were achieving 99.94%, which means we had 12 properties that do not have a valid gas certificate.

The required legal process to gain access has commenced for these 12 properties. It should be noted here that SLHD KPIs use the Housemark definitions wherever possible and for this KPI, the definition is:

“The percentage of properties with a valid landlord gas safety record is a snapshot count of properties for which the landlord holds a current, valid gas record to confirm that the annual safety check has been completed, as at the end of the period. Properties undergoing legal action for access do not count as having a valid gas safety record.”

Gas regulations differ slightly to the Housemark definition and it should be noted that according to the government’s regulations despite 12 properties being in a legal process we remain fully compliant with gas regulations.

7.11. KPI 11 : Days lost through sickness per FTE (Full Time Equivalent)

Profiled target	3.75 days	
Sept 22 YTD performance	5.01 days	WORSE THAN TARGET – RED

September saw a slight improvement on August but Quarter 2 overall was worse than Quarter 1 and means YTD we have 5.01 days absence per FTE vs a target of 3.75 days.

This results in a year end projection of 11.8 days which is slightly lower than the previous month's projection (12.0 days) but still significantly above our target of 7.9 days per FTE.

Covid related absence is still one of September's top reasons, but there has been an overall drop in cases since August; though less of a significant drop than the July to August figure (45.4 days falling to 36.9 days). The majority of Covid sickness cases during September were seen in our Housing Services Directorate, accounting for 54.1% of all Covid cases (20.0 days).

Stress related cases account for 35.1% YTD of all absence which is an increase on last month (27%). The work related stress figure has decreased significantly from August (59.8 days to 11.0 days) as expected due to the cases known to the HR Team. Depression and anxiety is the top reason for sickness for September, with the majority of this being for personal reasons. Musculo-Skeletal (MSK) is the highest reason this month accounting for 26.9% of all absence.

A number of long term cases are either waiting for surgery or in recovery. Knee and back conditions appear most common and analysis is continuing to understand any patterns. Work is underway to promote our wellbeing offer around MSK including on site wellbeing clinics and access to physio services and digital support through Medicash.

Short Term sickness continues to drive up the number of sickness cases, the majority of which in September were in the Housing Directorate (a change from Property Services in August).

All cases continue to be managed in line with the attendance management procedures. Work has now begun to review the attendance management policy and in particular the short term triggers to enable us to more proactively manage short term absence cases across the workforce. This review will take place over the autumn with the aim for any changes to have been agreed and implemented no later than January 2023 which is the scheduled review date of the existing policy.

7.12. KPI 12 : Local expenditure

Target	70.0%	
Sept 22 YTD Performance	73.3%	BETTER THAN TARGET – GREEN

Cumulatively up to 30 September 2022, local spend (capital & revenue) performance stands above target at 73.3%. This is a slight fall from Q1 as July's performance was below target offsetting the strong performances of August and September.

Efforts continue to secure local suppliers and contractors as part of re-procurement exercises wherever possible. Recent changes to contract standing orders allowing for quotation exercises to higher values may also help increase use of local companies over the coming months.

7.13. KPI 13 : ASB Cases Resolved as a % of All Cases Closed

Target	95.6%	
Sept 22 YTD Performance	96.4%	BETTER THAN TARGET – GREEN

We had 402 active cases at quarter end which is slightly down on the same period last year but higher than the 391 at the end of Quarter 1.

Cumulative performance at the end of Quarter 2 stays above target at 96.4% an improvement on Quarter 1 performance of 95.9%.

7.14. KPI 14 : Number of residents undertaking training or education

Profiled Target	37	
Sept 22 YTD Performance	22	WORSE THAN TARGET – RED

In the last quarter, we have run two World of Work courses with a total of 22 participants on the two courses. These numbers are an increase on recent courses and is due to the trial of opening up course participation to people who may not live within a SLHD property but who do meet the other three criteria, namely living in the Doncaster Area, being over 19 and in receipt of a qualifying unemployment benefit.

The figure also includes the first work experience participants since Covid; work experience and T-Level work experience is now an area we are focusing on in the new quarter and looking to offer these training opportunities to students of both Doncaster Schools and Doncaster College.

7.15. KPI 15 : Number of residents supported into employment

Profiled Target	16	
Sept 22 YTD Performance	30	MEETING TARGET – GREEN

In the last quarter, we have assisted 23 'Doncaster' residents into employment, the majority of which were through the new Apprenticeships that started in September. Disappointingly, the number of new employment starts on the WOW support and learn scheme was lower than expected, given we had offered six participants the paid training roles on the External Property Maintenance Scheme, but due to various reasons, only one participant has actually started on the scheme.

The ongoing buoyant jobs market in the Doncaster area has also meant fewer WOW participants signing up to the WOW scheme for employment help; we are therefore looking at a fresh promotional campaign to raise new awareness of our offer.

8. Annual KPIs

8.1. For 2022/23, there are four annual KPIs.

8.2. Two of these relate to the annual STAR survey, which for 2022/23 is now complete and results were received in September 2022. All of the survey results are currently being analysed in detail and action plans will be developed as required. Following national trends we anticipated that SLHD scores would show a decline. The two indicators have been included in Q2 reporting.

8.3. The other two KPIs are shown below with the most recent performance (March 2022 year end) included for reference.

8.4. KPI 16 : Tenant satisfaction with overall service

Target	87.0%	
2022/23 Performance	81.3%	WORSE THAN TARGET – RED

Overall satisfaction results have fallen to 81.3% from the July 2021 survey result of 84.8%. Analysis of comments received from the survey, together with national benchmarking, is being undertaken to identify reasons and themes, and action plans will be developed. Early indications are that there has been a fall nationally in all STAR survey results and our results are close to the reported 81% national average.

8.5. KPI 17: Percentage of homes meeting Decent Homes standard ANNUAL KPI:

Target 2022/23	100.00%
March 22 year end Performance	99.99%

There were two properties out of 20,000 that were non-decent at March 2022 year end. These are included in the capital re-inclusion programme for the 2022/23.

8.6. KPI 18 : Tenant satisfaction with property condition %

Target	89.0%	
2022/23 Performance	75.7%	WORSE THAN TARGET – RED

The satisfaction with property condition results have fallen to 75.7% from the previous year's survey result of 86.5%. As with KPI16 and all other survey results, analysis of comments received from the survey, together with national benchmarking, is being undertaken identify reasons and themes, and action plans will be developed as required.

8.7. KPI 19: Energy efficiency ANNUAL KPI :

Target 2022/23	71.0%
March 22 year end Performance	70.3%

This was a new KPI for 2020/21, which requires all properties to achieve EPC Level C by 2030. The 2021/22 outturn performance of 70.3% exceeded the target at the time. SLHD are reviewing investment needs as part of a new environmental strategy.

9. BACKGROUND PAPERS

9.1. None





10. OPTIONS CONSIDERED



10.1. Not applicable



11. REASONS FOR RECOMMENDED OPTION

11.1. Not applicable

12. IMPACT ON THE COUNCIL'S KEY OUTCOMES

Great 8 Priority	Positive Overall	Mix of Positive & Negative	Trade-offs to consider – Negative overall	Neutral or No implications
 Tackling Climate Change	✓			
<p>Comments: The main related KPI is for energy efficiency of properties and is an annual target, so not applicable for this Q2 report. The 2021/22 outturn performance exceeded target.</p>				
 Developing the skills to thrive in life and in work		✓		
<p>Comments: SLHD work impacts on Council key priorities, with implications on the quality of life for Doncaster Council's tenants and other residents and the communities they live in. There are two specific KPIs related to this priority and as at Q2 one was exceeding target and one was below target. Actions are planned to improve both KPIs.</p>				
 Making Doncaster the best place to do business and create good jobs		✓		
<p>Comments: KPIs relate to target spending locally within Doncaster and around supporting residents into training and employment. Two of the three are meeting target currently.</p>				
 Building opportunities for		✓		

healthier, happier and longer lives for all				
<p>Comments:</p> <p>All of the KPIs have an influence on opportunities for healthier, happier and longer lives, by maintaining tenancies, providing secure, warm, safe homes, safe neighbourhoods, training and employment targets, and addressing homelessness issues in the borough</p> <p>A suitable, safe and good quality home is essential for good mental and physical health, as are communities that support people and enable them to thrive. The current and growing cost of living crisis is increasing demand and complexity on all parts of the system, including housing. Recent recruitment to focus on proactively preventing homelessness is having a positive impact in this context.</p> <p>Complaints continue to be monitored closely to bring attention to where improvement can be made. The repairs excellence project will ensure that homes can be ready and safe for tenants.</p> <p>A stable and secure home is an essential contributor to good health and wellbeing, but the number of placements to B&B and hotel accommodation remains high. Bed & Breakfast (B&B) numbers are reducing slowly and use of Temporary Accommodation (TA) and private rented sector increasing. Families approaching the service continues to be high. Where TA is necessary for families, it is essential that their broader health and wellbeing needs are supported.</p> <p>SLHD has the opportunity to improve health and wellbeing by maximising local social, environmental and economic benefits. This can be done in a number of ways, including good working conditions, local purchasing and training and development opportunities – all of which are KPIs. It is positive to see the number of tenants and residents helped into employment is exceeding target, although the number of tenants and residents helped into training and education continues to remain below target, but work is ongoing to improve this.</p>				
 <p>Creating safer, stronger, greener and cleaner communities where everyone belongs</p>		✓		
<p>Comments: A number of the KPIs as reported above and at Appendix A have been established to have a positive influence on this priority</p>				
 <p>Nurturing a child and family-friendly borough</p>	✓			

Comments: A number of the KPIs as reported above and at Appendix A will have a positive influence on this priority					
	Building Transport and digital connections fit for the future				✓
Comments: Not applicable					
	Promoting the borough and its cultural, sporting, and heritage opportunities				✓
Comments: Not applicable					
	Fair & Inclusive	✓			
Comments: SLHD has its own Equality and Diversity strategy and fair and inclusive considerations are implicit in all of the service provided, and therefore KPIs.					

13. Legal Implications [Scott Fawcus 14.11.22]

13.1. There are no specific legal implications arising from this report. Advice can be provided on any matters arising at the meeting

14. Financial Implications [Julie Crook, Director of Corporate Services SLHD, 10.11.22]

14.1. In 2022/23 SLHD will receive management fees of £36.9m from DC. This is made up of £34.2m from the Housing Revenue Account and £2.7m from the General Fund to pay for the general fund services managed by SLHD.

15. Human Resources Implications [Ayesha Ahmed, Senior HR & OD Officer, 17.11.22]

15.1. There are no specific Human Resource Implications for this report

16. Technology Implications [Elaine Thompson, Technology and Governance Support Manager, 14.11.22]

16.1. There are no specific technology implications for this report.

17. RISKS AND ASSUMPTIONS

17.1. Specific risks and assumptions are included in the body of this report

18. **CONSULTATION**

18.1. Not applicable

19. **BACKGROUND PAPERS**

19.1. None

20. **GLOSSARY OF ACRONYMS AND ABBREVIATIONS**

20.1. See below

ADP	Annual Development Plan
ASB	Anti- Social Behaviour
DC	Doncaster Council
FTE	Full Time Equivalent
KPI	Key Performance Indicator
MSK	Musculo-Skeletal
SLHD	St Leger Homes of Doncaster
STAR	Survey of Tenants and Residents
WOW	World of Work
YTD	Year to date
PRS	Private Rented Sector

REPORT AUTHOR & CONTRIBUTORS

Report Author

Nigel Feirn,
Head of Finance and Business Assurance, St. Leger Homes of Doncaster
01302 737485
Nigel.Feirn@stlegerhomes.co.uk

Dave Richmond
Chief Executive Officer, St. Leger Homes of Doncaster
01302 862700
Dave.Richmond@stlegerhomes.co.uk

Appendix A SLHD Key Performance Indicator Summary Q2 2022/23

Appendix A - St. Leger Homes Key Performance Indicator Summary Q2 2022/23

KPI	Indicator	21/22 Outturn	Q1	Q2	Q3	Q4	Target	DoT	R/A/ G
1	Percentage of current rent arrears against annual debit %	2.55%	2.62%	2.80%			3.00% ytd 2.75% y/e	↓	🟢
2	Void rent loss (lettable voids) %	0.79%	0.76%	0.72%			0.50%	↑	🔴
3	Average Days to Re-let Standard Properties ytd days	33.7	33.6	29.12			20.0	↑	🔴
4	Number of Households placed in B&B Accommodation at month end (new KPI 2022/23)	<i>n/a</i>	76	62			40 ytd 30 y/e	↑	🔴
5	Number of Full Duty Homelessness Acceptances ytd	384	96	193			no target	↓	n/a
6	Number of homeless preventions ytd	566	150	305			no target	↓	n/a
7	Complaints upheld as a % of customer interactions %	0.13%	0.12%	0.09%			0.07%	↑	🔴
8	Number of tenancies sustained post support	98.3%	98.5%	96.8%			97.3%	↓	🟡
9	Number of repairs first visit complete	90.2%	94.3%	94.3%			92.0%	↔	🟢
10	Gas servicing: % of properties with a valid gas certificate	100.00%	99.94%	99.94%			100.00%	↔	🟡
11	Days lost through sickness per FTE	11.90	2.35	5.01			3.75 ytd 7.90 y/e	↓	🔴
12	Percentage of Local Expenditure % Revenue and Capital	73.0%	74.6%	73.3%			70.0%	↓	🟢
13	ASB Cases Resolved as a % of All Cases Closed	97.6%	96.1%	96.4%			95.6%	↑	🟢
14	Number of residents undertaking training or education ytd	30	0	22			37 ytd 67 y/e	↑	🔴
15	Number of residents supported into employment ytd	51	7	30			16 ytd 30 y/e	↑	🟢
16	Tenant satisfaction levels overall % (STAR)	84.8%	Annual KPI	81.3%	Annual KPI	Annual KPI	87.0%	↓	🔴
17	Percentage of homes maintaining decent standard %	99.99%	Annual KPI	Annual KPI	Annual KPI	Annual KPI	100.00%	n/a	n/a
18	Tenant satisfaction with property condition % (STAR)	86.5%	Annual KPI	75.7%	Annual KPI	Annual KPI	89.4%	↓	🔴
19	Energy efficiency. Target: achieve EPC Level C by 2030	70.32%	Annual KPI	Annual KPI	Annual KPI	Annual KPI	71.0%	n/a	n/a

- Notes :
1. Direction of travel (DoT) is against performance in the previous quarter. ↑= Improving, ↔= No Change, ↓= Declining
 2. Targets are for the end of the year performance unless indicated otherwise (ytd = cumulative year to date)
 3. R/A/G status is against the cumulative year to date (ytd) or year-end target. R/A/G 🟡🟢🔴