

Notice of Overview and Scrutiny Board

Date: Monday, 2 November 2020 at 6.00 pm

Venue: Virtual Meeting - Teams



Membership:

Chairman: To be determined

Vice Chairman: To be determined

Cllr S Bartlett
Cllr M Cox
Cllr M Davies
Cllr B Dion
Cllr M Earl

Cllr J Edwards
Cllr G Farquhar
Cllr D Farr
Cllr L Fear
Cllr P R A Hall

Cllr M Howell
Cllr D Kelsey
Cllr T O'Neill
Cllr C Rigby
Cllr V Slade

All Members of the Overview and Scrutiny Board are summoned to attend this meeting to consider the items of business set out on the agenda below.

The press and public are welcome to view the live stream of this meeting at the following link:

<https://democracy.bcpCouncil.gov.uk/ieListDocuments.aspx?MId=4616>

If you would like any further information on the items to be considered at the meeting please contact: claire.johnston@bcpCouncil.gov.uk

Press enquiries should be directed to the Press Office: Tel: 01202 454668 or email press.office@bcpCouncil.gov.uk

This notice and all the papers mentioned within it are available at democracy.bcpCouncil.gov.uk

GRAHAM FARRANT
CHIEF EXECUTIVE

23 October 2020



Available online and
on the Mod.gov app

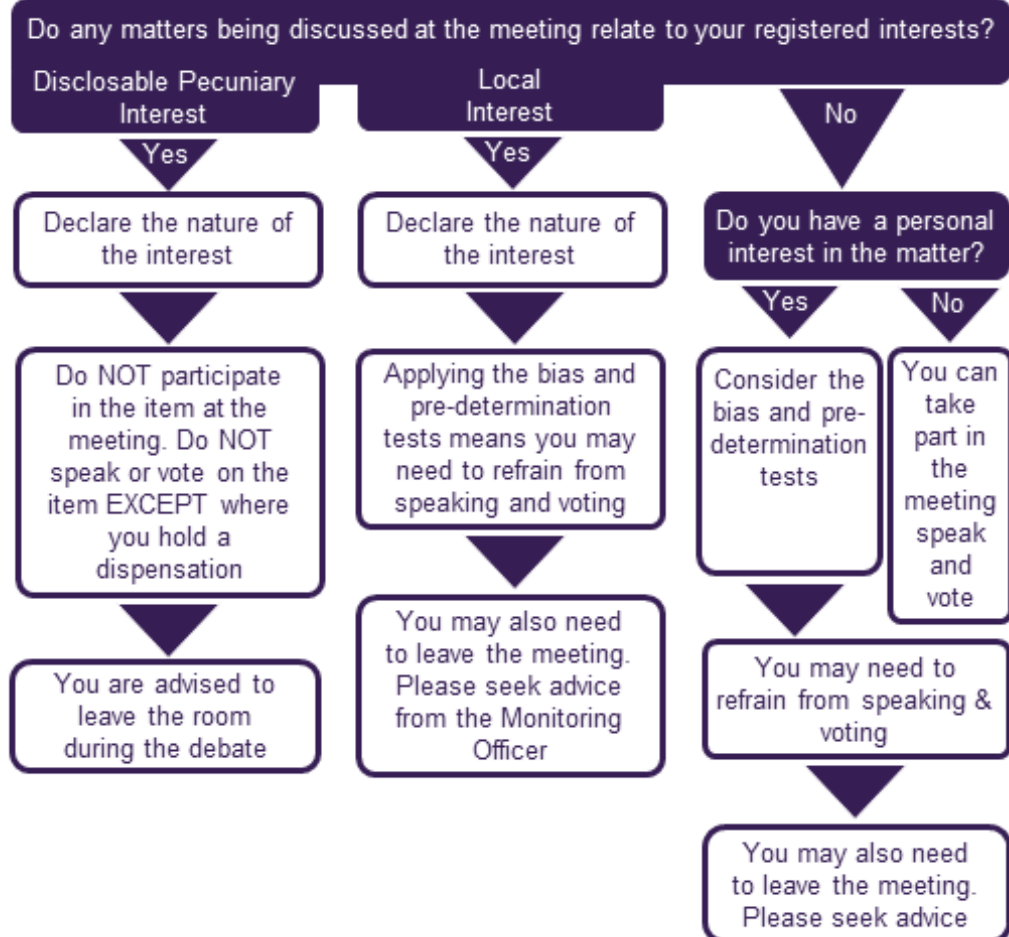


Maintaining and promoting high standards of conduct

Declaring interests at meetings

Familiarise yourself with the Councillor Code of Conduct which can be found in Part 6 of the Council's Constitution.

Before the meeting, read the agenda and reports to see if the matters to be discussed at the meeting concern your interests



What are the principles of bias and pre-determination and how do they affect my participation in the meeting?

Bias and predetermination are common law concepts. If they affect you, your participation in the meeting may call into question the decision arrived at on the item.

Bias Test

In all the circumstances, would it lead a fair minded and informed observer to conclude that there was a real possibility or a real danger that the decision maker was biased?

Predetermination Test

At the time of making the decision, did the decision maker have a closed mind?

If a councillor appears to be biased or to have predetermined their decision, they must NOT participate in the meeting.

For more information or advice please contact the Monitoring Officer
(susan.zeiss@bcpcouncil.gov.uk)

Selflessness

Councillors should act solely in terms of the public interest

Integrity

Councillors must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships

Objectivity

Councillors must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias

Accountability

Councillors are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this

Openness

Councillors should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing

Honesty & Integrity

Councillors should act with honesty and integrity and should not place themselves in situations where their honesty and integrity may be questioned

Leadership

Councillors should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs

AGENDA

Items to be considered while the meeting is open to the public

1. **Apologies**

To receive any apologies for absence from Members.

2. **Substitute Members**

To receive information on any changes in the membership of the Committee.

Note – When a member of a Committee is unable to attend a meeting of a Committee or Sub-Committee, the relevant Political Group Leader (or their nominated representative) may, by notice to the Monitoring Officer (or their nominated representative) prior to the meeting, appoint a substitute member from within the same Political Group. The contact details on the front of this agenda should be used for notifications.

3. **Declarations of Interests**

Councillors are requested to declare any interests on items included in this agenda. Please refer to the workflow on the preceding page for guidance.

Declarations received will be reported at the meeting.

4. **Public Issues**

To receive any public questions, statements or petitions submitted in accordance with the Constitution, which is available to view at the following link:

<https://democracy.bcpccouncil.gov.uk/ieListMeetings.aspx?CommitteeID=151&Info=1&bcr=1>

The deadline for the submission of a public question is 4 clear working days before the meeting.

The deadline for the submission of a public statement is midday the working day before the meeting.

The deadline for the submission of a petition is 10 working days before the meeting.

5. **Scrutiny of Homes Related Cabinet Reports**

To consider the following housing related reports scheduled for Cabinet consideration on 11 November 2020:

- Housing Allocations Policy

The O&S Board is asked to scrutinise the reports and make recommendations to Cabinet as appropriate.

Cabinet member invited to attend for this item: Councillor Bob Lawton,

Portfolio Holder for Homes

The Cabinet report is attached for consideration by the Overview and Scrutiny Board.

6. Scrutiny of Regeneration Related Cabinet Reports

65 - 74

To consider the following regeneration related reports scheduled for Cabinet consideration on 11 November 2020:

- Lansdowne Programme

The O&S Board is asked to scrutinise the reports and make recommendations to Cabinet as appropriate.

Cabinet member invited to attend for this item: Councillor Phil Broadhead, Portfolio Holder for Regeneration, Economy and Strategic Planning and Councillor Mike Greene, Portfolio Holder for Transport and Sustainability

The Cabinet report is attached for consideration by the Overview and Scrutiny Board.

7. Scrutiny of Transformation Related Cabinet Reports

75 - 106

To consider the following transformation related reports scheduled for Cabinet consideration on 11 November 2020:

- Estate and Accommodation Project

The O&S Board is asked to scrutinise the reports and make recommendations to Cabinet as appropriate.

Cabinet member invited to attend for this item: Councillor Drew Mellor, Leader of the Council and Portfolio Holder for Finance and Transformation

The Cabinet report is attached for consideration by the Overview and Scrutiny Board.

No other items of business can be considered unless the Chairman decides the matter is urgent for reasons that must be specified and recorded in the Minutes.

CABINET



Report subject	Housing Allocations Policy
Meeting date	11 November 2020
Status	Public Report
Executive summary	<p>Bournemouth, Christchurch and Poole have separate legacy Housing Allocation Policies which require alignment, as per the Statutory Order from Government.</p> <p>The BCP Housing Allocation Policy seeks to harmonise each policy providing criteria used to consider applications for the BCP Council Housing Register. It sets out the eligibility, qualification and assessment criteria on which different housing circumstances of person will be prioritised.</p> <p>All nominations to social housing properties managed by BCP Council, Poole Housing Partnership (PHP) and local housing associations will be made in accordance with the policy and administered through a revised BCP HomeChoice scheme.</p> <p>Implementation for the new policy is proposed for July 2021 when the IT system is fully mobilised in line with the approved policy.</p>
Recommendations	<p>It is RECOMMENDED that:</p> <p>The proposed Policy be considered and approved.</p>
Reason for recommendations	This report is for approval of a new BCP Housing Allocations Policy which is required for alignment as per the Statutory Order agreed with Government.

Portfolio Holder(s):	Councillor Robert Lawton (Portfolio Holder for Housing)
Corporate Director	Kate Ryan – Corporate Director of Environment and Community
Contributors	Lorraine Mealings, Director of Housing Ben Tomlin, Head of Housing Options & Partnerships Sarah Smith, Principal Housing Solutions Officer
Wards	All
Classification	For consideration and approval

Background

1. There are currently 3 legacy housing allocation policies being used across BCP Council and each has slightly different qualification and allocation criteria, however they broadly follow the principle of prioritising households in greatest housing need who meet the local connection criteria.
2. A new policy has been developed which aligns the legacy policies and takes a greater person-centred approach, to meet the needs of the most vulnerable of BCP Council's residents whilst ensuring that its valuable housing resources go to those in the most need. The policy is used by the Council to administer the allocation of social housing for its own stock and accommodation managed by Registered Providers / Housing Associations.
3. This policy has been developed with specific regard to its contribution on the following corporate priorities, Fulfilled Lives, Brighter Futures and Connected Communities.
4. In particular, the policy seeks to provide access to social housing for our most vulnerable residents, including adults with complex needs, those experiencing homelessness or rough sleeping who require housing stability and additional support have been recognised as key groups.
5. Particular priority and recognition is given to strengthening our Corporate Parenting role, through the allocation of social rented homes for care experienced young people and parents and guardians at risk, including domestic abuse victims or subject to exploitation who depend on safe and secure housing to live independent lives.

6. The policy provides for people living in overcrowded, unsafe and or poor quality accommodation whilst seeking to ensure all allocations address these needs and promote safe sustainable communities.

Development of the Policy

7. Bringing together legacy allocations policies provided the opportunity to rethink the approach to housing allocation, whilst still meeting the legal framework set out in the Housing Act 1996 (as amended by the Homelessness Act 2002 and the Localism Act 2011) the Homelessness Reduction Act 2017 and associated regulations.
8. The development process began with mapping of the existing policies and identified which areas could be simply aligned and which could be reviewed to meet the priorities and aspirations set out in the Corporate Strategy.
9. A workshop with all social housing landlords was facilitated to gather feedback about their experiences of HomeChoice and the existing policies in operation, options and changes for the formation of a new policy including key resident feedback and experiences shared from a landlords perspective.
10. In developing the policy, national evidence and examples of best practice in housing allocation were considered, together with the Chartered Institute of Housing report 'Rethinking Allocations' 2019 which discusses the key national issue of how best to allocate our limited social housing stock to ensure that we meet the needs of our most vulnerable residents.
11. In addition, changes have been made to reflect updates in statutory guidance to improve access to social housing for members of the Armed Forces, veterans, and their families. The policy is fully compliant with the Armed Forces Covenant. Similarly, the policy is compliant with the housing requirements of the Domestic Abuse Bill.
12. The draft policy developed for consultation was considered by legal Counsel providing helpful assurance of its legal status.

Stakeholder and Public Consultation Findings

13. The Housing Allocations Policy consultation ran from the 17th February to the 15th July 2020 and received 209 responses. The period was extended due to the impact of Covid on people's ability to engage and additional resource was put into ensuring engagement through digital solutions rather than face to face which was originally envisaged.

14. The survey was hosted on the BCP Council Consultation Tracker page and was promoted through various channels including:

- Social media posts (Facebook, Twitter, LinkedIn) – see more details in the Communications Report below
- Emails to key stakeholders including businesses and charities
- Emails to over 6,000 Housing Register applicants through the Locata Housing System. This is used by the council to communicate with them on a day-to-day basis using email addresses provided by the applicants. 3 reminder emails were sent during the consultation period.
- Presentations were given to Registered Social Housing Providers, Bournemouth Housing Neighbourhood Team & engaged tenants, Poole Housing Partnership – Residents Group, 2 x BCP Councillors Sessions. Recorded presentations were also sent to internal staff in Adult & Children's Social Services directorates, associated groups and to the BCP Homelessness Partnership.
- BCP Council e-Newsletter

The website consultation page itself received more than 8,000 views.

15. Of the 209 responses, more than half of the respondents live in Bournemouth (56%) and the majority of respondents were also either Council or housing association tenants.

16. The proposal to 'include residency as an eligibility requirement' (87%) and the proposal to 'only restrict people who knowingly withheld / provided false information / deliberately worsen their situation to gain an advantage on the Scheme' (81%) had the highest levels of agreement

17. The proposal 'to not apply a restriction for people involved in unacceptable behaviour with housing needs which can only be met by social housing' (38%) had the lowest level of agreement

18. Respondents expressed strong feelings in their comments about:

- How applicants are prioritised
- Allocations being carried out in a fair way
- The criteria used to determine how housing is allocated
- The importance of treating applicants as unique cases and paying attention to their specific housing needs
- Prioritising applicants that meet the local connection criteria
- Not breaking families apart and, for those who do not have family connections, considering the impact on friendships and cultural connections
- Anti-social behaviour not being overlooked by the council and penalties being imposed consistently on those involved in unacceptable behaviour

- Considering the financial positions of applicants especially younger people
- The impact of inadequate housing on mental health and communal living
- Ensuring that the way housing is allocated is not abused by deception or by refusing perfectly suitable accommodation
- Not being heard by the council and/or being overlooked in favour of other applicants

Finalising the policy

19. The proposed Policy can be found at Appendix A, attention to the key points outlined below were raised as part of the consultation process.

Local Connection

20. Most people agreed with a 2 year residential criteria, with some consideration given to 3 years, it was concluded the 2 years to be the appropriate period of time aligning with Government guidance and limited merit with offering a 3 year criteria. This criteria included an important change to the Bournemouth policy, by excluding people with housing needs but no BCP connection which is in line with current legal counsels advice.

Area Preference

21. Although there was majority agreement following consultation not to apply Bournemouth, Christchurch or Poole area preferences when allocating homes, concerns were raised about the impact on Christchurch and Poole residents if an area preference was not included due an average longer accrued time on the register of Bournemouth applicants.
22. The perception being that Poole and Christchurch applicants would be disadvantaged because Bournemouth applicants appear to have been on the register for more than 10 years and also because the Bournemouth policy gives a 'time credit'.
23. Housing Register data as at the 1st September 2020 shows that the majority of applicants across BCP, applied for housing within the last 5 years and that Bournemouth applicants, during that period, more than doubled those in Christchurch and Poole combined.
24. When the legacy Poole & Christchurch Policies went live, applicants were invited to re-apply for housing and have their housing needs re-assessed. In both cases, there was a significant drop in the number of applications received and in the number of households who qualified for the register. In part this was due to the age of the data held and the fact that applicants had already moved or no longer had a need to move.

25. This is expected to be the case with the new policy and believe that this will bring a natural balance to the number of applicants across all areas, however we aim to ensure that existing applicants are not disadvantaged as a result of existing length of time on register.

Removing restrictions for unacceptable behaviour

26. This question received the most comments, all of which were negative. The majority felt it was unfair for people with a history of unacceptable behaviour to be prioritised for social housing and the proposal would be potentially rewarding people in those circumstances. The impact was felt to be restricting people who had always been good tenants if they lost out on a property because, for example, it had been given to someone who had been previously evicted for unacceptable behaviour.
27. Whilst acknowledging this is was not a popular proposal, it is noted that often the perpetrators of these behaviours are vulnerable themselves and the Council has a statutory duty to ensure advice, support and housing options exist for people in housing need to prevent recurrent homelessness and rough sleeping. By identifying those for whom social housing is the only housing solution and providing an agreed support plan for them, the aim is to break the cycle of negative behaviour and enable people to sustain a tenancy in the long term.
28. Having regard the consultation feedback, the proposed policy has been amended, stating people with a history unacceptable behaviour will be placed in the lowest band irrespective of their housing need. Alternative banding or priority, reflective of their needs, will only be considered under exceptional circumstances for this group if there is evidence they are engaged with a robust person-centred multi-agency support and housing plan.

Removing Financial restrictions & recognising Financial Hardship

29. The 3 existing policies restrict applicants who have an income which is in excess of ceiling levels set out within those policies.
30. Those levels are proposed to be removed as the policy restriction does not take in to account the financial situations of applicants and creates an automatic restriction for those who have affordability problems and whose housing needs could only be resolved by an offer of social housing.
31. Instead, an assessment will be made of household income, savings and investments, and an affordability test will be applied to establish if an applicant could meet their own housing needs in the private sector. Consideration will be given to overall financial means to either purchase or rent a property privately and whether their housing needs would prevent them from securing

suitable accommodation. An additional Financial Hardship band will be created.

Bedroom Needs Assessment – Removal of adult non-dependent children to qualify for own bedroom

32. Although 50% of those consulted agreed to this, there were concerns that by default, additional homelessness demand maybe seen if families ask their non-dependant children to leave home. Concerns were also raised that the average 18 year old wouldn't be able to afford to live on their own.
33. Based on this feedback, it is recommended that the proposed policy is retained but amended to clarify each case will be considered on its merits, particularly where it is not reasonable for the non-dependant to find an alternative home. Assessments will ensure the needs of families with younger children are balanced fairly, whilst also not inadvertently creating further pressures on homeless or social services.

Rough Sleeping & Preventing Homelessness

34. The Policy will more proactively support BCP Council's commitment to ending rough sleeping and preventing homelessness in a number of different ways including:
- Prioritising the Housing First scheme, homeless people and families in exceptional housing need with the direct offer of accommodation.
 - Supporting people to maintain their tenancies where they are at risk of repeated homelessness.
 - Providing tailored housing & support action plans to those who may have lost their home, due to unacceptable behaviour, but who are recognised as being vulnerable and requiring additional support to help them to sustain a tenancy in the future.

Policy Summary

35. Traditional housing allocation policies put local connection above housing need and create unrealistic expectations that social housing is the housing answer for most people. These policies result in applicants who have little or no realistic chance of being offered a move, sitting on waiting lists for years.
36. The proposed Policy takes an innovative approach to resolving this by putting need before local connection and offering tailored housing options advice to everyone who applies to join the list.
37. If a move isn't the only way to resolve a problem, tailored advice and support and signposting will be provided to applicants by the Housing Options service,

working with a range of partners including Community safety, private sector housing teams, Early Help, Children's & Adult services, health and voluntary and third sector services, so that people can be supported remain in their homes.

- 38. This proposed Policy will ensure that applicants with the greatest need will be identified quickly and provided with a realistic housing solution.
- 39. BCP HomeChoice will be launched with an updated website & online application process which provides applicants with improved self service capability to access wider housing options and their online housing plan and / or application. It is anticipated the website and policy will be launched in July 2021 subject to the IT mobilisation timetable.

Summary of financial implications

- 40. A number of IT software system changes are required to facilitate the new harmonised policy, including revisions to a more interactive online experience, estimated to cost in the region of £50'000. Grant income of £50'000 has been identified to cover these costs. The Council will work with its existing contracted Housing IT partner, Locata, to deliver the required changes. At a later stage the IT system will be tendered but the current provider will be engaged with to deliver this revised BCP policy.

Summary of legal implications

- 41. Local authorities are required in law to have an allocation scheme for determining priorities for the allocation of accommodation and the procedures to be followed.
- 42. This policy was required for harmonisation within 2 years of the creation of BCP Council and listed in the Statutory Orders. Whilst this deadline has been extended for a further 12 months by Government we are keen to progress as planned.
- 43. A review of the draft proposed policy was sought from Counsel. Counsel provided written advice on 21st January 2020. Counsel's view was that the draft policy was compliant with the relevant obligations regarding eligibility, qualification, reasonable and additional preference which are the statutory requirements of an Allocations Scheme. Counsel made some additional comments on the draft proposed policy which were actioned prior to the Consultation of the Allocation Policy. It is a legal requirement that any major changes to an Authority's Allocation Policy must be put out to Consultation as set out in Section 166A (13) of the Housing Act 1996. This is the Consultation period referred to in above. A Housing Allocation Policy can be subject to Legal Challenge by way of an Application to the Administrative Court. Although Counsel provided advice in relation to the draft policy it should be noted that the definitive decision as to lawfulness of the Policy would rest with the Court should such a challenge be made.

Summary of human resources implications

- 44. N/A

Summary of environmental impact

45. N/A

Summary of public health implications

46. The proposed Policy takes a person centred approach to meeting the housing needs of BCP Council's most vulnerable residents through early intervention and tailored housing options advice which aims to benefit health and wellbeing through housing.
47. We are committed to taking a multi-agency/partnership working approach to ensuring that we are able to find long term and sustainable housing solutions which support our residents to improve their independence and overall wellbeing.
48. To do this, we aim to make sure that our residents housing situations are considered whenever they come in to contact with any of BCP Council's services, and that we actively engage with our partner agencies, and draw on their expertise and knowledge, to provide as much help and support as needed, and as quickly as possible, to help them to find suitable housing.
49. Engaging in partnership working early on will enable us to make sure that our residents are able to sustain a tenancy and/or have a package of support around them to help them to do so. It will also allow us to create long term plans for those who will need social housing, in the future, for example long term hospital stays who will require complex discharge plans.

Summary of equality implications

50. An Equalities Impact Assessment has been completed and will remain relevant for the lifetime of the Policy.

Summary of risk assessment

51. N/A

Appendices

A – Proposed Housing Allocations Policy

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Housing Allocations Policy



1. Purpose Statement

- 1.1 The Housing Act 1996 requires all local authorities to have an allocation policy to determine the priorities and define the procedures that will be followed when allocating housing accommodation.
- 1.2 This policy sets out who can apply for social housing (Council housing and housing association properties) in Bournemouth, Christchurch and Poole and how we set priorities for who is housed.
- 1.3 BCP Council is committed to allocating housing in a fair and transparent manner and aims to use its scarce housing resources to meet the needs of its vulnerable residents and those in the greatest need of housing.
- 1.4 To meet these commitments the policy:
 - Takes a person-centred approach to allocating housing and prioritises those who are eligible for assistance and are in the greatest need.
 - Gives applicants choice in where they live and promotes safe and sustainable communities
 - Helps applicants to make realistic decisions about their future housing prospects by offering information on a wide range of housing options and needs tailored advice.
 - Provides an accessible, understandable and transparent scheme.
 - Helps the Council effectively manage its housing stock.
 - Recognises the need to balance local connection priorities for vulnerable residents and those with significant housing needs.
 - Aims to make sure that care leavers, families and vulnerable people with support needs are given as much help as possible to find suitable housing
 - Aims to provide help to applicants who are in crisis as early as possible
 - Prioritises providing applicants with a full range of housing options advice and realistic solutions to resolve their housing need, at the point of application.

2. Who the policy applies to

- 2.1 This policy applies to all those who wish to join the BCP Council allocation scheme for an allocation of social housing; Housing staff who are processing applications, providing housing options advice and allocating housing; Members who are acting on behalf of their constituents; and agencies supporting or acting on behalf of applicants e.g. Children and Adult Social Care.

3. This policy replaces

- 3.1 This policy replaces the three separate allocations policies in place in Bournemouth, Christchurch and Poole.

4. Approval process

- 4.1 In developing this policy, the Council has consulted with Members; housing associations who have housing in its area; the general public and local communities; and local voluntary and statutory agencies and partners including those who provide social and health care.
- 4.2 This policy requires Cabinet approval.

5. Links to Council Strategies

- 5.1 This policy supports the Housing Strategy.
- 5.2 During the preparation of this policy document due consideration has been given to the following Key Council Strategies:
- Housing Strategy
 - Homelessness Strategy
 - Tenancy Strategy
 - Stronger Community Strategy
 - Local Plan
 - Corporate Plan
 - Safeguarding Strategy
 - Adult Social Care Strategy
 - Corporate Parenting Strategy for Children In Care & Care Leavers
 - Crime & Disorder Reduction and Community Safety strategies
 - Customer Access Strategy
 - Health & Wellbeing Strategy
 - Domestic Abuse Bill 2020
 - Private Sector Housing Strategy
 - Equality & Diversity

6. The Policy

- 6.1 Legal Framework
This policy sits within a legal framework which includes the Housing Act 1996 (as amended by the Homelessness Act 2002 and the Localism Act 2011) the Homelessness Reduction Act 2017 and regulations issued by Government relating to allocations.

Appendix A – Legal Framework sets this out in more detail.

- 6.2 Qualification and Eligibility

Subject to rules relating to immigration status, Local Authorities have the discretion to decide which type of applicants can qualify for an allocation of social housing. BCP Council considers qualification based on:

- Housing Need and
- Local Connection to the BCP Council area

Allocations can also only be made to eligible persons and the Council cannot nominate to certain people from abroad with limited rights to remain in the United Kingdom or who are subject to immigration control. Persons from abroad can include British Citizens who have lived outside of the Common Travel Area and are not habitually resident in the Common Travel Area.

Applicants must also not meet any of the criteria which would prevent them from qualifying for the allocation scheme. These criteria include:

- Homeowners and those who have failed the financial test, subject to the level of housing need and following a financial assessment.
- Deliberately worsening own circumstances in order to gain advantage on the Scheme
- Providing false information or withholding information, which is a criminal offence.

Detailed information is set out in **Appendix B – Who Does Not Qualify**

Applicants will qualify to join the Scheme if they satisfy all 4 of the criteria listed below. They:

- Be over the age of 16
- Have a housing need; except for those applicants who wish to be considered for over 55 sheltered and accommodation for older people.
- Be unable to financially meet your own housing needs
- Be living or working in the BCP Council area and meet the local connection requirements OR meet one of the requirements for having an exception to local connection.

It is important to note that whilst we allow 16 and 17 year olds to join the Scheme, they cannot legally hold a tenancy in their own name until they turn 18. This means that they need to have someone who can act as a guarantor and hold their tenancy in trust for them.

The Council must give 'reasonable preference' to the following groups when it decides how to allocate housing:

- people who are homeless (within the meaning of Part 7);
- people who are owed a duty by any local housing authority under section 190(2), 193(2) or 195(2) (or under section 65(2) or 68(2) of the Housing Act 1985) or who are occupying accommodation secured by any such authority under section 192(3);
- people occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions;
- people who need to move on medical or welfare grounds (including any grounds relating to a disability); and
- people who need to move to a particular locality in the district of the authority, where failure to meet that need would cause hardship (to themselves or to others)

Additional preference may be given to households in one of the reasonable preference groups listed above where they have been assessed as having urgent housing needs.

This includes those who:

- need to move urgently because of a life threatening illness or sudden disability; families in severe overcrowding which poses a serious health hazard; those who are homeless and require urgent re-housing as a result of violence or threats of violence, including intimidated witnesses, and those escaping serious anti-social behaviour or domestic violence.

Additional preference must be given to applicants who are current or previous members of the armed forces, who also has an urgent housing need, and who:

- is serving in the regular forces and is suffering from a serious injury, illness or disability which is attributable (wholly or partly) to the person's service,
- formerly served in the regular forces,
- has recently ceased, or will cease to be entitled, to reside in accommodation provided by the Ministry of Defence following the death of that person's spouse or civil partner who has served in the regular forces and whose death was attributable (wholly or partly) to that service, or
- is serving or has served in the reserve forces and is suffering from a serious injury, illness or disability which is attributable (wholly or partly) to the person's service.

Detailed information is set out in **Appendix C – Who Can Qualify**

6.3 Banding Scheme

The Council uses a banding system to prioritise applications on the Scheme. The scheme has 4 bands – Emergency, Gold, Silver and Bronze. All applicants who qualify to join the Scheme will be placed into one of these bands.

Detailed information is set out in **Appendix D – Banding Scheme**

Applicants who have been assessed as having an exceptional housing need will be awarded an Emergency Band, and will be allocated accommodation directly based on their specific housing needs (See **Appendix G – Emergency Band - Emergency Offer**)

6.4 Application and Assessment Process

BCP Council uses an online application form process, with support being made available for our most vulnerable residents and those who are unable to complete this on their own and do not have support to do so.

Following application, people will be contacted by an officer for a pre-assessment interview. The pre-assessment interview will allow us to fully:

- consider housing options and formulate individual housing plans
- identify the urgency of the need for housing
- arrange multi-agency meetings (where necessary)

A full assessment will only take place following a pre-assessment interview and once we have received all of the supporting documents and any other information we need, in order to do so.

Following assessment we will provide applicants with a full range of realistic options to resolve their housing need, and which is tailored to their circumstances.

Applicants will be required to provide documents, and evidential information, to support their applications and we will assist our vulnerable residents to do so.

Detailed information is set out in **Appendix E Application and Assessment Process**

Once assessed, applicants will be awarded the band which has been assessed as most reflects their housing need. They will have the right to request a review of this decision if they do not agree with the assessment. **See Appendix H - Administration**

6.5 Allocations and Lettings

The majority of BCP Council and housing association vacancies will be let through the choice based lettings scheme

The choice based lettings system will automatically place bids on properties which meet the applicants' needs and the area and property type preferences which were selected by them at the point of application.

Bids can be viewed and amended by the applicant at any time, prior to the bidding cycle closing, and bids can be manually placed on additional properties, up to a total of 6 bids in any one cycle.

At the end of the bidding cycle, all the bids are shortlisted and prioritised by the choice based lettings system based on band.

Unless the property is subject to additional priority preference e.g. to meet the terms of the S106 or Local Lettings Policy, the nominated applicant will be the one who is in the highest band and has the earliest effective band date, except where the property has been labelled to give priority to a particular type of applicant.

Detailed information is set out in **Appendix F Allocations & Lettings**

6.6 Allocations Made By Way of An Emergency Offer

In order to meet the needs of its most vulnerable residents, there may be occasions where it will be necessary for BCP to allocate a property outside of the normal choice based allocations process and make a direct offer to an applicant. This will only occur when a household have been assessed as having a need which can only be met by an offer of a Council or housing association property. The emergency offer option will be awarded to those who meet one, or more, of the criteria outlined below:

- there are medical or welfare needs which are so severe that the protection of vulnerable adults or children is only possible in a permanent home and where the present housing circumstances could deteriorate to such an extent as to place household members, particularly children, at risk or in need of specialist care unless permanent housing is offered.
- there is a need for extra care or supported housing accommodation and this need is supported by Social Services.

- for community safety purposes
- one, or more, members of the household have significant medical needs which can only be met through an offer of a property which meets their specific property adaptation requirements and they have been assessed by the Bespoke Housing Group as requiring such a property.
- victims of domestic violence, where there is a significant risk of violence or harm, and the victim cannot be safely accommodated in a refuge or other temporary accommodation.
- where someone cannot be discharged from hospital because their home is, and will remain, permanently impossible to live in.
- homeless people or families households whose needs are such that BCP Council would only be able to discharge its Duty with an offer of Council or social housing, as agreed by a senior officer.
- Housing First applicants
- where there is a significant threat to life or risk of serious and permanent disability
- you have been assessed as having an exceptional housing need, but do not otherwise meet the local connection criteria, and would qualify for an Emergency Band - Emergency Offer of accommodation only in the BCP area
-

These applicants will be awarded an Emergency Band.

Detailed information is set out in **Appendix G Emergency Band – Emergency Offer**

6.7 Administration

This includes:

- Information Sharing & Data Protection
- Giving false or withholding information
- Cancelling and Suspending Applications
- Confidentiality
- Right to Review
- Transfers
- Equality
- Changes to the Scheme
- Complaints
- The Local Government & Social Care / Housing Ombudsman
- Access to Personal Information
- Who to contact for further advice

Detailed information relating to the administration of the scheme is set out in **Appendix H Administration**.

7 How to use this policy

7.1 This policy is supported by appendices which detail how the policy is implemented. These are:

- Appendix A – Legal Framework
- Appendix B – Who Cannot Qualify
- Appendix C - Who Can Qualify

- Appendix D – Banding Scheme
- Appendix E – Application and Assessment Process
- Appendix F – Allocations and Lettings
- Appendix G – Emergency Band – Emergency Offer
- Appendix H - Administration

8 Roles and responsibilities

8.1 Decision Making and Changes to the Scheme

To ensure the allocation scheme is operating fairly and within the law, the Director of Housing, in consultation with the Housing Portfolio Holder, will be able to approve minor amendments to the policy and scheme providing that the amendment is not considered to be major or have a negative impact on more than five percent of applicants on the allocation scheme.

The majority of decisions will be made by the officers assessing applications. For decisions required above normal assessments these are detailed below and will be the responsibility of officers working in named positions or an officer at a higher level within the Housing Service if they are unavailable.

Decision	Responsible Person
Approval for Emergency Band.	Senior Officer
Direct Offers & Discretionary Allocations	Senior Officer
Local Lettings Plans	Senior Officer
Restrictions from Allocation scheme	Senior Officer
Sensitive Lettings	Senior Officer
Properties excluded from the letting process	Senior Officer
Suitability of offers and refusals	Officer
Reviews and appeals	Senior Officer

9 Enforcement and sanctions

- 9.1 Failure to comply with the Allocations Policy can leave the Council at risk of a charge of maladministration and judicial review.
- 9.2 Application assessment will be monitored to ensure compliance.
- 9.3 Nominations will be reviewed on a regular basis to ensure that properties have been allocated as per the terms of the policy.

APPENDIX A – LEGAL FRAMEWORK

In setting its Housing Allocation Policy, the Council has had regard to legislation, Government guidance, regulations and ministerial letters, including:

1. Statutes

- The Housing Act 1996
- The Homelessness Act 2002
- The Equality Act 2010
- The Localism Act 2011
- Homelessness Reduction Act 2017

2. Regulations

- Allocation of Housing (Procedure) Regulation 1997; SI 199/483
- Allocation of Housing (England) Regulations 2002; SI 2002/3264
- Allocation of Housing and Homelessness (Eligibility) (England) Regulations 2006, SI 2006/1294 (as amended)
- Allocation of Housing (Qualification Criteria for Armed Forces) (Armed Forces)(England) Regulations 2012; SI 2012/2989
- The Allocation of Housing and Homelessness (Review Procedures) Regulations 1999
- Allocation for Housing (Qualification Criteria for Right to Move) (England) Regulations 2015; SI 2015/967
- The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012, SI 2012/2989

3. Codes of Guidance

- Allocation of Accommodation: Guidance for Local Authorities for Local Housing Authorities in England (DCLG 2012);
- Providing Social Housing for Local People: Statutory Guidance on Social Housing Allocations for Local Authorities in England (DCLG, December 2013)
- Right to Move: Statutory Guidance on Social Housing Allocations for Local Housing Authorities in England (DCLG, March 2015)
- Improving Access to Social Housing for Victims of Domestic Abuse in Refuges or other types of Temporary Accommodation (MHCLG, November 2018)
- Homelessness Code of Guidance For Local Authorities 2018.
- <https://www.gov.uk/guidance/homelessness-code-of-guidance-for-local-authorities>

APPENDIX B - WHO DOES NOT QUALIFY

1. Immigration Status

Eligibility in respect of immigration status is set out in the Housing Act 1996:

<https://www.legislation.gov.uk/ukpga/1996/52/section/160ZA>

You will not be eligible to qualify for the allocation scheme if you are not entitled to access to public funds due to your immigration status. This includes applicants:

- who are subject to immigration status, unless he/she is of a class prescribed by the Secretary of State, or is currently a tenant of the Council or a housing association
- whose right to reside is solely derived from his or her status as a jobseeker, or as a family member of a jobseeker, or is an initial right to reside for a period not exceeding three months. As set out in Reg (4)(b)(i) and (ii) of the Eligibility Regulations
- who are not habitually resident in the UK or are exempt from the habitual residence test
- who have the right to reside in the UK, or the Common Travel Area, as a result of being the primary carer of a British citizen residing in the UK where that British citizen would be unable to continue to reside in the UK if the primary carer left.

If you are eligible for housing but your partner is not eligible, because they fall into one of the above categories, you will be able to bid for accommodation but, if you are successful in securing a tenancy, you will not be able to have a joint tenancy with your partner. In this case, the application will be in your name alone and, if you qualify for an allocation, the needs of any ineligible members of your family will be taken in to account when assessing bedroom size, priority and any other matters.

Most persons from abroad, who are not subject to immigration control (including British Citizens) must also be habitually resident in the Common Travel Area (CTA) and/or have the right to reside in the CTA in order to be eligible to join the Scheme. This is known as the 'habitual residence test'.

The Common Travel Area is:

- United Kingdom
- The Channel Islands
- The Isle of Man
- The Republic of Ireland

Habitual Residence

In order to pass the habitual residence test, the Council will need to be satisfied that a person is actually resident in the UK and has both an appreciable period of residence and a settled purpose of establishing residence. The Council will consider all the circumstances of each case and there is no set period for an appreciable period of residence.

The Council will generally make inquiries into habitual residence where applicants have not lived in the UK for the whole of the previous two years. For applicants who had previously lived in the UK, have returned to live in the UK, and have a settled purpose of remaining in the UK, the appreciable period of residence could be very short and they could be immediately habitually resident.

The Council will consider when the applicant left the UK, how long the applicant had previously lived in the UK, why he or she left the UK, how long did he or she intend to remain abroad, his or her reason for returning, whether his or her partner and/or children also left the UK, whether the applicant kept any accommodation in the UK and, if so, what were the arrangements, what links the applicant kept with the UK, whether there had been other brief absences and his or her reason for coming to the UK, and any other relevant circumstances.

For applicants who have not previously lived in the UK, the Council will consider how long the applicant has now lived in the UK, whether he or she is joining family or friends in the UK, what his or her plans are, how long he or she has now lived in the UK, how long he or she lived in another country and what ties they have with that country, and where their centre of interest is located.

Further details as to what circumstances can be considered can be found at Annex of the Homelessness Code of Guidance for Local Authorities (2018).

EEA Nationals

EEA nationals living in the UK and all people with EU rights to reside (including family members of EEA nationals and 'Zambrano carers') can apply to the EU Settlement Scheme until 30 June 2021. Successful applicants who can prove they have lived continuously in the UK for five years get 'EU Settled Status'. Those who can prove residence for shorter periods get 'EU Pre-Settled Status' and can later apply to convert this into EU Settled Status.

EU Settled Status is indefinite leave granted with no conditions attached and so people with this leave are eligible for housing and benefits. For housing and homelessness services they are in eligible class C.

EU Pre-Settled Status is limited leave and does not help a person qualify for universal credit/housing benefit, or in England and Wales obtain housing and homelessness services.

2. High Risk Offenders

People with an offending history will always require an appropriate risk assessment in the first instance, which will take MAPPA (Multi-Agency Public Protection Arrangements) guidance into account where appropriate. They will only be considered for the waiting list once a multi-agency risk assessment is carried out to consider what type of accommodation is appropriate.

3. Deliberately Worsening Own Circumstances to Qualify for the Scheme

The Council will assess whether you have deliberately worsened your housing situation in order to qualify for the Allocation Scheme and if you are found to have done so, you will be unable to join the Scheme. Deliberately worsening circumstances includes:

- giving up suitable accommodation to move into accommodation which, at the time you moved in, was unsuitable for your household's needs.
- selling a property which was affordable and met your household's needs
- giving up a tenancy which was reasonable for you to occupy, without first securing suitable alternate accommodation, and the accommodation met your household's needs
- taking deliberate or wilful action to cause the accommodation to not be suitable anymore; for example causing damage to the property or neglect
- by causing your property to become unsuitable, through overcrowding, by moving other people into your household who would not be reasonably expected to live with you

When making a decision as to whether a property had been reasonable for you and your household to continue to live in, the Council will consider guidance set out in Chapter 6 of the Homelessness Code of Guidance 2018 (as amended).

4. Providing false information or withholding information

It is a criminal offence for anyone applying for housing from a housing authority to knowingly or recklessly makes a statement which is false in a material particular or knowingly withholds information which BCP Council have reasonably required them to give in connection with the exercise of our functions (Section 171 of the Housing Act 1996).

Anyone found guilty of such an offence may be fined up to £5,000 and/or a possible prison sentence and could lose the tenancy if they have been re- housed as a result of providing false information or deliberately withholding information.

Applicants, who are found to have made fraudulent claims in this way, will be removed from the Scheme and notified in writing. This decision will be subject to review and the applicant (or their named advocate) will be informed in writing of the decision and of their right to request a review of that decision in writing.

The Council will consider taking action against a professional organisation that knowingly or recklessly provides false information or deliberately withholds information on behalf of an applicant they are representing.

5. Homeowner and/or Failed the Financial Test

The Council wishes to ensure that the limited social housing resources are allocated to those applicants who are most in need and who do not have the financial means to resolve their own housing needs.

Homeowners

If you are a homeowner you will be unable to join the Scheme unless you have been assessed as having an extra care need that can not be provided for in your own home or by your own means or you require substantial adaptations which cannot be carried out in your home and a suitable property would not be available in the private rented sector or buy. Evidence from Adult Social Care, together with an Occupational Therapy report will be required to support your application. Qualifying decisions, in these cases, are to be made by a senior officer in conjunction with Adult Social care.

Financial Assessments for all Applicants

An assessment will be made of your household income, savings and investments, and an affordability test will be applied to establish if you could meet your own housing needs in the private sector. We will consider if you have the financial means to either purchase or rent a property privately and whether your housing needs would prevent you from securing suitable accommodation. This assessment will be made taking in to account your income, capital, savings and investments and outgoings, based on the applicable amounts which have been set by the Government and which reflect the basic living needs of applicants and their family.

You can see the latest 'applicable amounts' by visiting Shelter's website (note: These amounts change in April of each year):

When making our assessment we will disregard the following:

- Any lump sum payment received by a member of the Armed Forces where it can be evidenced that this was received as compensation for an injury or disability sustained during active service
- Disability Living Allowance
- Personal Independence Payments
- Attendance Allowance

If you have sold a property within the last 3 years, and the funds you received from that sale would have allowed you to meet your long term housing needs, but you have disposed of these funds, the Council reserves the right to restrict you from the Scheme.

If you transferred the ownership of your home to a family member, within the last 5 years, and the proceeds of a sale could have allowed you to meet your long term housing needs, the Council reserves the right to restrict you from the Scheme.

6. Qualification Decisions

Where the officer assessing your application believes that you would not qualify or are not eligible, they will refer your case to a senior officer who will make the final decision.

If you have been awarded, or are owed, a homeless duty by BCP Council you will qualify for the allocation scheme even if you meet any of the criteria above. However, if that duty ends you will only qualify if you no longer meet the criteria.

Applicants who have been assessed as having an urgent housing need, which cannot be resolved with an offer of private sector housing, and who have either been awarded a Group One Medical or Welfare band or have been awarded an Emergency Band – Emergency Offer (See appendix G) will also qualify even if he or she meet the criteria set out above.

Where a decision has been made that you are not eligible, or do not qualify, you will be notified in writing and you will have the right to request a review of that decision. (See Appendix E)

You have the right to re-apply if your circumstances have changed and you would no longer meet the criteria.

APPENDIX C – WHO DOES QUALIFY

BCP Council is committed to allocating housing in a fair and transparent manner and aims to use its scarce housing resources to meet the needs of its vulnerable applicants, and those in the greatest need of housing.

In order to qualify for the Allocations Scheme you must:

- Be over the age of 16
- Have a housing need, except for those applicants who wish to be considered for over 55 sheltered and accommodation for older people.
- Be unable to financially meet your own housing needs
- Be living or working in the BCP Council area and meet the local connection requirements OR meet one of the requirements for having an exception to local connection.

It is important to note that whilst we allow 16 and 17 year olds to join the Scheme, they cannot legally hold a tenancy in their own name until they turn 18. This means that they need to have someone who can act as a guarantor and hold their tenancy in trust for them.

Housing Need

Reasonable Preference

To be considered to have a housing need you will need to meet one, or more, of the following reasonable preference criteria:

- be living in overcrowded, insanitary conditions or otherwise unsatisfactory housing conditions
- be fleeing and/or need to recover from the effects of violence or threats of violence, or physical, emotional or sexual abuse
- need to move due to a medical condition, disability or other health related reason or to access specialist medical treatment
- be a Care Leaver or someone with a high level of support needs who is also in need of accommodation
- be homeless or at risk of homelessness and have been awarded a Duty by BCP Council
- need to move to the area to give or receive care and has been recognised as having an exception to the local connection criteria
- have a welfare need to move which is not covered elsewhere in this policy, could cause significant hardship if it were not met and the welfare need will only be met by a move into a council or housing association property

Further definition of these criteria are set out further below in the document.

The Council exercises its discretion to include applicants who do not have a reasonable preference but who would qualify for inclusion on the Scheme. These are:

- BCP residents living in a Council or housing association property which is now too big for your family's needs
- BCP residents who want to be considered for older persons, over 55 and sheltered accommodation.
- BCP residents who have the right to legally succeed to a Council or housing association tenancy but the property is too big for your needs
- Residents in Council or housing association properties which have been adapted for a disabled person but that person is no longer living in the property.

- BCP or Council housing association tenants who require a permanent decant.
- Service Personnel who meet the criteria set out under [Exception to Local Connection](#).
- BCP residents who would qualify for a discretionary allocation as set out in Section 4 of **Appendix F – Allocations & Lettings**

BCP Council will monitor allocations to applicants in these groups to ensure that these do not unduly nominate those who do have a reasonable preference and against quotas set out in the Allocations Plan, which may be published and reviewed annually.

We assess housing need as follows:

1. Bedroom Needs Assessment

When assessing your bedroom need we use the table below:

Family Size	Size of Accommodation
Single person	Bedsit or one bedroom
Single person who has children who visit on a regular basis	One bedroom
Two adults living as a couple	One bedroom
Adult couple or single person, with one child	Two bedrooms
Adult couple or single person, with two children of the same sex under 16	Two bedrooms
Adult couple or single person, with two children of opposite sexes under 10	Two bedrooms
Adult couple or single person, with two children of opposite sexes over 10	Three bedrooms
Adult couple or single person with one child under 10 and one child over 10, of opposite sexes	Three bedrooms
Adult couple or single person, with three children under 16	Three bedrooms
Adult couple or single person with four or more children	Subject to the age and gender of the children.

If anyone in the household is pregnant we will recognise a bedroom need 12 weeks from the baby's due date. This does not automatically mean that you will be awarded an extra bedroom for that child as we will calculate its need based on the existing members of the household, in line with the table above.

BCP Council, or Housing Association tenants in the BCP area, who are required to be permanently decanted from their homes will be given the option to either bid for properties which have the same number of bedrooms as their current accommodation or for properties which meet their housing needs, should these two things not be the same.

When deciding how many bedrooms you need, we assess how many people you have in your household.

To be included in your household they would need to be:

- your partner, living with you in a permanent relationship
- your children who are under the age of 18
- your children who do not currently live with you but who are coming out of social services care and who are under the age of 18.
- children, under the age of 18, that you have fostered or adopted. You will need to provide evidence that this approval has been granted.
- your children, over the age of 18, for whom you have continuing caring responsibilities due to medical or disability needs.
- your children over the age of 18 who are registered as your full-time carer.
- dependant relatives who have had to join you to receive care but only if that was the only option available to the family. We will consider if it was appropriate for that person to come and live with you based on what their circumstances are. In some cases it may be more reasonable for you to move in with them, if their home is big enough for you all, or if they own their own property and have the funds available to purchase a home for you all. In this case a 'relative' means parents, grandparents, children, grandchildren, siblings, uncles, aunts, nephews and nieces, including step-relations and half-relations.
- a carer. If you require personal care both day and night and this is being provided by someone who does not form part of your household then you may be entitled to an extra room for the person. We would expect that you would be in receipt of Carer's Allowance and Disability Living Allowance with the highest care component. Your carer must be recognised, employed by, or working on behalf of Adult Social Care and we would expect them to be a named person (unless your care is provided on a rota arrangement made by Adult Social Care or an agency on their behalf) See [Extra Bedrooms](#) for more information.
- a member of your household who is due to be released from prison and lived with you before they were imprisoned.
- your children who are studying at university and living in halls of residence during term time or are serving in the Armed Forces and living in barracks, (unless they have made an application for housing in their own right).

Who is not included in your household:

- partners of your children who you have allowed to move in with you
- children who do not normally live with you but who you have a shared responsibility for. We will only consider these children if you are shown to have main parental responsibility and that your home is considered to be their main and principal home. To determine this, we will consider details set out in Court orders or legally agreed sharing agreements; receipt of benefits, addresses registered with doctors and schools; how often they stay with you.
- children over the age of 18 (excluding those set out in those who are included or where it has been confirmed by the Housing Service that they should still remain part of the household).

We will also consider what other rooms you have in your home and, if you have both a lounge and a dining room, we would consider that one of these could be used as a bedroom so will include that in to our calculations.

2. Extra Bedrooms

We recognise that there are occasions when families need extra bedrooms and will consider these requests if there is sufficient evidence to support it. We may consider the following reasons:

- sharing with another family member whose care needs or behavioural problems

severely affect your ability to sleep, which in turn negatively impacts on your employment or mental health.

- In the case of children, this may also apply to schoolchildren whose ability to study and complete homework is negatively impacted. Supporting evidence would need to be provided from an occupational health provider, a consultant psychiatrist, head teacher or principal, or other relevant professional.
- where grandparents and grandchildren would otherwise be sharing.
- you, or a member of your household (adult or child), need overnight care (and you do not have a carer in your household) and this has been confirmed as part of your housing and health needs assessment. You will need a Community Care Assessment to show that you need permanent and substantial overnight care on a regular basis. This would include assistance to turn in bed because you cannot do this yourself to reduce the risk of pressure areas, changing of incontinence aids, liquid feeds. You will be asked to provide occupational therapy and community care reports to support your request for an additional bedroom.
- you, or a member of your household (adult or child), need major medical equipment for the long term, such as home dialysis, equipment for percutaneous external gastrostomy feeding, long term large assistive equipment for example wheelchair, mobile hoists, hospital beds.
- you, or a member of your household (adult or child), need substantial psychological support due to a major psychiatric illness certified by a consultant psychiatrist (for example, progressive dementia, schizophrenia, bi-polar disorder, severe learning difficulties, severe and longstanding neurosis which is poorly controlled by medical treatments) **and** you are assessed as being incapable of living independently in the community by a medical professional.
- there is a child, up to the age of 16, in your household who has a severe or profound learning difficulty, with a presentation of behavioral or emotional difficulties who exhibits sexually exploratory behaviour or other inappropriate behaviour of a serious nature and has a limited understanding around the impact of this on others. This will need to be certified by a consultant psychiatrist.
- a member of your household is transitioning and are unable to share a bedroom with other family members who are the same gender as they identify with. This is particularly relevant if this person is undergoing gender re-assignment surgery and/or if there is medical or psychiatric evidence to support the need for their own room.

People who are in receipt of formal overnight care which is being provided by NHS continuing care nurses, visiting agency carers etc, will not be considered for an additional bedroom.

Additional bedrooms will only be considered if documentation showing that an assessment of need which supports an additional bedroom has been undertaken by the appropriate health or care professionals.

It is important to note that the award of an extra bedroom, for Allocation Scheme purposes, does not mean that you will receive the full housing benefit rate. Housing Benefit will only pay for an extra bedroom in certain circumstances e.g. where a child needs their own room and is in receipt of middle or higher rate Disability Living Allowance.

Your request for an additional bedroom will be assessed by a senior officer.

3. Overcrowding

If we have assessed you as requiring one, or more, bedrooms than you have in your current home, you will be awarded one of two overcrowding bands. These bands are:

Gold – Overcrowding

You will only be awarded this band if you have been assessed as having a Category 1 Hazard under Part 1 of the Housing Act 2004 and/or are statutorily overcrowded under Part 10 of the Housing Act 1985. This means that your property will need to be inspected before you can be considered for this band.

To allow you to bid on properties at the earliest opportunity, if you are assessed as being overcrowded you will be initially awarded the Silver band until such times as we have confirmed that you meet the Category 1 criteria.

This band does not apply if you have been awarded a homeless duty and are living in temporary accommodation.

Silver – Overcrowding

You will be awarded this band if you have been assessed as needing one, or more, bedrooms but do not meet the Gold band criteria.

4. Under Occupation

We recognise that there is limited social housing stock in the BCP Council area and that there are residents living in Council or housing association properties which are now too big for their needs, based on the housing needs assessment table set out in section 1.

We also recognise that residents who need to downsize may have a rent debt, due to housing benefit deductions related to the bedroom subsidy, and that this creates a need to move to prevent further financial hardship.

To assist these residents to move we award Gold Band – Under Occupation.

5. Insanitary Conditions

If you are living in a privately rented property which is in need of significant repairs and your landlord cannot or will not resolve these, you may be considered to have a housing need.

In every case, we would expect you to be talking to your landlord about making repairs, and you will need to provide evidence to show that you have done that but if the repairs are still not being carried out we will come out to visit you to assess the level of repairs which are needed.

If the repairs are minor, and the property otherwise meets all of your housing needs, we will liaise with your landlord to get these resolved for you.

If we feel that the repairs are of such a significant nature, we will ask a Private Sector Housing officer to visit to assess the works required. If their assessment identifies that there are significant hazards (under Part 1 of the Housing Act 2004) and that those hazards cannot be reasonably removed or reduced to a satisfactory level within a reasonable timescale (this is called a Category 1 Hazard) you will be awarded Gold Band – High Disrepair.

We will remove this band if the works are then subsequently completed or if the works could be completed but it has been found that you have refused to co-operate with your landlord to allow these works to be carried out.

If you are a Council tenant, or tenant of a housing association, we would expect these repairs to be carried out as part of your landlord's responsibilities. As such, unless you have another reason to move, you will not be able to join the Allocation Scheme but we will support you to work with your landlord to have these repairs carried out.

6. Domestic Abuse

If you are an existing social housing tenant with either a secure or assured tenancy, and the Council is satisfied that you or a member of your household has been a victim of domestic abuse, you will be granted a new lifetime tenancy if you are given an offer of accommodation.

Victims of domestic abuse who have been placed into temporary accommodation or a refuge in the BCP Council area may be granted an exception to the local connection requirement dependent upon their housing options assessment.

If there is a significant risk of violence or harm and you cannot be safely accommodated in a refuge, other temporary accommodation or rented accommodation, you may be given an Emergency Band to enable you to move dependent upon their housing options assessment.

If you are placed into temporary accommodation, or a refuge under a homeless duty, you may be awarded a Gold Band for Group One Welfare dependent upon your housing options assessment.

7. Tenancy Succession

If you have been living with a Council or housing association tenant and they have passed away, you may be entitled to succeed to their tenancy. Your landlord would be able to let you know if you do have this right.

This might include where you have no legal right of succession but the Council or partner housing provider's tenancy agreement or succession policy dictates that a discretionary succession would be reasonable and proportionate, and the applicant has a need to move to alternative accommodation.

Even if you have been given the right to succeed, if the property is too big for your needs you will need to move and to help you to do that, we will award you a Gold – Tenancy Succession band.

If you don't have the right, your landlord will need you to move out and you should contact us to discuss your housing options as you may be threatened with homelessness if you don't move.

8. Severe and/or Persistent Harassment

If there is an immediate or serious risk to your household, and the Police or another appropriate agency provides us with evidence to support that this risk exists, then we will award you a Gold High Severe and/or Persistent Harassment Band.

We would not normally award this band for Council or housing association tenants who are experiencing anti-social behaviour and/or neighbour nuisance because we would expect their landlord to be taking action to resolve the issue. However, we would consider cases where there is a risk to the household, particularly if they are giving evidence against the perpetrators in order for the landlord to take legal action against them.

9. Additional Support Needs – Care Leavers and Move-On from Supported Housing

The Council wants to make sure that care leavers and vulnerable people with support needs, who are in need of accommodation, are given as much help as possible to find suitable housing. If you have recently moved, or are about to move, from supported accommodation, a care placement, hospital or rehabilitation facilitated by the Council and you are assessed as able to sustain an independent tenancy, you may be eligible for a Gold band.

If you are a young person aged 25 or under who has been looked after, fostered or accommodated by BCP Council between the ages of 14 and 18, for a period amounting to at least 13 weeks in total, and the council has a duty of care accepted under the Children Act, you may be eligible for Gold Band – Care Leavers Move-On, if your care placement is coming to an end or has ended recently and you have been assessed as being able to manage a tenancy.

If you are a vulnerable person with support needs who is ready to move on to independent housing following a stay in hospital or a period of living in Council commissioned supported accommodation, you may be eligible for Gold Band – Supported Housing Move-On. We will take a multi-agency approach to plan, assess and review your particular needs which may include a funded support package which goes beyond your housing related support needs.

In cases where your assessment shows you are not yet ready to sustain an independent tenancy, you may be referred to supported housing or other housing for a period of time dependent on your individual needs. Your application will not be made live until an appropriate officer has assessed you as ready to move on to independent living.

To qualify we would also need evidence to show that your health and wellbeing would be significantly impacted, in a negative way, if you were to move onto any type of non-secure property, for example private rented, and that social housing is considered the only suitable option for you.

10. Quota

In certain circumstances, BCP Council will aim to let a % of available properties to applicants in specific bands, either to meet legislative requirements or to ensure that nominations to those who do not have a reasonable preference do not unduly dominate those who do meet the requirement.

The quota %, in each group, will be set out in the Allocations Plan and will be monitored and reviewed annually.

11. Medical Needs

If you are applying for housing because of health or medical issues we will assess your application based on information provided by recognised medical professionals for example your GP, a Consultant or Occupational Therapist.

We will only consider this information if it is demonstrated that:

- your medical condition is being caused by or made worse by your housing conditions **and**
- your current property cannot be improved or adapted to meet your needs at a reasonable cost **and**
- rehousing is likely to significantly improve your condition

We will not consider applications under medical grounds for the following:

- health problems that are not affected by your housing or cannot be improved by moving you
- medical issues which relate to housing defects which can be resolved by action taken by you, or your landlord
- you are homeless and have been provided with temporary accommodation by BCP Council. (This is because you have the right to seek a suitability review of the accommodation if it is impacting on your health and wellbeing)
- the medical issue relates to someone who is not part of your household
- time related medical issues, for example pregnancy, or a broken leg.

Medical banding decisions will be made following an assessment and if you are found to have a housing need, you will be awarded one of two bands – Gold – Group One Medical or Silver – Group Two Medical.

Group One

We would consider you to be in this group if your home is so unsuitable for you that it has resulted in you being completely housebound; or at risk of injury or relapse; or unable to live independently. Moving you must be the only way to resolve the problem. Examples of people who might fall within Group One include, but is not limited to, anyone who has one or more of the following conditions themselves, or whose household contains a person who has one or more of the following conditions.

You may be awarded Group One if you:

- are housebound and unable to access or exit your home due to your medical and housing conditions
- require the permanent use of substantial medical equipment at home, such as kidney dialysis equipment, mobile or ceiling track hoists, but your property, or landlord, prevents you from having this
- are a full-time wheelchair user requiring wheelchair adapted housing and your current home is not wheelchair adapted,
- have moderate to severe dementia and your property is becoming unsafe for you
- have had severe strokes or traumatic brain injuries resulting in a loss of function on one, or both, sides of the body,
- have advanced Motor Neurone Disease or Multiple Sclerosis.
- are totally unable to access essential facilities, and your property cannot be adapted to meet your needs
- live in a home which is now unsafe for you due to a change in your medical condition or mobility e.g. you have become severely sight impaired and are now at significant risk of injury due to falls.
- have developed epilepsy, are subject to regular seizures which cannot be controlled by medication and you live in a property with stairs, or which can only be accessed by stairs.
- are serving or have served in the Armed Forces and are suffering from a serious physical injury, serious mental or physical illness or disability which is attributable (wholly or partly) to that service.

Group Two

We would consider you to be in this group if your home is no longer suitable for you because you, or a member of your household, have one or more of the following circumstances:

- have significant back or knee problems and have difficulty carrying children or shopping upstairs,
- have a severe and enduring mental illness which you are no longer able to manage and where a move would substantially improve your wellbeing,
- have bilateral arthritis of the hips and knees and you use mobility equipment and you are struggling to enter or leave your home.
- have had moderate strokes with recovery of some function,
- have chronic obstructive pulmonary disease or emphysema and you are unable to get around in your home.
- have Schizophrenia or Bipolar Affective Disorder, which you are no longer able to manage because of your living conditions
- have an Autistic Spectrum disorder with behavioural problems, global developmental delay or moderate to severe learning disabilities and your home is becoming unsafe or causes an impact on other family members. If it is agreed to award an extra bedroom for you, or a member of your household, you will not receive an overcrowding band but will be able to bid for properties with one bedroom more than your needs as defined under [Bedroom Needs Assessment](#).
- a member of your household is transitioning and there is medical and psychiatric evidence to support the need for their own room whilst they are going through this transition, particularly in the case where gender re-assignment surgery is taking place. If it is agreed to an award of an extra bedroom you will not receive an overcrowding band but will be able to bid for properties with one bedroom more than your needs as defined under [Bedroom Needs Assessment](#).
- have cardiomyopathy or congestive cardiac failure or lung disease and can no longer manage the stairs into or inside your home.
- are serving or have served in the Armed and are suffering from a physical injury, mental or physical illness or disability which is attributable (wholly or partly) to that service

These are examples of medical conditions and not an exhaustive list. In all cases we will consider the impact of your accommodation on your medical conditions.

BCP Council recognises that there are some situations which are so severe that an immediate move to suitable accommodation needs to be made. These applicants will be placed on to a separate housing list and allocated properties outside of the choice based lettings scheme. This is for cases whose medical needs are so significant that they require a purposely adapted property; they need to be discharged from hospital but cannot return to their home because it is unsuitable and it would be impossible to be adapted to meet their needs; or there is a significant threat to life or a significant risk of serious and permanent disability.

See Appendix G – Emergency Band - Emergency Offer for more information.

12. Welfare

If you are applying for housing because of welfare related issues we will assess your application based on information provided by professionals for example Police; Social Services; support agencies; or a medical Consultant.

We will only consider this information if it is demonstrated that:

- there is a need which has not been covered elsewhere in this policy
- this need could cause significant hardship if it was not met AND
- your welfare need will only be met by a move into a Council of housing association property.

Welfare banding decisions will be made following an assessment and, if you are found to have a housing need, you will be awarded one of two bands – Gold – Group One Welfare or Silver – Group Two Welfare.

Group One

You may be considered for Group One if you:

- or a member of your household is severely vulnerable due to frailty or advanced age.
- or a member of your household has a learning disability and needs to move into mainstream accommodation. This decision will be based on an assessment made by the Learning Disabilities Team.
- have undergone lengthy rehabilitation in residential surroundings and are ready to attempt independent living in the community and temporary accommodation would risk undoing the work of the centre or unit.
- are a victim of domestic abuse and have been placed in to temporary accommodation or a refuge
- need to move because of significant harassment and the risk of harm.
- have been approved by Children's Services to adopt or foster a child and you do not have a bedroom for them in your current accommodation.
- living in a property where you experienced a traumatic event for example the death of a loved one or domestic abuse

Group Two

You may be considered for Group Two if you:

- are otherwise adequately housed but you, or a member of your household, has a medically diagnosed condition which means that they need access to their own secure, outside space for example those with autism; ADHD; a learning disability.
- have been assessed by an officer of the Housing Team as having difficulty meeting your housing costs and where moving would prevent significant financial hardship. (A comprehensive financial assessment will be carried out to determine this).
- are living in a property which is having a detrimental impact on your welfare and there are no remedies available to improve the conditions, for example if you are living in a building with poor sound-proofing and day to day living noises from your neighbours is impacting on your wellbeing.
- are becoming socially isolated due to public transport no longer being readily available to you, for example due to limited mobility and bus routes changing.
- are living apart from your household, not by choice, but due to the lack of suitable accommodation for you. We will assess if it would be reasonable for you to live together; if you are living apart through choice; and if your needs could be met in either of the properties you are currently living in.
- you are living with an ex-partner, have recently separated or divorced, and wish to live independently and council or social housing has been assessed as being your only suitable option.
- you are living in accommodation where you are sharing facilities with other, separate households (excluding family and friends) and it is considered inappropriate for you to continue to share these facilities, e.g. due to another resident in the building.

These are examples of welfare needs and not an exhaustive list. In all cases we will consider the impact of your accommodation on your welfare needs.

BCP Council recognises that there are welfare needs which are so severe that the protection of vulnerable adults or children is only possible with an immediate move to a permanent home, and where the present housing circumstances, or situation, could deteriorate to such an extent as to place household members, particularly children, at risk or in need of residential care. These applicants will be placed on to a separate housing list and allocated properties outside of the choice based lettings scheme.

See Appendix G – Emergency Band – Emergency Offer for more information.

13. Permanent Decant

If you are a BCP Council or housing association tenant and your landlord needs your property back, because it needs major works or has been designated for rebuilding, renovation, demolition or re-designation and you will not be able to return to it, then we will award you Gold Band – Permanent Decant to assist you to move quickly.

Should you not be successful for an offer of a property, at 6 months prior to the date that full vacant possession of the property is required, you will be moved in to the Emergency Band and will be made a direct offer for a suitable property which meets your housing need.

14. Homelessness

You will be considered as homeless, or threatened with homelessness, (as set out in Part 7 of the 1996 Housing Act, as amended by the Homelessness Act 2002 and the Homeless Reduction Act 2017) if you meet one or more of the following criteria:

- You do not have accommodation which is available for you to live in which you are considered entitled to occupy because of an interest in the property; a court order; implied license or legislation which gives you the right to remain in the property or prevents another person from taking possession of that property.
- You are unable secure entry to your property
- You occupy a moveable structure, vehicle or vessel, which is designed or adapted for human habitation, but there is no place where you are entitled or permitted to both place and live in it.
- It is not reasonable for you to continue to live in your property.
- You will be homeless within 56 days
- You have been served with a valid notice under section 21 of the housing Act 1988 and that notice will expire within 56 days.

If you are assessed as being homeless, or threatened with homelessness, you may be awarded on of the following silver bands if you have a local connection OR do not have a local connection but have been awarded a homeless duty.

Silver – Homeless Local Connection

You have been assessed as being homeless, or threatened with homelessness, and meet the local connection criteria set out in this policy or you have been awarded a Main Housing Duty by BCP Council but do not have a local connection.

You will remain in this band until you are successfully accommodated.

This also applies if we have ended your duty but you are still homeless, and those who have not made an application for homelessness assistance.

Silver – Homeless Duty No Local Connection

You will be awarded this band if you have been awarded a Prevention or Relief Duty but you do not meet the local connection criteria set out in this policy. You will remain in this band until you are successfully accommodated or we end or discharge our Duty to you.

When you place a bid for a property, whilst in this band, you will be prioritised below all other Silver Band applicants but above those in Bronze.

15. Older Persons Accommodation

If you are in a Council or housing association general needs accommodation which otherwise meets your needs, but wish to move to over 55, sheltered or housing for older persons, you will be awarded Gold Band – Efficient Use of Housing Stock.

For residents in the BCP Council are who are not in social housing but wish to move to older persons accommodation, you do not have to have a housing need and will be awarded Bronze Band – Sheltered Housing.

16. Unacceptable Behaviour – Reduced Priority

Where the officer assessing your application believes that there is evidence of unacceptable behaviour, they will refer your case to a senior officer who will make the final decision as to whether or not to apply a reduced priority. Decisions will be made within the context of a multi-agency approach, taking into consideration:

- housing need
- evidence provided to show what steps have been taken to resolve an issue or change an unacceptable behaviour
- advice from agencies who are supporting you to prevent future unacceptable behaviour
- what rehousing options are reasonably available to meet your needs

If a decision is taken that you have committed unacceptable behaviour you may be placed into Bronze band – Unacceptable Behaviour.

A multi-agency approach will be taken to assessing the support you need to resolve this behaviour and the steps you will need to take towards being able to manage and sustain a tenancy. You will receive a personal Housing Action Plan which is tailored to your own, specific needs.

This action plan will be reviewed at least every three months or if your circumstances change and you will be re-assessed in to which ever band most reflects your needs, once the multi-agency group agrees that you are fully engaging with the plan and have made significant progress towards goals which have been set for you.

17. Management Transfers

BCP Council or housing association tenants living in the BCP area may be given a Gold Band housing priority if it is agreed by all parties that there is an urgent need to transfer them and their housing need could not already be met by a priority band already outlined in the Policy.

This priority will be time limited for 6 months but this period could be extended if no suitable property has arisen during this time. . Applicants will be expected to bid for the next suitable vacancy. If a suitable property arises and the applicant is successful in bidding but refuses the offer of accommodation then the priority will be removed and the application will be reassessed.

LOCAL CONNECTION

In order to qualify for a local connection, you will have to meet one, or more, of the criteria below:

18. Residency Qualification

You currently live in the BCP Council area and have done so for the last 2 years, continuously, prior to the date of your application.

19. Employment

You are employed in the BCP Council area and have been so for the last 12 months on a permanent contract, working more than 16 hours a week. Employment meaning your actual physical place of work rather than, for example, the location of your employer's head office.

For self-employed applicants, your registered address for tax purposes must be in the BCP Council area and have been so for at least 12 months continuously, prior to the date of the application.

If you are on a zero hour contract, an assessment will be made to ensure that you have been working for an average of 16 hours per week over the past 12 months.

20. Exception to Local Connection

You have been assessed by the Council as meeting one, or more, of the following criteria for an exception to local connection:

- you are owed a Prevention, Relief or Full housing duty by BCP Council under homelessness legislation.
- you need to move to the BCP Council area to give or receive essential and critical support where failure to do so would cause significant harm and where a move to social housing in the Council area is the **only** way to meet these support needs. Applicants who meet these criteria will be awarded Silver Band – Need to Move to Give or Receive Support. No further banding award will be made.
- there are special circumstances such as health or support needs that are only available within the Council area, for example specialist medical facilities or care provisions.
- you are assessed as having an urgent (emergency) need due to imminent risk of abuse, harm or racial or homophobic harassment, extreme anti-social behaviour, vulnerable witnesses or any other significant and/or immediate need to move to more suitable alternative housing accommodation, where a move to social housing is the **only** suitable accommodation option.
- due to institutionalisation, hospital admission or other regulation are not otherwise non-qualifying persons due to lack of local connection to the Council area being applied to (e.g.

offenders managed under MAPPA, and where BCP social housing is determined as the **only** suitable accommodation option

- you are a victim of domestic abuse and have been placed into temporary accommodation or a refuge in the BCP Council area.
- you are a 'looked after child' as defined by Children's Services and were formerly resident in the Council area but have had to be placed into accommodation outside of the area.
- you have been assessed as having an exceptional housing need, but do not otherwise meet the local connection criteria, and would qualify for an Emergency Band Direct Offer of accommodation.
- you are aged over 55 years and living in the BCP Council area but do not otherwise meet the local connection criteria and would like to move to housing for older people, over 55 or sheltered accommodation.
- you are an existing social housing tenant who lives outside of the BCP area and have been assessed as meeting the Right To Move qualifying criteria – see [Right To Move](#)
- you are currently serving with the regular armed forces, or left within 5 years of the date of the application (referred to in the Silver Band as Service Personnel)
- you have been asked to leave accommodation provided by the Ministry of Defence because your spouse or civil partner was serving in the regular armed forces and has died, and that his or her death was attributable (wholly or partly) to that service (referred to in the Silver Band as Service Personnel)
- you are serving or have served in the reserve forces and are suffering from a serious injury, illness or disability which is attributable (wholly or partly) to that service
- you are divorcing/separating partners of serving members of the Armed Forces and you are being asked to leave accommodation which has been provided by the Ministry of Defence
- you are living in commissioned supported housing within the Council area and have been recommended for move on.
- you are fleeing domestic violence from outside of the BCP Council area but have been placed into a refuge or temporary accommodation within the BCP Council area.

21. Right to Move

If you are a tenant with another Council or a housing association, you may be given an exception to local connection if you meet the Right to Move criteria if you:

- need to move to the borough or district to avoid hardship; and
- need to move because you work in the borough or district; or
- need to move to take up an offer of work; and
- the Council is satisfied that failure to meet this need would cause hardship (to you or to others in your household).

We could carry out an assessment of your needs to move but must be satisfied that you need, rather than want or wish, to move for work related reasons.

A number of factors will be taken into account in determining this including:

- The distance and/or time taken to travel between work and home.
- The availability and affordability of transport, taking into account level of earnings.
- The nature of the work and whether similar opportunities are available closer to home.
- Other personal factors, such as medical conditions and childcare, which would be affected if the tenant could not move.

- The length of the work contract.
- Whether failure to move would result in the loss of an opportunity to improve their employment circumstances or prospects, for example, by taking up a better job, a promotion, or an apprenticeship.

You will not qualify if work is short-term or marginal in nature, or if it is ancillary to work in another district. Voluntary work is also excluded. (In this context “voluntary work” means work where no payment is received or the only payment is in respect of any expenses reasonably incurred).

We will also consider the following:

- whether work is regular or intermittent - this is likely to be particularly relevant in the case of the self-employed.
- the period of employment and whether or not work was intended to be short-term or long-term at the outset. (Contracts of employment that were intended to last for less than 12 months could be considered to be short-term).
- the number of hours worked. (Less than 16 hours a week is likely to be considered to be marginal in nature).
- the level of earnings.
- if the work is only occasionally in the BCP Council area, even if the pattern of work is regular but the main place of work is in a different local authority's area.
- whether the tenant is expected to return to work in the original local authority borough or district. Verification will be sought from the tenant's employer.

The term ‘work’ includes an apprenticeship. This is because an apprenticeship normally takes place under an apprenticeship agreement which is an employment contract (specifically a contract of service).

If you have been offered a job and need to move to take it up, you must be able to demonstrate that you have a genuine intention to take up the offer. We will need to see a letter of acceptance and may wish to contact the employer to verify the position.

If you wish to be considered under ‘Right To Move’ you will need to complete a set of questions linked directly to this and provide us with evidence to support your application.

This will include:

- a contract of employment
- wage/salary slips covering a certain period of time, or bank statements (this is likely to be particularly relevant in the case of zero-hours contracts)
- tax and benefits information – e.g. proof that you are in receipt of working tax credit (if eligible)
- a formal offer letter and documentation showing place of work, hours to be worked contract terms and employment start date, if the need to move is to take up an offer of work.

Once we have all of this information a decision will be made by a senior officer and, if accepted, you will be awarded Silver Band – Right To Move. No further banding award will be considered or made.

It is the Council's intention to make 1% of all allocations to applicants who meet the Right to Move criteria, in line with guidance set out by the Secretary of State.

22. Removal of Qualification

Before we offer you a property, we will carry out a qualification re-assessment and if you no longer meet the qualification criteria, you will be removed from the Scheme and no offer of accommodation will be made. This includes housing need and time limited exceptions to local connection e.g. Service Personnel and Prevention & Relief homeless duties and the exception to local connection will no longer apply once the time limit has expired and the application no longer meets the qualifying criteria.

You will also be removed from the Scheme if we have established that you no longer meet the qualification criteria, following a completed change of circumstances or based on evidence received by the Council.

'Right to Move' exceptions will also be removed if applicants fail to take up an offer of employment or are no longer working within the BCP area. In these cases, applicants will be advised in writing that their application has been removed from the Allocation Scheme.

In all cases you will be notified in writing of the decision that you no longer qualify and will have the right to request a review, if you do not agree with this decision.

23. Exceptional Circumstances - Discretion

The Council retains the ability, in exceptional circumstances, to exercise its discretion when making decisions with regard to including persons on the Allocations Scheme. Such persons will be referred to a Senior Officer for a decision.

24. Proof of Local Connection

Applicants will be required to provide evidence to support their application. Though not exhaustive, the following documentation may be used to prove local connection:

- Electoral Register
- Housing Benefit records
- Council Tax Benefit records
- Council Tax records
- Tenancy agreement
- Utility bills (gas, electric, water)
- Television licence
- Department for Work and Pensions benefit notification letters
- Educational establishment records
- Employer records
- Confirmation provided by relevant statutory bodies and support organisations
- Any Council records which can legally be used for this purpose.

The following will not be considered under any circumstances:

- Medical cards
- Mobile telephone bills/statements
- Catalogue bills/statements

APPENDIX D – BANDING AWARDS

Following an assessment of your housing application, if you qualify to join the scheme, you will be placed into one of the following bands.

Emergency Band - Emergency Offer – housing need can only be met by an offer of a Council or housing association property as set out in Appendix G – Emergency Band Direct Offer	
Protection of vulnerable adults or children	Where the existing housing circumstances could deteriorate to such an extent to place household members at risk, or in need, of residential care unless a permanent home is offered.
Extra Care	Where there is a need for extra care or supported housing accommodation which is supported by Social Services.
Community Safety	Where there is a need to move to address significant community impact
Bespoke Housing Group	Where there are significant and specific property adaptation requirements and the Bespoke Housing Group has assessed that they require an offer of Council or social housing.
Domestic Abuse	Where there is a significant risk of violence or harm and the victim cannot be safely accommodated in a refuge or other temporary accommodation.
Hospital Discharge	Where the patient cannot be discharged to their home and it has become permanently unsuitable for them.
Exceptional Homeless Cases	Where there are significant needs meaning that a discharge of duty can only be made by an offer of Council or social housing.
Housing First	Housing First clients who have been assessed as needing a move to a council or social housing property.
Significant Risk	Where there is a significant threat to life or risk of serious and permanent disability.
Permanent Decant	Council or Housing Association tenants in the BCP area who are required to be permanently decanted where they have not been successful for an offer of accommodation within 6 months of the need for full vacant possession of the property. This is an escalation from Gold Band.
Exceptional Operational Reasons	Where there are exceptional operational reasons, for example to provide accommodation to prevent significant health risks e.g. in response to a pandemic where failure to act could result in serious harm or even death.
Gold Band	As set out in Appendix C – Who Does Qualify
Overcrowding	Will only apply to those having been assessed as Category 1 hazards under Part 1 of the Housing Act 2004 and/or statutorily overcrowded under Part 10 of the Housing Act 1985. This band does not apply to applicants living in temporary accommodation who have been awarded a homelessness duty.

Under Occupation	The applicant is a BCP Council tenant or the tenant of a housing association, living in the BCP area, who under-occupies their existing property and is looking to move to a smaller, more suitable property.
Severe and/or persistent harassment	The applicant is a victim of severe and/or persistent harassment or violence (including racial harassment) at their current property - providing evidence exists to substantiate the claim and to confirm the seriousness of the case (e.g. from Police), and re-housing is the only course of action.
Supported Housing Move-On	Applicants living in a short-term commissioned Supported Housing project who are seeking to 'move-on' into independent accommodation where there is no other suitable option for meeting their housing need other than social housing. This will be subject to quota arrangements.
Care Leavers Move-On	Where a young person who has been looked after, fostered or accommodated and has had a duty of care accepted under the Children Act in the BCP Council area and is ready for independent living, they will be awarded Gold band to enable a planned move on to independent suitable accommodation providing a support plan is in place. This will be subject to quota arrangements.
Group One Medical Needs	Applicants who have been awarded a group one medical need
Group One Welfare Needs	Applicants who have been awarded a group one welfare need
High Disrepair Needs	This band will only apply to significant hazard(s) identified through Part 1 of the Housing Act 2004 and where those hazard(s) cannot reasonably be removed or reduced to a satisfactory level and within a reasonable timescale.
Permanent Decant	BCP Council or housing association tenants in the BCP area whose existing properties are subject to major works for rebuilding/renovation/demolition or re-designation and need to move to enable these works to take place.
Tenancy Succession	There is a statutory right to succeed to a tenancy but the applicant requires a move to smaller accommodation, or sheltered housing.
Efficient use of Housing Stock	For applicants who wish to move from general needs accommodation to sheltered housing and/or housing for older people including applicants who will be releasing an adapted property.
Management Transfer	As agreed by both parties and where no other priority band would be applicable. Time limited to six months.
Silver Band	As set out in Appendix C – Who Does Qualify
Group Two Medical Needs	Applicants who have been awarded a group two medical need
Group Two Welfare Needs	Applicants who have been awarded a group two welfare need
Overcrowding	Those who are deemed to be overcrowded but who do not meet the criteria for Gold Band. This band does not apply to applicants living in temporary accommodation who have been awarded a homelessness duty.

Homeless – Local Connection	Those who have a local connection (as set out in this policy), or have been given a Main Housing Duty, and who have been accepted as homeless, or threatened with homelessness. This includes those whose duty has ended but they are still considered to be homeless.
Homeless Prevention or Relief Duty - No Local Connection	Those who do not have a local connection (as set out in this policy) and who have been accepted as homeless, or threatened with homelessness, and given either a Prevention or Relief Duty by BCP Council. Applicants in this band will be shortlisted below those in Silver band who do have a local connection. Applicants who have no local connection to the BCP area will have this band removed if their Duty ends.
Need to Move To Give Or Receive Care	Those who have been assessed under the exception to local connection criteria as needing to move to the BCP Council area. Applicants who have been awarded this exception will only be awarded a silver band and no further banding award will be made.
Right to Move	Those who have been assessed under the exception to local connection for 'Right To Move'. Applicants who have been awarded this exception will only be awarded a silver band and no further banding award will be made.
Service Personnel	Those who have been assessed as meeting the criteria for Service Personnel as set out in Appendix C. Applicants will normally only be awarded a silver band unless there are also other significant housing needs.
Financial Hardship	Those who are suffering from significant financial hardship due to the cumulation of their housing costs.
Bronze Band	As set out in Appendix C – Who Does Qualify
Sheltered Housing	Those who have been assessed as having no other housing need but have expressed an interest in moving to sheltered housing, over 55 accommodation and housing for older people. Applicants in the BCP Council area who do not meet the local connection requirement but wish to move to sheltered housing and housing for older people.
Bronze Unacceptable Behaviour	Those who have been assessed as having committed unacceptable behaviour but who have a housing need which can only be met by an offer of social housing. Applicants in this group will be reassessed to the band which most reflects their housing need once they are engaging with multi-agency support.

If you have multiple housing needs, we will award you the one which gives you the highest priority. Applicants in Emergency Band will receive direct offers of accommodation whilst those placed in to Gold, Silver and Bronze bands will have choice-based lettings.

APPENDIX E – APPLICATION AND ASSESSMENT PROCESS

1. How to Apply

If you want to join the Allocation Scheme you will need to complete an online application form through our choice based lettings system.

You can ask a family member, friend or a support worker (if you have one) to help you if you are not able to use a computer yourself.

If you do not have somebody who can help you, we can book an appointment with you to complete this form over the telephone or in person

Your application will be registered from the date you apply to join the choice based lettings system. This date is known as the registration date.

2. Individual Assessments

Once we have received your housing enquiry you will be contacted by an officer for a pre-assessment interview which could mean that you will be invited to come in to an office location, or we may visit you in your home. You will be asked to provide documents to support your application and the supporting evidence needed is listed at the end of this document.

The pre-assessment interview will allow us to fully:

- consider your housing options and formulate your Individual Housing Plan
- identify the urgency of your need for housing
- arrange multi-agency meetings (where necessary)

You may also be asked to provide additional information, for example a medical assessment or information from a support agency or other professional.

A full assessment of your application will only take place following a pre-assessment interview and once we have received all of your supporting documents and any other information we need, in order to do so. This final assessment may then take up to 28 days.

If we decide that you are ineligible or do not qualify for the Scheme, you will be notified confirming this and the reason for this decision which will also set out how you can request a review this decision, should you wish to do so. You will also receive housing options advice and support.

If you are assessed as being eligible, and you qualify, notification will be provided to you within 28 working days of receipt of all relevant information unless further information is required from other agencies then it may take longer to confirm:

- The date your application was registered
- The band awarded and reasons for placing in this band
- The date the band is awarded from (effective date in band)
- The reference number to be used when bidding
- The assessed bedroom need
- Details of your right to request a review

If you are found to have more than one housing need, we will band you in the one which gives you the highest priority.

The effective date in band will be the date we received the last piece of supporting information which enabled us to finish our assessment.

As part of our assessment we will also provide you with a full range of realistic options to resolve your housing need.

3. Missing Information and Incomplete Applications

If you do not provide us with all of the information we need to process your application, within 28 days of us asking you for it, we will cancel your application and will notify you in writing. If you are unable to provide all of the information within this timescale you must contact the Housing Service to request a time extension.

Following cancellation, if you still wish to continue with your application will need to provide the requested information within 28 days of the date of cancellation.

4. Change in Circumstances

If you move to a new address, or your circumstances change significantly, after you have been accepted onto the Allocation Scheme you will need to complete an online change of circumstances form. Following a change of circumstances, you will not be able to bid until your application has been re-assessed.

Where the change is of a medical or welfare nature, you will need to complete the online medical questionnaire and provide supporting documentation from your GP or medical professional. If you wish to add or remove somebody from your application, you won't need to complete a change of circumstances but you will need to provide us with any supporting information which we may request. This will include financial information for anyone over the age of 18.

Eligibility and qualification for the Allocation Scheme will be reconsidered when there is a change in circumstances and this may change the band your application has been placed in.

If you move to a lower band, because your need for housing has reduced, you will keep the same effective date in band.

When moving into a higher band you will have your effective date in band changed to the date we received all of the information needed to support the change of circumstances and increase in band.

5. Remaining on the Allocation Scheme

It is your responsibility to keep your application up to date and inform us of any changes in your circumstances.

You will be required to renew your housing application on a yearly basis, on the anniversary of your application registration date – known as the “review date”.

If you don't renew your application, you will be notified advising you that your application has been suspended for 28 days. If you then fail to respond to this notification and/or renew your application it will be assumed that you no longer require housing and your application will be cancelled.

If you make contact within 3 months of your original application being cancelled, and are able to provide satisfactory evidence of an incapacity which caused your failure to renew, the application can be reinstated from the date of the original application.

If you wish to re-join the Allocation Scheme at a later date your new registration date will be determined by the new date that you apply. Your housing need will be reassessed and you will be placed in the appropriate band as set out above.

6. Required Documentation

In order that we can fully assess your housing application please provide supporting evidence:

Proof of identification

One from Group 1 or Two from Group 2

Or one from List B for non UK, European Economic Area (EEA) or Swiss National applicants

List A: (Group 1)
A UK passport (current or expired)
If NOT a UK Citizen:
A passport or national identity card EEA or Swiss National
A registration certificate EEA National or Swiss National
A biometric 'residence permit'
A passport or other 'travel document' of a non UK resident
A current immigration status document issued by the Home Office.
A certificate of registration or naturalisation as a British citizen
List A (Group 2)
A full UK birth or adoption certificate
A current full or provisional photo card UK driving licence.
A letter from HM Prison Service
A letter from UK government department or Local Authority
A letter from National Offender Management Service
HM forces evidence
A letter from a UK police force
Employer Letter
Letter from UK Higher or Further Education Institution
Letter from an acceptable professional
Benefits paperwork
Disclosure and Barring Service Certificate
Current English National Concessionary Travel (Bus Pass)
List B: Time-limited documents
A current passport
A current biometric 'residence permit' card
A current 'residence card'
A current immigration status document
Proof of settled or pre-settled status

Two proofs of address
Utility Bills e.g. Gas, Electricity, Water – dated within the last four weeks (Mobile Telephone Bills are excluded)
Award letter from the Department of Work and Pensions/Job Centre Plus/Pension Service – dated within the last four weeks

Letters from official bodies e.g. Council Tax, Housing Benefit, Schools, NHS, Solicitors, Social Services etc. – dated within the last four weeks
Mortgage Statement – Dated within the last 6 months
Council Tax Statement – Dated within the last 6 months
Bank Statement dated within the last four weeks showing current address.

Proofs for dependent children (Any child aged 18 or under in Full time Education). <u>Both required</u>
Full Birth Certificates
Bank statements: 3 months out of the last 6 months showing child benefit

Savings and capital
For all household members over the age of 18 - 3 Months consecutive bank statements from the last 6 months for <u>all</u> bank, building society or post office accounts held (savings and current accounts). These can be originals received in the post, or statements printed at the bank. You can also print these at the Civic Centre or at home if you have online banking.
These statements need to include the detail of payments made in and out of the account.
Please note: Some bank statements only show the account number and do not show the name of the account holder. If this is the case with your bank, we will need to see the bankcard that shows the name of the account holder and the account number.

Property Ownership
For any property owned the most recent mortgage statement along with a valuation dated within the last 2 months – this could be an Estate Agents opinion

Evidence of tenancy – 1 required
Current tenancy agreement or rent book
Letter confirming tenancy from landlord or agent
Letter from the host – with regard to any supported placement

Evidence of National Insurance Number – 1 required
National Insurance Card
Award letter from the Department of Work and Pensions/Job Centre Plus/Pension Service – dated within the last four weeks
P60, P45 or pay slip

Evidence of homelessness or threat of homelessness
Notice from your landlord
Letter from friends or family giving you reasonable notice to leave.
Mortgage Repossession paperwork

For tenants of private landlords
An up to date copy of your rent statement

APPENDIX F – ALLOCATIONS AND LETTINGS

An allocation is the selection of a person to be nominated to the Council, or a housing association, for an offer of accommodation.

BCP Council nominates applicants from the Allocation Scheme to its own housing stock and to properties which are available to let through a housing association.

A nomination takes place when a person, or household, is put forward by the Housing Service to be a tenant of the Council or a social housing provider in the area. This includes secure, assured, introductory tenancies and fixed term tenancies.

1. Advertising Properties

Vacant social housing, to which we have nomination rights, will be advertised through the choice based lettings system and you will be able to place bids for properties which have been assessed as meeting your needs.

The Council, and housing associations, will create the adverts for each vacant property and they will set out any restrictions which may apply, e.g. an age restriction for properties for older people.

Properties will be advertised every day and will be available for you to place bids for a minimum of 6 days. Bidding cycles are as follows:

Bidding opens	Bidding closes at 11:59pm	Number of days advertised
Monday	Sunday	7
Tuesday	Sunday	6
Wednesday	Monday	6
Thursday	Tuesday	6
Friday	Wednesday	6

2. Labelling of properties

The labelling of vacancies is an essential part of the allocations process as the Councils are able to set parameters on which type of households can apply for vacancies and whether any particular types of households will be given preference over others when being considered for specific vacancies. This allows us to act flexibly to meet local needs and local priorities in addition to the statutory reasonable preference criteria.

When labelling properties we will consider:

- the need to make the best use of stock,
- the requirement to house those in the greatest need and,
- the aim of giving you as much choice as possible to help create sustainable communities.

Labelling should generally be as inclusive as possible, to maximise choice, whilst allowing preference to be given to certain household types to make the best use of stock, meet local priorities and to ensure good management of housing.

The advertisement will usually include details such as:

- who the landlord is.
- how much the weekly rent is and the cost of any service or support charges.
- if the property is a social or affordable rent.
- if the property is let on a fixed term tenancy.
- when the property will be ready for someone to move in to.
- Number of bedrooms
- Which floor the property is on, and if accessible by lift
- the number of people who are allowed to live in the property.
- any age limits e.g. for households with children, for sheltered accommodation, for older/disabled persons or any landlord specific requirement.
- some properties are only available to older people and these will be advertised showing the age restriction.
- if the property is restricted by a Planning Obligation under Section 106 of the Town and Country Planning Act 1990 and where offers of tenancies may only be made to applicants with a strong local connection to an exception site.
- if the property is subject to a [Local Lettings Plan](#) or [Sensitive Lettings Policy](#).
- if preference will be given to a particular group of applicants e.g. those needing ground floor accommodation.
- if it is accessible housing, e.g. wheelchair adapted or has any other adaptations
- Whether pets are allowed.

In properties where there are two separate living rooms, at least one of which is not accessed via another room, the Council will count one of these as a bedroom and these properties will be advertised as having an extra bedroom and will be prioritised to those applicants who have the need for this extra room.

3. Sensitive Lettings

Occasionally, there may be a need to deal with issues that impact on a small specific location which may only relate to one property and the purpose of the Sensitive Lettings Policy is to create sustainable and cohesive communities in relation to individual lettings, where there may be a need to redress the balance of the community.

In these cases, whilst properties are still advertised through the choice based lettings scheme, the Council may not be able to allocate to the person who has come to the top of the bidding list. Instead, we will assess the suitability of each bidder on the basis of their particular sensitive needs taking into consideration:

- the suitability of the property for that applicant;
- the need to create a community that is sustainable;
- the need to ensure current and future tenants feel safe;
- the need to protect the public and residents from nuisance and anti-social behaviour;

We will not make an allocation where there is evidence of or known history by the applicant, or a member of their household, of the following:

- Criminal behaviour
- Anti-social behaviour
- Drug abuse
- Drug dealing

- Breaches of any tenancy with any landlord
- Rent arrears

We, or the landlord, may request additional information from other partner agencies such as the Police, Probation Service, Primary Care Trust, Drug and Alcohol Services and former Landlords in order to decide if the bidder would be suitable for the property.

If a landlord wants to advertise a property as a sensitive let, they will need to provide evidence to the Housing Service on the reasons why the property is required to be let on a sensitive let basis. The Housing Service will have to agree to any property being advertised as a sensitive let.

The property advert will clearly state the property is subject to a Sensitive Lettings Policy.

Once the shortlist has closed, we will nominate in accordance to the preference criteria within the Sensitive Lettings Policy. If for any reason the housing provider wishes to refuse an applicant the Council may re-nominate to the next applicant on the list.

4. Discretionary Allocations

In certain circumstances, BCP Council may allow for the grant of a tenancy to people already residing in a property and who are members of the existing tenant's family.

This is known as a discretionary allocation. These circumstances are:

- Following the death of the tenant, where the residents have no legal right of succession but the Council or partner housing provider's tenancy agreement or succession policy dictates that a discretionary succession would be reasonable and proportionate.
- Where one of two joint tenants has terminated the tenancy, by serving a notice to quit on BCP Council or a partner housing provider, and the remaining tenant is in occupation of the property
- Where a tenant has moved to a care home, with no intention to return to occupy the property as his or her only or principal home, and the remaining occupier is someone who would be entitled to succeed to the tenancy had the tenant died, rather than moved out

In these cases the Council will consider a discretionary allocation should the needs of the remaining residents be such that:

- they would otherwise qualify for an allocation of housing should they apply to join the Scheme
- they would not fail the financial test, set out in Appendix B
- the property meets their housing needs and does not have any substantial or specific adaptations which they do not require

BCP Council will also seek to ensure that granting a discretionary allocation would not unduly disadvantage applicants in either the Emergency or Gold Bands.

5. Request for Information

An applicant has the right, on request, to be informed of any decision about the facts of their case which has been taken into account in deciding not to make an allocation of a sensitive let to them.

6. Equality Impact Statement

This Sensitive Lettings Policy does not discriminate directly or indirectly and has given regard to the Equality Act 2010 to ensure no one is treated unfairly and has equal opportunities to access housing.

To ensure consistency, lettings to properties being advertised as sensitive lets will be monitored on a regular basis. A property should only be advertised as a sensitive let if this is absolutely necessary to address the situation and any housing management issues.

7. Local Lettings Plans

Section 167 (2E) of the Housing Act 1996 (as amended by the Homelessness Act 2002) enables Housing Authorities to adopt Local Lettings Policies and Plans (LLPs). The Code of Guidance states that these lettings plans could enable a Housing Authority to allocate housing to specific groups of people, whether or not they fall into the reasonable preference categories. However, it does also state that reasonable preference categories must be taken into account overall and that local lettings plans should not discriminate either directly or indirectly on any equality grounds.

Once agreed these schemes will have their own allocations criteria. LLPs may be applied in addition to any local planning restrictions (contained in agreements made under Section 106 of the Town and Country Planning Act 1990), which may be in place, but will not override them.

LLPs can be put in place for a specific area or estate and will be set up in response to particular local circumstances. They will include a clear commitment to equality of opportunity, the provision of clear and accurate information to applicants and an appeals mechanism.

LLPs will be used to ensure, where possible, that there is a mixed and balanced community, working towards outcomes that reflect the wider community and address issues such as child density and to balance the proportion of households in employment in any one area or estate. The precise approach to be adopted will reflect the particular problems/issues of an area or estate.

LLPs for some existing properties and initial lettings on new build schemes may specify different priorities for allocating properties such as Keyworkers. Properties subject to such a policy will be clearly labelled in the property advert. A key worker is a public sector employee who is considered to provide an essential service e.g. NHS staff, teachers, Police Officers and firefighters.

LLPs will be published on the choice based lettings website and when a property is being advertised that is subject to a LLP this will be stated in the advert showing specific details according to the plan. Nominations will then be made to relevant properties according to the agreed plan.

These LLPs will be agreed by the respective housing provider and a senior officer in the BCP Council Housing Service. They will be agreed for a limited time, after which, it will be reviewed and lettings will revert to the main scheme if possible.

8. Bidding

Once your application has been verified, and we have decided that you are eligible and that you qualify for an offer of housing, you will be able to bid for properties which have been assessed as meeting your needs, and the needs of your household.

The choice based lettings system will automatically place bids for you, based on your housing need and the area and property preferences selected by you when you applied.

Whilst choice is a very important part of the scheme, the severe shortage of available properties means that you will need to be as flexible as possible about where you will live, and what type of property you will live in (e.g., on which floors and area) if you want to be successful in moving.

You can only bid for up to 6 properties in a bidding cycle.

You can assess and amend the bids which have automatically been placed for you and/or place additional bids by:

- logging into your housing account on the choice based lettings website or,
- allowing a family member, support agency, or friend to log into your account to place bids for you or,
- giving the Council permission to accept bids from named persons, e.g. a family member, friend, or support agency.

In some circumstances Housing officers may place bids on behalf of homeless applicants if they have assessed that a property is suitable for their needs and the Council has a statutory duty to them, under homelessness legislation. Whilst we do want to allow homeless applicants to have the same level as choice as other applicants, if it is found that they are not bidding for suitable properties, for which they would have a reasonable chance of success, then bids will be placed for them. Once placed, these bids cannot be removed without the permission of a senior officer.

Applicants will be advised of the implications of refusing a direct offer.

9. Shortlisting and prioritising bids

Once the advert has closed, all the bids are shortlisted and prioritised by the choice based lettings system.

Where an advert states that certain applicant types will be given preference over others (e.g. to those with a defined ground floor need), then we will consider all of the people who we have been assessed as being within that group above those who have not.

We will also do this if the property was advertised as being subject to a Local Lettings Plan or a Sensitive Let Policy.

Ground floor flats, or bungalows, will be labelled to give priority to those who require ground level access on the basis of age, disability or medical need. In these cases, applicants requiring this type of accommodation will be shortlisted above other applicants regardless of their position on the list at close of bidding.

Where a property has been labelled to allow under occupation we will give priority to those applicants whose bedroom needs meet those of the property over those who would be under occupying.

Applicants who have been awarded a priority band for downsizing will only be shortlisted with this priority for properties with fewer bedrooms than their existing home. If they have been awarded another band, we will consider this when shortlisting.

Any applications received after the advert deadline has been reached will not be considered.

Applicants who have been given a Prevention or Relief duty under homelessness legislation but who do not meet the local connection criteria will be shortlisted below those who do meet the criteria.

For each property, the successful applicant will be the one in the highest band with the earliest effective band date, except where the property has been labelled to give priority to a particular type of applicant.

If there are applicants with the same band and effective band date, then priority will be given to the applicant with the earliest registration date.

10. Successful Bids

Whilst you are able to bid on up to 6 properties, in each bidding cycle, you can only be nominated for one property at a time. This means that you need to think very carefully about which property you choose.

If you have been successful for two properties on the same day, we will ask you to choose which property you wish to be put forward for. Once you have made your choice, we will offer the property to the next person on the list.

You are able to continue to bid for other properties but we will not make you another offer whilst you are under offer. This means that, if you have bid on several properties with different bidding cycles, we will not hold those other properties for you, just in case you are successful. You will need to make a decision on the first property you are offered and if you choose not to take that one, there is no guarantee that you will be offered a property on a later cycle.

11. Verification

Before an offer of accommodation is made, we will contact you to check that your circumstances have not changed and that you would still be entitled to be considered for the property.

You will be expected to provide documentary evidence that all persons included on the application are still living with you, together with any other information which we consider to be appropriate to confirm your circumstances which may include proof of income, banks statements, proof of ID and local connection. We may also check information with other sources.

Your priority and/or eligibility for the Allocation Scheme may also be re-examined as information established at the verification stage may have an impact. If we assess that your circumstances have changed and this would mean that your band should be reduced, or your effective date in band be changed, then we will not offer you the property. If you have moved and you have not completed a change of circumstances, then you will not be offered the property.

If it is not possible to complete verification, or you do not provide the required information within 48 hours of the request, your bid will be overlooked and we will move onto the applicant who is next in line.

12. Reasons why a housing provider may refuse a nomination

It is important to note that housing providers also carry out their own verification processes and they may refuse to accept you as a tenant if you do not meet the guidelines set out in their own policies. This would include applicants who owe a rent debt but who we have been allowed onto the Scheme.

They will also carry out an affordability check when allocating properties to ensure that applicants are able to afford the rent for the property.

If, for any reason, the housing provider is considering refusing you for a property they will contact you to let you know and you will be given an opportunity to request a review of the decision. If we do not agree with their decision, we will negotiate with them but we will have to move on to the next person on the shortlist, if that negotiation is unsuccessful.

Housing providers may also prevent an offer going ahead where the property is not considered to be suitable for you. This may include issues of public safety, risk, or sustainability of the tenancy. An offer may not be made or may even be withdrawn if your support needs are such that the housing provider, in consultation with the Housing Service, deems that you will be unable to maintain an independent tenancy. This decision may also be informed by the input from other partner agencies involved in a case.

In these circumstances there must be a sufficient care, or support, package available to ensure the tenancy is likely to be successfully maintained.

13. Publishing details of the allocation

Feedback on allocations provides applicants with information to exercise choice and to gain information on the likely waiting time for re-housing. Details of the allocation will be published on the choice based lettings website as soon as possible. Whilst the successful applicant's name will not be published, their band, the number of bids for each property and the length of time waiting will be published.

14. Difficult to Let Properties

If there are no eligible bids for a property, we may consider offering it as a direct let to applicants to whom we have accepted a Homelessness Duty.

APPENDIX G – EMERGENCY BAND - EMERGENCY OFFER

In certain circumstances, it will be necessary for us to allocate a property outside of the normal choice based lettings process and make a direct offer to applicants who have been assessed as meeting the Emergency Band criteria and who have a need which can only be met by an offer of a Council or housing association property.

To ensure transparency and fairness, decisions to exclude allocations from the choice based allocations process, and to make a direct offer, will be monitored to ensure these decisions are being properly exercised within limited boundaries.

Applicants who are assessed as needing to be given a direct offer will need to meet one, or more, of the criteria outlined below:

- there are medical or welfare needs which are so severe that the protection of vulnerable adults or children is only possible in a permanent home and where the present housing circumstances could deteriorate to such an extent as to place household members, particularly children, at risk or in need of residential care unless permanent housing is offered.
- there is a need for extra care or supported housing accommodation and this need is supported by Social Services.
- for community safety purposes
- one, or more, members of the household have significant medical needs which can only be met through an offer of a property which meets their specific property adaptation requirements and they have been assessed by the Bespoke Housing Group as requiring such a property.
- victims of domestic violence, where there is a significant risk of violence or harm, and the victim cannot be safely accommodated in a refuge or other temporary accommodation.
- where someone cannot be discharged from hospital because their home is, and will remain, permanently impossible to live in.
- homeless people or families whose needs are such that BCP Council would only be able to discharge its Duty with an offer of Council or social housing, as agreed by a senior officer. These are exceptional cases and would not be an option for the majority of homeless people or families.
- People who require Housing First accommodation
- where there is a significant threat to life or risk of serious and permanent disability
- you have been assessed as having an exceptional housing need, but do not otherwise meet the local connection criteria, and would qualify for an Emergency Band Direct Offer of accommodation.

Applicants who have been accepted as meeting the emergency band requirement (unless they are being considered for extra care or supported housing) and will not be expected to bid for properties. Prior to a property being advertised, an assessment will be made to see if it would be suitable to offer to an applicant, or household, in this band.

Direct offers of accommodation will be approved by a senior officer.

Any direct offer will need to meet the applicant, or households needs and have been assessed as suitable. As such, it is expected that applicants who have been placed into this band will only receive one offer of accommodation.

1. Homeless Applicants

When making direct offers to homeless applicants we will advise that, in doing so, we will be discharging our duty to them. We will also let them know what the consequences would be if they turned an offer down. They will be notified of their right to request a review of the suitability under Section 202 of the Housing Act 1996, of the offer and that this right is available whether they

accept or refuse the offer.

If they refuse the offer and lodge an unsuccessful suitability review, or fail to lodge a review request at all, we will discharge the Homelessness Duty and they may have their Emergency Band removed. This will mean that they will be re-assessed for the Allocation Scheme and will need to bid for accommodation.

2. All other applicants

All applicants, who have been offered a direct let, have the right to request a review of their suitability and that this right is available whether they accept the offer or not.

If an applicant refuses an offer of accommodation which has been deemed suitable, following a review or where no suitability review is lodged within 21 days of the refusal of the offer, they may have their Emergency Band removed. This will mean that they will be re-assessed for the Allocation Scheme and will need to bid for accommodation.

APPENDIX H – ADMINISTRATION

1. Information sharing, data protection and right to access personal information.

In accordance with our obligations under the [General Data Protection Regulation \(2018\)](#), all applicants will be made aware when they apply that their personal information will be held and may be shared across all of the choice based lettings system partners (including other Local Authorities who may be party to the same system), housing providers and other relevant external agencies for the purposes of consideration of an offer of accommodation being made.

All personal information will be processed in accordance with the requirements of the General Data Protection Regulation (2018). Applicants have the right to inspect personal information held about them under [Article 15 of the General Data Protection Regulation \(2018\)](#). Applicants may also correct any inaccurate information held about them.

For more information and to make a request please refer to our website:

<https://www.bournemouth.gov.uk/Privacy/ProvidingandProtectingInformation/PersonalInformation/HowToSeeYourPersonalInformation.aspx>

Personal information will not be shared with organisations external to BCP Council unless this is for the purpose of assisting in meeting the applicants housing needs or to detect or prevent fraud in accordance with the applicants signed declaration.

Where an applicant may have difficulty communicating directly themselves, their informed consent will be obtained before using advocates or interpreters to communicate on their behalf.

2. Giving false information or deliberately withholding information

It is a criminal offence for anyone applying for housing from a housing authority to knowingly or recklessly makes a statement which is false in a material particular or knowingly withholds information which BCP Council have reasonably required him to give in connection with the exercise of our functions (Section 171 of the Housing Act 1996). ([Section 171 of the Housing Act 1996](#)).

Anyone found guilty of such an offence may be fined up to £5,000 and/or a possible prison sentence and could lose the tenancy if they have been re-housed as a result of providing false information or deliberately withholding information.

Applicants, who are found to have made fraudulent claims in this way will be removed from the Allocation Scheme and notified in writing. This decision will be subject to review and the applicant (or their named advocate) will be informed in writing of the decision and of their right to request a review of that decision in writing.

BCP Council will consider taking action against a professional organisation that knowingly or recklessly provides false information or deliberately withholds information on behalf of an applicant they are representing.

3. Cancelling and Suspending Applications

After your application has been made live on the Scheme, if information is obtained that gives reason to believe that you are ineligible or no longer qualify or your circumstances have changed and you have not advised us, your application may be suspended or cancelled. You will be informed in writing and you will be given 28 days to provide the requested information. If you do not reply within this period, or if you reply but the Housing Service still believes you to be ineligible or no longer qualify, you will be removed from the Allocation Scheme.

If we have identified you as potentially vulnerable we will contact you, or the agency that you are working with, to check your circumstances before cancelling the application.

Your application may also be cancelled or suspended if:

- you, or a member of your household, have been found to have knowingly given false or misleading information or withheld information, which had been reasonably requested.
- you, or a member of your household, has used threatening language or behaviour towards, or perpetrated violence or abuse against, members of staff at BCP Council or partner housing providers.
- you have not placed a bid in any 12 month period where properties have been available for you to do so. In these cases we will assume that you no longer wish to move.

If you have an exceptional housing need, a senior officer may make the decision not to cancel the application if it meets the needs of the Council.

We can also suspend or cancel your application in the following circumstances:

- No response to offer of suitable property
- Your application is under investigation
- You have not reviewed your application.
- You have not completed a change of circumstances when asked to do so.
- no contact or response to an application review within a specified time limit
- Mail returned as no longer at that address
- at your request
- Data error
- we have been advised that the applicant has passed away
- you have been housed by a housing association or other landlord
- you have been housed through shared ownership/shared equity scheme
- you did not complete your annual review following a suspension letter
- Where a time limited priority has come to an end

Following a suspension or cancellation of your application, you have the right to request a review of the decision as set out at section 5 below.

4. Confidentiality

Information regarding your application for housing will not be disclosed to any third party or member of the public without your express consent unless we are required to do so legally. By signing the housing application form, you give consent for:

- BCP Council to contact current and/or former landlords, any of the agencies listed in the application and any other relevant persons, agencies or organisations.
- BCP Council and Registered Provider partners to contact data reference and credit agencies to check any information provided.
- BCP Council to use the information to compile statistics and reports to assess past and future demand for their housing services and to provide returns to Government departments and agencies.
- the information given, or which the Council obtains as part of the application process including any sensitive personal information, to be used where the Council decides you are homeless or

threatened with homelessness or have provided housing advice, and that such information may be shared with the other Councils, agencies and housing providers for the purposes of assessing eligibility for accommodation and where appropriate providing accommodation or housing-related support.

- BCP Council to verify information provided in your housing application(s) and approaches for housing assistance with the information held by the Council's Housing Benefits section. This will include information held for the purposes of processing my Housing Benefit/Council Tax Support claim to enable the Council to assist with and provide advice on your housing situation.
- any information, given to the Council, to be shared with other departments of the Council and with the people or organisations listed in the Council's notification under the [General Data Protection Regulation \(2018\)](#) for purposes of preventing and detecting fraud.

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The fact that you have applied for rehousing will not normally be disclosed to any other member of the public without consent.

5. Right to Review

All decisions with regard to the Allocation Policy are subject to review should you be dissatisfied with a decision. This right to a review includes decisions regarding eligibility, qualification, housing need assessments and the suitability of offers of accommodation. A request for a review should be made, in writing, to BCP Council's Housing Service and an officer senior to the person making the original decision and who was not involved in making the decision will carry out the review.

A request for a review should be made, in writing, within twenty-one (21) days of receipt of the decision and should include the reasons for requesting the review. The reviewing officer has discretion to extend the time limit if it considers this would be reasonable and in agreement with you. If further information is needed, you will be invited to write or, if unable to do this, make oral representation. You may also appoint someone on your behalf to do this. You will be notified of the review decision in writing within 56 days of the review request.

If you are dissatisfied with a decision on review you will need to seek a judicial review on the relevant point of law.

Any offer of accommodation which is intended to bring BCP Council's homelessness duties to an end will inform the applicant of his or her right to request a review.

If the Council has accepted a duty under homelessness legislation [Section 195\(2\) Prevention Duty](#), [Section 185B\(2\) Relief Duty](#) or full [Section 193 Statutory Duty](#) to assist you to secure accommodation and you have refused a suitable property offered, BCP Council may end its statutory duty. You can request a review of the decision to end the statutory duty and/or the Council's decision that the property is suitable – this is a right given by [Section 202 of the Housing Act 1996](#). You should request a review by writing to the Council within 21 days of receipt of the offer of accommodation, setting out why you think the property is unsuitable.

The Councils will aim to deal with a request under Section 202 within eight weeks (56 days). All decisions will be given in writing.

Where a formal review is available under Section 202, greater detail about the right to review will be provided to you in the correspondence making the offer of accommodation. A formal review will be considered by a senior officer who was not involved in the original decision.

6. Transfers

If you are already living in a Council or housing association property in the BCP Council area you will be regarded as a transferring applicant. Your application will be marked as a Transfer but will otherwise be treated in the same way as any other application.

7. Equality

The Councils are subject to the general public sector equality duty in the [Equality Act 2010](#). The Councils and its partner housing providers are committed to providing equality of opportunity to all individuals who apply for re-housing. Monitoring of applications and lettings may take place to ensure that everyone is being treated fairly.

All applicants may be asked to provide details of age, gender, ethnic origin, religion and sexual orientation. This is to allow the Councils to assess the application properly as well as to monitor who is allocated housing, and to ensure that properties are being offered and allocated fairly.

8. Changes to the Scheme

The Allocations Policy will be reviewed annually and updated where necessary.

To ensure the allocation scheme is operating fairly and within the law, the Director of Housing, in consultation with the Housing Portfolio Holder, will be able to approve minor amendments to the policy and scheme providing that the amendment is not considered to be major or have a negative impact on more than five percent of applicants on the allocation scheme.

9. Complaints

If you are dissatisfied with any aspect of your application, other than where a review can be made, you should follow the Councils published [complaints procedure](#), available on the BCP Council website or on request.

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CABINET



Report subject	Lansdowne Programme
Meeting date	11 November 2020
Status	Public Report
Executive summary	<p>The recent change in leadership of the Council has resulted in a review of the Lansdowne Programme by the relevant Portfolio Holders and officers. The outcome, which is supported by consultation responses gathered over the life of the Programme, is that there should continue to be a focus on delivering high quality public realm improvements to Holdenhurst Road, whilst also allowing access to all traffic.</p> <p>This revised scheme for Phase 1 of the Lansdowne Programme remains focused on the heart of Lansdowne and aims to deliver benefits to the area that help to deliver the long-term vision the Council and other stakeholders have for this part of Bournemouth.</p> <p>The revised scheme is at preliminary design stage. This design requires approval from Cabinet to enable it to progress quickly towards detailed design and then delivery.</p>
Recommendations	<p>It is RECOMMENDED that Cabinet:</p> <ul style="list-style-type: none"> (a) approves the preliminary design of the revised scheme, enabling the Programme Team to progress the detailed design and begin early contractor engagement; (b) notes that significant public and stakeholder consultation has taken place over the last 5 years, resulting in the preliminary design appended to this report; (c) notes the timeline for delivery; and (d) delegates authority to the Director of Development, as Senior Responsible Officer for the Lansdowne Programme, in consultation with the relevant Portfolio Holder(s), to: <ul style="list-style-type: none"> - progress the detailed design - approve the final design - start early contractor engagement

	- move to delivery phase, subject to the Traffic Regulation Order process
Reason for recommendations	<p>By Cabinet approving these recommendations, it will enable the Programme Team to move the scheme through the preliminary design phase to detailed design and on to delivery.</p> <p>This will facilitate delivery of phase 1 of the Lansdowne Programme relating to improvements along Holdenhurst Road, the outskirts of Lansdowne Roundabout and Meyrick Road (north).</p> <p>It will also ensure expenditure of the Dorset Local Enterprise Partnership funding in line with the required timelines.</p>
Portfolio Holder(s):	<p>Councillor Mike Greene, Portfolio Holder – Transport and Sustainability</p> <p>Councillor Philip Broadhead Portfolio Holder – Regeneration, Economy and Strategic Planning</p>
Corporate Director	Bill Cotton, Corporate Director Regeneration and Economy
Report Authors	Chris Shephard, Director – Development
Wards	Bournemouth Central; East Cliff & Springbourne;
Classification	For Decision

Background

1. Dorset Local Enterprise Partnership's (DLEP) Growth Deal Fund Award 3 provided the Council with £8.5m in 2017 for public realm improvements with the aim of triggering private investment, and additional economic and social benefits such as new and retained jobs, more office space and increased economic productivity. This programme has been developed over five years and has been to this Cabinet and to Bournemouth Council's Cabinet on several occasions, for approval of various elements of the programme. Throughout, engagement and consultation with the public has shaped the programme's evolution, resulting in the preliminary design shown in Appendix 1.
2. The Lansdowne Programme helps to deliver several BCP Council priorities and contributes to the Council's vision of vibrant communities with outstanding quality of life where everyone plays an active role. Combined with the planned advanced digital offering and rapid growth of this sector and others in the Lansdowne area, the potential outputs resulting from these proposed public realm changes are huge and transformational for an area that is not achieving its full potential.
3. As a result of a long term vision and investment by the Council in the public realm there has been over £200m private and university investment into the area, the unlocking of development sites resulting in new offices, private housing units and student accommodation, the associated construction jobs, as well as new start-up

businesses and business relocations to the area, along with the continuation of a booming creative digital sector. The forthcoming 5G testbed and associated business opportunities, combined with further real estate changes are expected to bring further private sector investment into the area.

4. It is important to recognise that, for a variety of reasons, including as a result of the continuous engagement and consultation with the public and stakeholders, the Dorset LEP funding has now reduced to £4.8m. This change in funding was approved by Cabinet in July 2020 in the 2019/20 Financial Outturn Report. The remaining Dorset LEP funding must be spent on the programme by 31 March 2021.
5. The recent change in leadership of the Council resulted in a review of the Lansdowne Programme by the relevant Portfolio Holders and programme team. The outcome of this review, which is supported by consultation responses gathered over the life of the Programme, is that there should continue to be a focus on delivering high quality public realm improvements to Holdenhurst Road, whilst also continuing to allow access to all traffic, bikes and buses.

Scheme Development

6. To start to deliver the Lansdowne Vision, and to deliver the outcomes and outputs required by the DLEP in relation to its funding, schemes for several different areas across Lansdowne have been worked up, modelled and tested over the last few years. As a result of consultations with the public and stakeholders, and their feedback and challenge, the schemes have evolved in to one main scheme, focused largely on Holdenhurst Road and the adjacent areas. This will now be referred to in this report as the revised scheme and is intended as Phase 1 of a much longer-term programme of work to revitalise Lansdowne.
7. The significant difference in the revised scheme to earlier schemes is the move to a scheme which seeks to balance full access for all traffic along Holdenhurst Road, with a more pedestrians and cyclists prioritised environment, which still significantly improves the public realm and lends itself to future improvements. This can be seen in Appendix 1.
8. This decision was reached after a full review of the programme by the new Leader of the Council, Portfolio Holders, and Lansdowne Programme Team, which included a review of consultation responses. This review concluded that it was important to deliver improvements to Lansdowne, but without risking further congestion to an already highly congested area of the conurbation, by closing a major through-route to cars. A conclusion which was supported by the majority of responses to the previous consultations.
9. The image in Appendix 1, the General Arrangement Plan (GA), allows for all vehicle access, as well as the creation of a segregated two-way cycle route. The GA proposes locating the main highway in the southern section over on the left (west) side of Holdenhurst Road, with the right (east) side of the road becoming the public realm focal point. The areas highlighted in pink are where the public realm will be enhanced, with the space outside the Old Fire Station, with a working title of Fire Station Square, being marked as the focal point for the improvements on Holdenhurst Road. The aim at Fire Station Square is to create a flexible space that attracts people to sit outside throughout the working week enjoying the newly improved public realm, with events taking place at weekends. The local community, including the Lansdowne Quarter Town Centre Business

Improvement District representatives, and events specialists, will be encouraged to utilise this space for community events.

10. The aim throughout is to create an improved, decluttered, smarter and cleaner public realm that will encourage people to dwell longer in the area, spend money, meet friends and colleagues, which will help to boost the feeling of community that is already present in Lansdowne. Post COVID-19 this improved space will help to encourage people back into local businesses and to events in a safe way.
11. The darkest grey area in this image, on the east side adjacent to the public realm space, represents the segregated two-way cycle route running from the Station Roundabout. This benefits from desire line safer crossing points around Lansdowne Roundabout.
12. As part of this revised scheme, the bus operators have agreed to the relocation of bus stops at the southern end of Holdenhurst Road, towards a more central or northern location. The precise location will be determined by engineering requirements and constraints but will be worked on with the bus companies to ensure safety is paramount. The Programme Team is aware of the inconvenience this may cause some bus passengers, and as such it has offered to work with the bus operators to devise communications to ensure passengers are aware of the changes at the appropriate time. This might be through creative signage on street and on-bus and in-app information for example.
13. In addition to this the bus companies have agreed to ensure their fleet is of EURO V standard as the minimum level, for those buses on routes traversing Holdenhurst Road. It has also been agreed that where possible EURO VI or environmentally better fuel sourced buses will be used.
14. Previous schemes had proposed improvements to bus infrastructure on Christchurch Road, which were intended as mitigation for changes to the bus routes (as in those designs, buses would not have been able to travel along Holdenhurst Road and would have used Christchurch Road as an alternative). In the revised scheme, these have been dropped from the programme, as they are no longer required.
15. The safety scheme planned for St Swithun's Roundabout will still be delivered through other highways budgets and through business as usual programming. This will be co-ordinated into the timing of the delivery of the revised scheme but is now outside of the funding scope of this programme. This ensures that the main focal point is public realm improvements on Holdenhurst Road and adjacent areas. This approach was approved by Cabinet in June 2020.
16. In July 2020 Cabinet approved the request to advertise the Traffic Regulation Orders (TRO) relevant for the delivery of this revised scheme for Phase 1 of the Lansdowne programme. The TRO advertisement period in the Delivery Framework is for 21 days and is due to be underway at the time Cabinet considers this report. The Council's TRO process will then be followed.
17. This report is asking for Cabinet to then delegate authority to the Senior Responsible Officer for the Lansdowne Programme, the Director of Development, in consultation with the Portfolio Holders for Regeneration and Economy and for Transport and Sustainability, to
 - progress the detailed design
 - approve the final design

- start early contractor engagement
- move to delivery phase, subject to the Traffic Regulation Order process

This is to ensure that delivery starts on the ground as soon as possible, to ensure Dorset LEP funding deadlines are met.

Programme Management

18. Work is being undertaken with the Dorset Local Enterprise Partnership, to ensure that the revised scheme continues to demonstrate a strong Benefit to Cost Ratio, and that the objectives and outputs resulting from the proposed improvements still represent considerable value for money.
19. The Programme Manager, supported by the Portfolio Holders, has been working hard to ensure key stakeholders have been kept up to speed on these changes. Consultation with the public has happened throughout the programme's development. The forthcoming TRO process will enable further opportunity for the public to comment.
20. Over the life of the Lansdowne Programme (5 years) the public, stakeholders (including businesses, bus operators, taxi companies, private landlords, the Town Centre BID, Bournemouth University, Bournemouth & Poole College) have been involved in formal and informal consultations, design workshops, surveys and events. This has ensured the programme and the design of the scheme has evolved to the Preliminary Design shown in Appendix 1. Along with the statutory consultation for the TRO as outlined in para 14, significant and sufficient consultation has taken place to help shape this revised scheme and will continue to do so until the programme has been delivered.
21. Additionally, several pieces of work are coming together under a communications strategy to ensure the public are aware of the forthcoming changes.

Next Steps

22. This paper is therefore asking Cabinet to approve the revised scheme in its preliminary form, and in the knowledge that it is the result of a thorough review alongside significant and continuous consultation. This will enable the Programme Team to develop the detailed design for the revised scheme and begin early contractor engagement through an approved framework. It should be noted that the Programme Team has been working with Procurement and Legal colleagues to identify the most appropriate framework and preparing the necessary documentation and training to getting an NEC4 compliant contractor on board at the earliest opportunity.
23. Cabinet is also asked to delegate authority to BCP Council's Director of Development, in consultation with the relevant Portfolio Holder(s), to progress and approve the final detailed design and move the programme to delivery phase, subject to the Traffic Regulation Order process.
24. Anticipated and essential timeframe and key milestones:
 - a. TAG and Cabinet approval of TROs - Nov. 2020
 - b. Subject to the above, detailed design approved – Dec 2020
 - c. Contractor appointment via framework as agreed with Procurement and Legal – Dec.2020
 - d. Construction commences – Jan. 2020
 - e. DLEP deadline for grant expenditure – 31 Mar.2021

- f. Anticipated completion (using Council match funding) – Spring 2022

Options Appraisal

25. Option 1 – to accept the recommendations and progress the design from preliminary stage to detailed design, enabling the programme team to move forward at pace to deliver the scheme and spend the DLEP funding
26. Option 2 – to not accept the recommendations and risk sending all the funding back to Dorset LEP, risking clawback by Dorset LEP of funds spent to date. This would mean not delivering any of the outcomes the programme set out to achieve and would have challenging reputational impacts.

Summary of financial implications

27. This first phase of the Lansdowne Programme is fundamental to improving this part of Bournemouth for residents, businesses and visitors. This investment, supported by funds from the Dorset LEP, aims to bring increased private sector investment, and additional economic and social benefits such as new and retained jobs, more office space and increased economic productivity combined with less tangible improved wellbeing & social benefits from a more active and interactive community.
28. The Dorset LEP funding, which helps to make up the Capital budget for the Lansdowne Programme of £7.7m, has a deadline of 31st March 2021 for expenditure. Of the £7.7m, £4.8m is DLEP funding. Of this sum, as at QTR 1 2020/21, BCP had claimed £1.9m from DLEP.
29. This leaves a residual balance of £2.9m DLEP funded spend to be incurred by 31 March 2021. Figure 1 below presents an indicative profile for this spend, aligned with current planned Programme delivery timeline. Members will note that around 50% of expenditure is not anticipated until QTR 4 of 2020/21.
30. There are financial risks attached to this – including market capacity to undertake works in time, ongoing impact of Covid 19 especially as we approach the winter season and ensuring continued compliance with financial and procurement regulations.
31. The DLEP have also indicated they expect final BCP claim for Lansdowne to be made by the end of March 2021, with final quarter transaction listing to them by 8 April 2021. This is to allow sufficient time for DLEP to complete sample checks on spend claimed. This poses additional risk as the Council will have a very short timeframe in which to ensure all spend is correctly identified (invoiced or at least accrued) in order that it can be reclaimed. As it stands, any spend that misses the DLEP claim deadline will have to be funded by BCP, for which no provision is set aside.
- 32.

Figure 1

	Lansdowne Capital Budget			Indicative claim profile - for DLEP grant outstanding				
	Revised DLEP	BCP	Total	Claimed to QTR1 20/21	Planned QTR2 20/21	Planned QTR3 20/21	Planned QTR4 20/21	Total DLEP Claimed
Lansdowne Business District	3,900,000	2,896,000	6,796,000	1,705,563	320,000	580,000	1,294,437	3,900,000
Lansdowne Business District - Digital	900,000	0	900,000	169,774	150,000	350,000	230,226	900,000
	4,800,000	2,896,000	7,696,000	1,875,337	470,000	930,000	1,524,663	4,800,000
					2,924,663			

33. Members will also note that, as part of the original Dorset LEP funding agreement, a £2.9m BCP local contribution for post 31 March 2021 spend is in place. This funding obligation will be met from Community Infrastructure Levy (CIL), s106 contributions, Local Transport Plan (LTP) funding, and comparatively small historic grants inherited from legacy Bournemouth Council. Over 50% of this funding has already been secured. The remainder is forecast to come from future developments in Lansdowne which have already been identified, some of which are already in the planning system. A full assessment will be provided to Capital and Transformation Board in October 2020.
34. Members are reminded that, in accepting the £4.8m Dorset LEP funding, the Council is committed to delivering expected outputs and outcomes detailed in the change request to the original Dorset LEP business case, approved recently by the Dorset LEP board. There is a financial and reputational risk of having to repay £1.9m claimed to date should the Council fail to deliver on this.

Summary of legal implications

35. Authority in accordance with the Council's Financial Regulations to the reduction in funding to the programme formed part of the Council approval to the budget monitoring update on 29 July 2020.
36. The Council is empowered to undertake the programme of works in line with Part V of the Highways Act 1980, in particular section 62 which allows a highways authority to improve highways. The proposals made also align with the Local Transport Plan 3 for Bournemouth, Poole and Dorset (2011 – 2026).
37. The Council has general duties in undertaking the programme of works and implementing the TRO's, including to consult and to assess the need for an environmental impact assessment of the works. The report outlines a long period of public consultation has been undertaken and that the proposals for works have been developed following review and analysis of the feedback from the consultation.
38. In July 2020 the Cabinet approved the request to advertise the Traffic Regulation Orders (TRO) relevant for the delivery of this revised scheme for Phase 1 of the Lansdowne programme. The TRO advertisement period in the Delivery Framework is 30/10/20 for 21 days, as per the statutory requirement. The TRO will then be put to Cabinet for authorisation separately, and accordingly the legal implications associated with those decisions will be dealt with in the relevant report.
39. The Council must also have regard to the public sector equality duty set out in section 149 of the Equalities Act 2010 pursuant to which the Council must, inter alia, advance equality of opportunity between persons with protected characteristics and those without.
40. In considering how best to deliver the programme, the Council will need to ensure compliance with the Public Contracts Regulations 2015 and its own Financial Regulations.
41. Early in the programme, the Programme Team and BCP Procurement Team undertook a review of the variety of options available for the construction stage of the programme. This options appraisal made it clear that the best procurement strategy for the programme was to use an existing Framework. This would be the most efficient route to appointing a suitably experienced contractor.

42. There were four potential options of the Southern Construction Framework, Hampshire Gen 4 Framework, Pagabo Framework and SCAPE under consideration. After careful consideration of the pros and cons for each a decision was taken by the Programme Team, supported by the Lansdowne Steering Group to commence preliminary discussions with SCAPE. The SCAPE Framework has adopted the NEC4 model. Advice was also sought from Legal Services.
43. The procurement strategy has also been created in compliance with the requirements of the Grant Agreement between DLEP and the Council dated 19 December 2018, including per the strategy submitted in accordance with Appendix H to that agreement.
44. Legal advice may also be required in respect of the individual contracts to be awarded to deliver the programme and further advice should be sought in due course.
45. The Funding Agreement contains a number of other requirements, including that the expenditure must be undertaken in compliance with rules on State aid; it is recommended that advice should be sought in that regard if it has not already been obtained.
46. Pursuant to the Grant Agreement, the monies are required to be spent by 31 March 2021. The DLEP has a wide range of rights to terminate the agreement and/or claw back any funding already drawn down by the Council, including where the DLEP considers that the Council has not made satisfactory progress or fails to complete the project.

Summary of human resources implications

47. The impact on personnel is negligible. There is a small risk that DLEP could withdraw their funding. If this was to happen then the virtual team will need to be reassigned or go back to their substantive roles within BCP Council & WSP.
48. With the programme continuing then more staff will need to be employed in order to deliver the programmes.

Summary of sustainability impact

49. It is important to note that every effort has been made to improve environmental sustainability in the area through the design of the scheme and working with bus companies to commit to improving the emissions of their fleet over time.
50. The continued access for all vehicles is relevant for today's requirements, in light of massive congestion concerns highlighted by a considerable number of stakeholders to the consultations. Access may be subject to environmentally appropriate restrictions in the future, such as low emissions zones as & when electric cars start to dominate the motor vehicle market.

Summary of public health implications

51. It is important to note that every effort has been made to encourage people to adopt more sustainable behaviours with the inclusion of the cycle way and enhanced public realm space. The designs seek to encourage people to stay in Lansdowne for longer, enjoying the improved public realm, cultural elements and outdoor spaces. This will lead to improved mental health, greater levels of activity

CABINET



Report subject	Estates and Accommodation Project
Meeting date	11 November 2020
Status	Public Report
Executive summary	<p>The delivery of the council's Estates and Accommodation Strategy will enable the organisation to reduce its exposure to a large and inefficient office accommodation estate, whilst at the same time supporting the development of single council identity where staff work in modern and flexible ways, delivering services that are transformed in order to be as customer focused and financially efficient as possible.</p> <p>The creation of the BCP Council Civic Centre and relocation of the customer service offer to local libraries will enable modern ways of working whilst bringing Council services closer to their communities. This represents the first phase in the council's Estates and Accommodation Strategy and comprises the necessary investment in the Bournemouth campus and libraries, plus the associated work required to allow for the development of the legacy Poole and Christchurch civic offices.</p>
Recommendations	<p>It is RECOMMENDED that Cabinet:</p> <ul style="list-style-type: none"> a) Notes the progress being made on the 3 stage process towards delivering the council's 'New Normal' accommodation ambitions, specifically the BCP Council Civic Centre and associated customer services centres b) Approves the decoupling of the service and civic elements of the Estates and Accommodation Project, and to establish a Member Working Group to inform future civic requirements to be delivered separate from the service accommodation phase of the project c) Approves the project budget set out in Appendix 1 for onward Recommendation to Council and delegates authority to the BCP Council Corporate management Board to approve expenditure from this budget to deliver the project

	d) Authorises the commencement of the procurement process and delegates authority to award contracts to the Chief Executive in consultation with the Leader and appropriate senior officers as appropriate, in accordance with delegated authorities and the council's financial regulations
Reason for recommendations	To approve the budget and procurement approach required to successfully deliver the BCP Council Estates and Accommodation Strategy, specifically the remodelling of Bournemouth Town Hall Campus as the BCP Civic Centre and administrative hub and the creation of customer service centres within Bournemouth, Poole and Christchurch libraries.
Portfolio Holder(s):	Cllr Drew Mellor, Leader of the Council
Corporate Director	Julian Osgathorpe, Corporate Director Resources
Report Authors	Matti Raudsepp, Director of Organisational Development
Wards	Council-wide
Classification	For Decision and Recommendation

Background

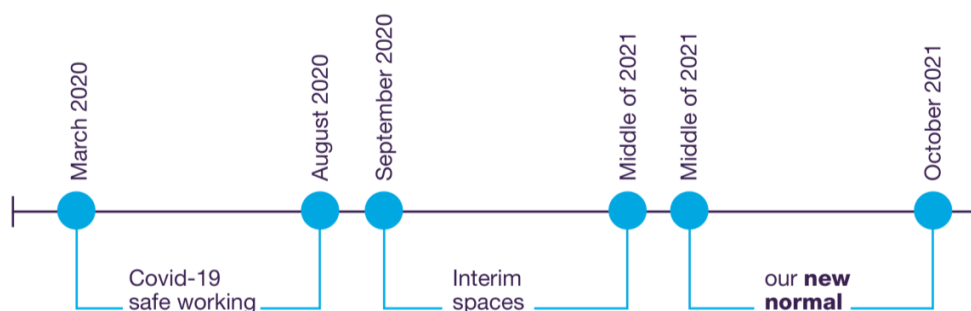
1. In February 2020 Cabinet endorsed the recommendation to refurbish the current Bournemouth Town Hall complex as the preferred approach to delivering a single BCP Council Civic Centre. This followed the outcome of the organisational design process reported to Cabinet in November 2019, and the recognition that BCP Council would require a single main office location and civic centre to support its future service delivery. At that time a comprehensive review was requested by Members to evaluate the most suitable delivery option.
2. In June 2020 Cabinet considered the impact of the ongoing Covid 19 pandemic on its transformation plans and in particular the impact on planned timescales for the Estates and Accommodation strategy. The rapid and necessary rollout of new technology to support remote working at scale quickly demonstrated the potential for the council to move more quickly to its objective of introducing flexible working. Furthermore, the absence of staff within council workplaces demonstrated the opportunity that existed to increase the pace of change in the delivery of the first phase of the Estates and Accommodation Project.
3. As a consequence of the unprecedented situation created by the pandemic on the council's activities Cabinet agreed in June to accelerate the transition of staff from Christchurch and Poole (plus the Bournemouth Learning Centre due to its planned repurposing) to the new BCP Civic Centre, and thereby release these legacy buildings for disposal as soon as possible. It was also agreed that a more pragmatic and scaled back approach would be taken to the refurbishment of the new civic centre, reflecting the financial implications the council was dealing with

as a result of the pandemic. It was not possible at that stage to provide a detailed budget requirement but it was agreed that one would be provided to Cabinet as soon as it was available.

4. By releasing the requirement for the capital receipts from the Poole and Christchurch Civic Centres from the financing of the Accommodation Strategy this will enable more timely development opportunities to be considered for both of these sites to maximise their benefits for the needs of their specific communities. Specifically the intention is no longer to dispose of the Poole Civic centre in its entirety but to maintain ownership of the core building to protect the Mayoral connection and to consider alternate uses.

Delivery strategy

5. The Estates and Accommodation Strategy has been developing during an unprecedented public health crisis and consequently it has been necessary to develop a staged process to deliver its outcomes at the same time as mitigate the health risks to our staff and customers. This has resulted in a 3 stage process being identified with an anticipated timescale for delivery.



6. The priority during the last 6 months has been to ensure our workplaces are safe for those staff who need to continue to use them (Stage 1). Whilst a significant proportion of the council's workforce has been able to work remotely that has not been the case for all, and more recently as the lockdown has been relaxed we have seen an increase in staff working from, or visiting, our offices. Consequently work has taken place to ensure our offices and workplaces are appropriately prepared to mitigate risks to staff and customers.
7. Stage 2 establishes Interim Spaces, which are areas within each of our current three civic offices that are available to staff who need to work from an office location. These spaces will contribute to the more effective and efficient management of our buildings, whilst freeing up other parts of our buildings in readiness for remodelling or disposal. This stage was delivered at the beginning of October and is now operational.
8. Stage 3 refers to the delivery of the remodelled BCP Council Civic Centre, at which time it will be possible to completely vacate the surplus civic buildings in Christchurch and Poole, and make them available for repurposing and development as soon as appropriate. This will be contingent upon the effective transfer of existing Christchurch and Poole customer services centres to local libraries to ensure a seamless continuation of service to our customers. The

transfer of the Bournemouth customer services function will also transfer to the central Bournemouth library but that move is not required immediately as continued provision from the new BCP Civic Centre will be possible. Services will move to the new BCP Council period in tranches according to the completion of remodelling works, and it is currently anticipated that all services will have made their moves by October 2021.

9. A pre-market engagement exercise took place in May 2020 to inform the design and procurement options for the remodelling of the Bournemouth Town Hall campus. This process was valuable and fed into the project's design and procurement assumptions, particularly the level of concern and/or risk associated with any redesign and refurbishment of the Civic areas within the older, listed part of the Town Hall building. In addition the challenges of delivering the 3 stages within an ambitious timeframe and in the midst of a volatile and changing Covid pandemic landscape. Consequently it is now considered that the two key elements of the BCP Civic Centre project, ie civic and service accommodation, should be decoupled.
10. It is therefore proposed that the service accommodation aspect of the project is delivered as a priority and the civic element should follow. This will allow for a greater focus on ensuring the delivery of the space necessary in the Bournemouth campus to support the timely vacating of the Christchurch and Poole civic offices. At the same time this will allow an appropriate opportunity for members to become fully engaged in establishing the requirements for improving and adapting the civic space within the new BCP Civic Centre. To this end it is proposed to establish a Member Working Group at the earliest opportunity to perform this function and furthermore to provide wider oversight of progress across the project as a whole.
11. It is important to recognise the interdependencies between the delivery of the BCP Civic Centre, the timescales for disposal of surplus civic buildings in Christchurch and Poole, and the associated requirement for alternative but equally appropriate and effective customer services provision in Bournemouth, Christchurch and Poole libraries. Consequently there is a need to plan for, fund and deliver the alternative customer provision in Poole and Christchurch libraries more quickly than in Bournemouth due to it being possible to retain the Bournemouth customer offer in its current location for the short term.

Estates and Accommodation Delivery Budget

12. The budget requirement for the delivery of the Estates and Accommodation is £6.6 million, inclusive of a 17% contingency. This comprises £5.8 million in capital costs and £0.8 million in one off revenue costs, inclusive of contingency. The budget breakdown is set out in Appendix 1. The budget is based on the outcome of the pre-market engagement process, the revised focus on delivering a scaled back, more financially pragmatic solution, and the extensive knowledge and experience that exists within a range of council services involved in the project. The uncertainty that accompanies a project of this scale and complexity means that a 17% contingency is considered appropriate.
13. The budget requirement should be viewed in the context of the originally anticipated budget for accommodation of £29 million which has since been

deemed inappropriate given the impact of the Coronavirus Pandemic on the financial position of the Council, and our ways of working.

14. It was anticipated that the project capital budget requirement would be funded from capital receipts relating to the disposal of legacy civic buildings (Poole Civic Centre and annexe, Christchurch Civic office). The project capital budget will now be funded through prudential borrowing which will take advantage of historically low interest rates and will have the added benefit of matching expenditure to the useful economic life of the asset rather than front loading payment. Additionally this will allow for more timely analysis of what will represent best value for both the Poole and Christchurch sites.
15. A number of assumptions have been identified in order to build the project budget, and these are summarised as follows:
 - a. The budget is largely based on estimates rather than tendered costs
 - b. Asbestos surveys have been completed but only to a non-invasive level at this stage. More detailed survey work may identify additional costs in due course
 - c. The emphasis is on reuse of suitable office furniture and equipment in order to limit refurbishment costs
 - d. Civic space design and build costs are not included at this stage, as it is important to allow Members the opportunity to contribute to the design of these elements, and then properly test them with the market in light of the risks and complexities associated with listed buildings projects
 - e. Exit costs are based on a scope comprising Poole and Christchurch. Inclusion of additional buildings in phase 1 will create additional financial implications
 - f. Costs for the interim travel plan to support transition are outside the scope of the budget, and will be resourced separately
 - g. Design and remodelling costs connected to the Citizens Advice Bureau are not known and no allowance is made within the project budget at this stage
 - h. Whilst the council is keen to reduce its reliance on paper use and storage, the cost of any future records management solution are not yet known, and are therefore not included in the project budget requirement at this stage.
16. The budget can be most clearly understood in terms of the following breakdown:
 - a. the closure of legacy offices, including office clearance, ICT and relocation costs
 - b. works to the Bournemouth campus that are not directly required by the project but which would be necessary in the immediate future in any event eg, essential building repairs and replacement costs
 - c. Refurbishment costs, including the BCP Civic Centre, and alterations to Bournemouth, Poole and Christchurch libraries to accommodate new customer services facilities, and to establish new coroners accommodation.

17. In line with the project's focus on pragmatism and financial prudence the office refurbishment costs are limited to those works that are either essential in order to optimise the use of the available space for a much larger workforce, or are necessary in order to establish a modern and suitable workplace from which BCP Council can operate successfully going forward. As far as practically and financially possible it is the intention to create a look and feel within the office environment that is smart, professional and conducive to flexible working, and which can also contribute to our ability to attract and retain the best possible workforce for the council going forward. Whilst a balance between cost and quality must always be struck it is considered that the approach being adopted is proportionate and represents value for money for the council.

Recommended procurement process

18. In order to deliver the Estates and Accommodation Project as quickly as possible a combination of in-house and externally sourced design and professional skills capability will be used. This ensures that the various strands of the project can be developed concurrently which will assist in managing the interdependencies that exist within the project, and also represents the best use of internal resource.
19. With regard to the build elements of the project these will be procured in line with the council's normal procurement guidelines, and the most appropriate approach and breakdown of works will be identified once the outcome of the design phase is known.
20. Given the timescales for developing the design elements of the project along with the subsequent procurement, mobilisation and implementation stages the current expectation on timescales indicates that services will begin to move into their new accommodation in the middle of 2021, with completion of moves expected by October 2021.

Next steps

21. Stages 1 and 2 of the 3 stage process are now complete, so the focus of the project is now on the design and delivery of the BCP Civic Centre and customer services offers in the three town's libraries. This stage also involves planning for how the new space will be occupied ie, which services and teams are located where within the campus, and the sequence of moves that will be necessary to bring these changes about, taking into account the need to minimise disruption to service delivery and introduce new ways of working at the same time.
22. The process for developing a repurposing and development strategy for the Christchurch and Poole legacy civic offices has also begun and the options relating to these disposals will be reported to Cabinet in due course.
23. Running in parallel to the activities referred to above, and in order to progress the decisions around the future of the council's wider estate, an Asset Management Plan is now being developed. This piece of work will inform subsequent stages of the Estates and Accommodation project, and in particular the requirements and

disposal opportunities relating to the delivery of the Hub and Spoke objectives of the project as a whole.

Summary of financial implications

24. Full financial implications and underlying assumptions are provided in Appendix 1 – Budget Requirement and Financial Strategy.
25. The Council intends to use Prudential Borrowing to finance the capital elements of the Estates and Office Accommodation budget. These are estimated to be around £5.7m (including contingency of £0.8m) and will result in an annual borrowing repayment requirement of £0.2m per annum. Annual borrowing repayment costs will be met from savings anticipated in revenue 'building operational spend' budgets (utilities, rates, repairs and maintenance, insurance). These budgets will no longer be required for Poole and Christchurch Civic Centres as the sites are vacated and disposed of.
26. The use of prudential borrowing enables the Council to utilise capital receipts from the future disposal of vacated premises as funding for the wider capital investment programme or to support its strategic regeneration ambitions.
27. Both one-off revenue costs of £0.9m (including £0.1m contingency) and £0.5m for spend on surplus assets up to the point of disposal will have a direct impact on the Council's revenue budget. Whilst the funding model in Appendix 1 forecasts a (£43k) net revenue saving over the three years of the MTFP, Members are asked to note that this consists of net revenue pressures £0.25m in 2020/21 and £0.38m in 2021/22, offset by net revenue saving of (£0.68m) in 2022/23 (once building related savings from assets disposed of are realised).
28. There is scope to reduce the immediate £0.25m net revenue pressure in 2020/21 by reviewing the profile of planned one-off revenue spend within the funding model. This would, however, only defer the costs to 2021/22. One-off revenue costs do include £0.1m for redecoration, £0.1m for the development of estates asset management plans as well as £0.1m contingency. These estimates could potentially be reduced to help relieve MTFP pressure.

Financial risks

29. All costs included within the Budget are estimates only at this stage. There is a risk that final spend requirements could be higher than planned as work progresses. The inclusion of 17% contingency reduces this risk.
30. The funding model also includes desktop estimates for items including site security and statutory repair & maintenance at vacant sites up to disposal. These are allowances only, and estimates could change as the project progresses.
31. The Prudential Code only permits prudential borrowing to be used for capital expenditure. Whilst officers have reviewed the £5.7m 'capital outlay' spend to ensure it meets this definition, this review has been based on high level spend descriptions only. Any expenditure that does not ultimately satisfy the definition of capital expenditure will be treated as revenue, impacting directly on the MTFP.
32. Building related budget savings from the disposal of Poole and Christchurch Civic Centres are assumed commence from 31 October 2021. There is a risk that these savings will not be realised to the same extent if premises are not vacated to planned project timeline.

33. The funding model assumes third party contribution of 50% of the costs of relocating the coroner's service – this has yet to be formally confirmed / secured.

Value for Money

34. The Estates and Office Accommodation Strategy has the potential to realise significant ongoing financial savings to the Council from estates rationalisation. The immediate financial benefit is a reduction in buildings operational budgets, as surplus sites are vacated. Further financial benefits from the realisation of capital receipts from the ultimate disposal of these assets are also anticipated.

Summary of legal implications

35. The council has the power to enter into contracts pursuant to section 1 of the Localism Act 2011. The council will undertake the procurement in accordance with the Public Contracts Regulations 2015 and subject to any relevant implications arising from the UK's transition from the jurisdiction of the European Union on 31st December 2020.

Summary of human resources implications

36. The creation of the BCP Council Civic Centre and the associated disposal of the legacy civic centres in Poole and Christchurch means that many staff will require a change to their contractual workplace location. This will be effected through a collective agreement currently being negotiated with the council's recognised trade unions.
37. The process of transitioning to a new working environment at the same time as introducing new ways of working can cause anxieties for staff. Plans are being developed to support that transition process to ensure the wellbeing of our workforce and the successful continuity for service provision during this period of change. It should be noted however that for most staff the Covid 19 response has already brought about an acceptance and enthusiasm for more flexible working post pandemic. This is supported by a recent staff engagement survey where the overwhelming majority of respondents expressed satisfaction with working differently, despite the current arrangements requiring a greater of remote working than will be necessary as part of this project. This provides reassurance that our workforce is ready for a permanent change in the way they work in the future.

Summary of sustainability impact

38. The introduction of new ways of working to accompany the outcomes of the Estates and Accommodation Project will reduce travel, with most staff spreading their working time across home and office locations. Investment made in remote working technology as a result of the Covid 19 pandemic has already demonstrated the potential in this regard, and we know following recent staff surveys that the workforce is overwhelmingly enthusiastic about working differently.
39. The consolidation of the council's office accommodation footprint will bring about reductions in its carbon footprint and whilst the more intensive use of the Bournemouth campus may create additional impact in that location it is anticipated that such impact will be offset by the closure of the aging and environmentally inefficient legacy civic buildings in Poole and Christchurch.

- 40. The creation of an Interim Travel Plan is being progressed to support the project and it will identify measures to both encourage positive changes in travel behaviour and to discourage unnecessary travel both to/from work and whilst performing duties related to work.
- 41. A Decision Impact Assessment Report is attached at Appendix 2 for further information.

Summary of public health implications

- 42. There are no public health implications arising from this report.

Summary of equality implications

- 43. An Equalities Impact Needs Assessment (EINA) is attached at Appendix 3.

Summary of risk assessment

- 44. The financial risks arising from the project principally relate to the degree of uncertainty around establishing firm costs ahead of procurement processes.
- 45. The decoupling of civic and service based aspects of the project will result in a longer timescale for addressing the deficiencies in the current Bournemouth Campus civic offer. To ensure this aspect of the project is given due attention and progress is made in line with member expectations Cabinet is asked to consider the establishment of a Member Working Group in order to identify the requirements for the Civic space, as well as to regularly review progress, risks, issues, benefits realisation and the budget of the programme.
- 46. There are potential risks to the project from the EU transition process and any Covid 19 second wave, with regard to the availability of contractors and building materials which could affect delivery timescales.
- 47. A full risk register is in place to support the project.

Background papers

Cabinet, 13 November 2019

Cabinet, 12 February 2020

Cabinet, 24 June 2020

Appendices

Appendix 1 – Budget Requirement and Financial Strategy

Appendix 2 - Estates and Accommodation Project, Decision Impact Assessment Report

Appendix 3 – Estates and Accommodation Project, Equalities Impact Needs Assessment

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Estates and Accommodation Strategy

Core Assumptions

- 1) Primary BCP office accommodation from 1st November 2021 will be Bournemouth Town Hall & Extension, and various existing smaller satellite locations. Poole and Christchurch civic estates will be disposed of between 1 April 2022 and 31 October 2022. Capital receipts arising from disposal of surplus civic estate will be available to help fund the Council's wider capital investment programme or to support the Council's regeneration ambitions and are not earmarked to fund Estates and Accommodation Strategy.
- 2) Estimated cost of move is £6.6m, including £1m contingency for unforeseen spend. This consists of £5.7m capital spend and £0.9m one-off revenue spend. CIPFA accounting permits the use of prudential borrowing for capital expenditure, where future savings are identified from which to repay loan and interest. The model assumes use of £5.5m prudential borrowing (£5.7m total capital less £0.2m third party contribution) to fund capital outlay. This will be repaid over the useful life of the asset (estimated 40 years) at 2.47% (current 40 year PWLB interest rate). This is equivalent to a revenue cost of £0.2m per annum.
- 3) £5.7m capital outlay includes £1.2m (pre contingency) for the cost of relocating BCP customer contact centres to within Bournemouth, Christchurch and Poole libraries. In addition £0.4m (pre contingency) is included for relocating the coroners' service. This is a shared Dorset wide service, the relocation of which will require the approval of all stakeholders. Allowance of £0.3m (pre contingency) is included for Covid related measures. This is still pending scrutiny and review by the BCP Health & Safety Team. Allowances for fires safety works at Southcote Road Depot (to facilitate archive storage facilities) is also included at £0.1m at this stage. Building works include internal staff time for programme delivery of £0.6m (pre contingency). Whilst all spend estimates have been subjected to internal officer 'test and challenge', they should still be treated as indicative estimates at this stage.
- 4) One-off revenue spend of £0.9m consists of temporary staff employed to facilitate relocation, costs in relation to archiving and document storage, removal costs and civic estate decoration. Contingency of £0.1m is included within this balance. This spend cannot be treated as capital as it does not directly result in an identifiable asset with a useful life greater than one year. The funding model therefore assumes one-off revenue costs will directly impact the MTFP in the year in which they arise. There is scope to reduce this pressure as the costs include a blanket 17% contingency allowance, which may not be required. Additionally spend includes £0.1m for redecoration - arguably desirable rather than essential spend.
- 5) The funding model assumes base budget revenue provision for building operational expenditure at Poole and Christchurch civic centres will be available to repay both the cost of one-off capital outlay borrowing and one-off revenue costs for relocation to Bournemouth Town Hall. Clearly such savings can only be realised once the sites are no longer in use. The model assumes both locations will become 'vacant' from 1 November 2021. Subsequent costs anticipated up to site disposal (1 April 2022 for Poole Civic and 31 October 2022 for Christchurch Civic) are included within the model. These include rates, insurance, site security and indicative allowance for statutory repairs and should be treated as indicative estimates only at this stage. The model assumes an earlier disposal date for the Poole Civic Estate because of the potential for its transfer to the Housing Revenue Account for future housing development. There is less certainty over Christchurch Civic Centre, which is reflected in an indicative disposal date of 1 November 2022. Note that further consideration should be given to the potential relocation of solar panels on the Poole Civic MSCP, which are currently budgeted to generate £5k income each year
- 6) Net building operational spend savings of £0.7m (after repayment of borrowing) are anticipated each year following disposal of surplus civic sites (from 2023/24 onwards). Note that the one-off revenue spend also includes £100k (pre contingency) to undertake strategic asset / estate management plans. One potential outcome from this work is the identification for further rationalisation of the Council's civic estate (further capital receipts and annual building related revenue savings)
- 7) One-off revenue reserve contribution of £0.1m (consisting of historic staff travel plan contributions) is earmarked within the model to help offset one-off revenue costs of relocation in 2020/21
- 8) The Council retains the option of using capital receipts from disposal of Poole and Christchurch civic estates to fund the cost of relocating to single Bournemouth hub. Whilst this would remove the need to utilise prudential borrowing (and save the Council £3.2m in interest payments over 40 years), it would mean less capital reserves are available from which to meet both current and future capital spend requirements across the Council. Based on current asset book values (as opposed to potential development value), the Council could expect to generate at least £6.8m capital receipts from disposal of these sites. The model assumes Bournemouth Town Hall Annexe will remain in use by the Council.

One-off Capital Investment	2020/21	2021/22	Total	Key Financials - over 40 years	
	£	£	£	Medium Term Financial Plan impact (absolute - not incremental)	£m
Building alterations	579,149	776,313	1,355,463	one-off revenue relocation costs (including contingency @ 17%)	0.90
Fixtures & Fittings	190,538	156,962	347,500	one-off costs on surplus civic estate up to disposal (October 2022)	0.48
ICT investment	649,870	43,400	693,270	borrowing repayments @ 2.47% over 40 years	0.34
CCTV reroute	211,799	0	211,799	reduced building op ex from surplus civic estate disposal	(1.65)
Control room relocation	34,615	40,385	75,000	application of one-off historic revenue reserve	(0.11)
Coroners relocation	0	350,000	350,000		(0.04)
Customer Service Centres (in libraries)	449,694	776,923	1,226,618		
Covid specific measures (subject to H&S review)	265,000	0	265,000	Financial impact over 40 years (absolute not incremental)	£m
Transition / interim office space	190,129	0	190,129	Net saving to BCP over MTFP (2020/21 to 2022/23)	(0.04)
Fire safety works at Southcote Road	110,000	0	110,000	Net saving to BCP for next 10 years (2023/24 to 2032/33)	(7.31)
Additional security investment	40,000	0	40,000	Net saving to BCP for next 10 years (2033/34 to 2042/43)	(7.31)
	2,720,795	2,143,982	4,864,779	Net saving to BCP for next 10 years (2043/44 to 2053/54)	(7.31)
contingency @ 17%	462,535	364,477	827,012	Net saving to BCP for next 10 years (2054/55 to 2062/63)	(6.70)
Capital Outlay	3,183,330	2,508,459	5,691,791	Total 40 year revenue budget saving (absolute)	(28.67)
Capital Funding	2020/21	2021/22	Total	Project Total Spend	
	£	£	£		£m
Third Party contribution towards coroners relocation	0	204,750	204,750	Capital	5.69
Prudential Borrowing	3,183,330	2,303,709	5,487,041	Revenue	0.90
Capital Funding	3,183,330	2,508,459	5,691,791	Total	6.59

One-off revenue costs	2020/21	2021/22	Total
	£	£	£
Strategic estate management plans	25,000	75,000	100,000
Temporary staff to facilitate relocation	111,323	129,877	241,200
Removal costs (including archiving)	121,576	141,838	263,414
Site clearance	0	52,250	52,250
Redecoration	50,822	59,292	110,114
	308,721	458,257	766,978
contingency @ 17%	52,483	77,904	130,386
One-off revenue costs	361,203	536,161	897,364



Decision Impact Assessment Report

Estates & Accommodation

DIA Proposal ID: 126

Assessment date: 24th August 2020

Assessor(s): Joelle Price

Support: Roxanne King

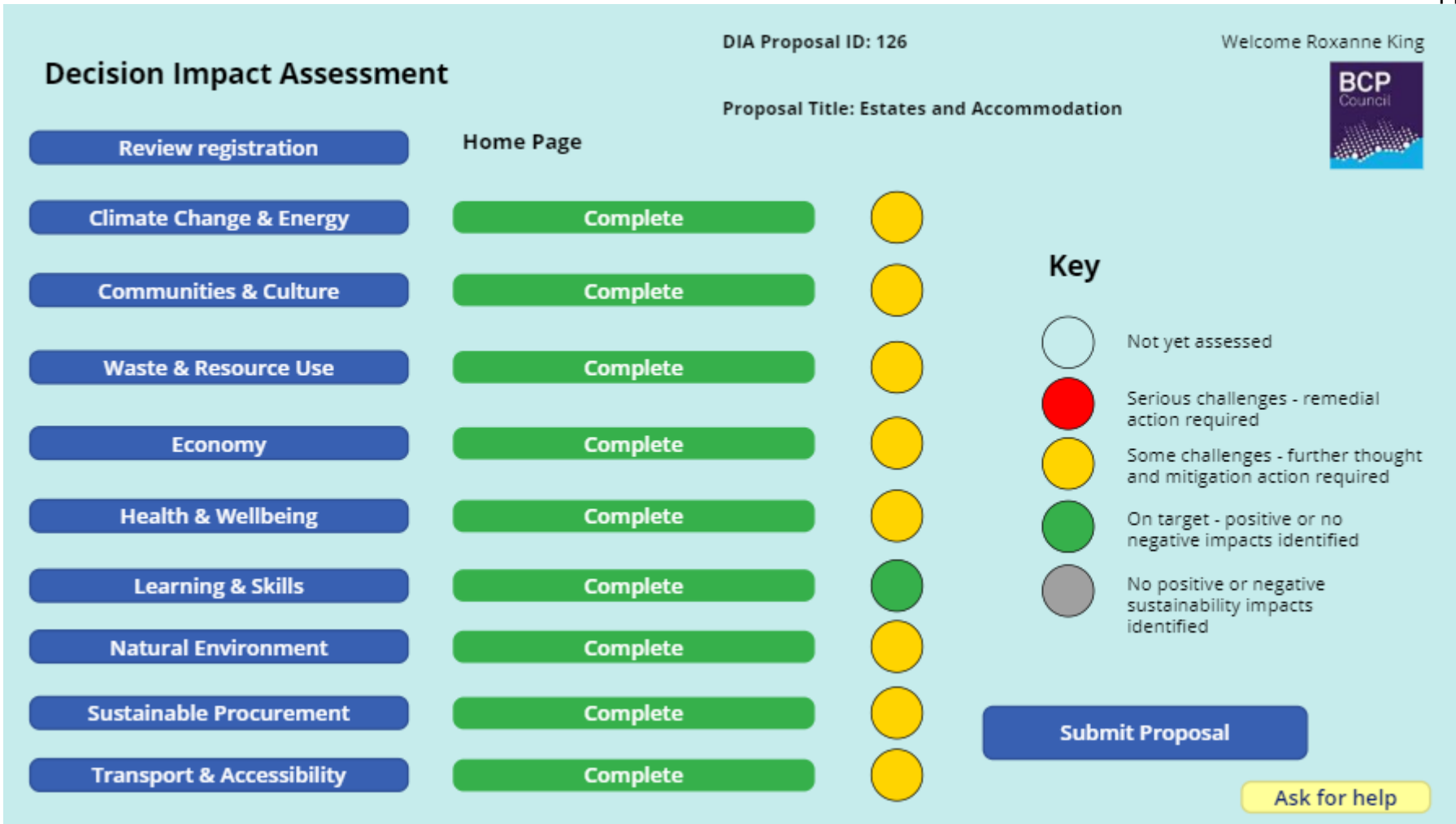
The Decision Impact Assessment (DIA) is a requirement of BCP Council's Financial and Procurement Regulations. It has been developed to help project managers maximise the co-benefits of proposals, reduce risk and ensuring that sustainable outputs and value for money are delivered through every project, plan, strategy, policy, service and procurement.

The following report highlights the opportunities and potential issues associated with the above titled proposal. It has been assessed against a number of themes and shared with BCP Council Theme Advisors for internal consultation. The RAG ratings and additional information have been provided by the project manager and may or may not have incorporated feedback from theme advisors. Results should be scrutinised by decision-makers when considering the outcome of a proposal.

The results of this DIA will be combined with all other assessments to enable cumulative impact data across a wide range of data sets. Individual DIA reports should be included in proposal documentation and made available to decision makers for consideration. Cumulative impact reports will be produced annually or as required by the Climate Action Steering Group and Members Working Group.

For questions and further information, please contact Sustainability Team at DIA@bcpcouncil.gov.uk

Please note: This report is in a draft format and may appear different to future DIA reports.







Proposal Title	Estates & Accommodation
Type of Proposal	Project
Brief Description	Creation of the BCP Council Civic Centre
Assessor	Joelle Price, Programme Manager
Directorate	Resources
Service Unit	Organisational Development
Estimated Cost	Between £25k and OJEU threshold
Ward(s) Affected	No Wards

Sustainable Development Goals (SDGs) Supported



RAG reasoning and proposed mitigation/monitoring actions

Theme	RAG	RAG reasoning <i>Details of impacts including evidence and knowledge gaps</i>	Mitigation and monitoring actions <i>details of proposed mitigation/remedial action and monitoring (inc. timescales, responsible officers, related business plans etc)</i>
Climate Change & Energy		Reducing 3 buildings to one will reduce carbon emissions and need to travel between sites. All energy and environmental measures to be considered alongside cost, resources and timeframes.	Cabinet decision to be taken on the scope, scale and climate ambition of works, approx. Oct 2020
Communities & Culture		Overall Estates and Accommodation Strategy will consider community benefits through community hubs; this project is focussing on the corporate office provision and civic space. Cultural activities possible in civic space. Many outcomes will be dependent on the funding and resources available, but desire to create welcoming community and staff site.	EINA assessments carried out for staff and public implications. Need to look at disability access and customer access into the building
Waste & Resource Use		Positives include less paper use from flexible working; reduced emissions from both business and commuter travelling. Furniture, IT consumables and other resources will be recycled on campus or will be offered to staff and community groups. Minimal reconstruction of existing buildings. No water usage in Poole and Christchurch, but no plans to invest in toilet/water efficiencies in Bournemouth.	Product specification and efficiency measure to be decided. Spatial and Transitional planning workstream will consider the aspects in due course.
Economy		Positive economic impacts for Bournemouth Town Centre, but possible negative impacts for Poole and Christchurch. Sustainability impacts and use of local suppliers will be supported when possible.	None
Health & Wellbeing		The perceived impacts could be positive or negative for staff depending on individual mindset and situation. Reduced parking capacity will encourage active travel.	Regular pulse surveys will be carried out.

Learning & Skills		Value of project is less than £10m so project will not directly support an apprenticeship. Staff will undergo training on Teams and other new technology such as Digital Mailroom.	Training will be delivered through Champions and online resources.
Natural Environment		Opportunities for natural or artificial plants to be discussed. External view of the building and surrounding areas will not be affected by this project. Air quality improvements likely through reduced business and commuter travel.	Air quality and circulation regulations/guidance due to Covid 19 to be considered.
Sustainable Procurement		Initial procurement through existing contracts and suppliers. Procurement to advise.	Procurement of additional goods and services will be assessed if required.
Transport & Accessibility		Reduced travel for people working remotely; possibly increased travel for staff travelling to Bournemouth from Poole and Christchurch. Reduced per person parking capacity and parking charges will encourage sustainable and active travel modes. Increase in changing facilities for active travel.	Business mileage can be monitored. Engagement needed with staff regarding changes to car parking arrangements. Consider communications/provisions for staff safety to/from TH site.

BCP Equality Impact Assessment Template

Executive Summary and Conclusions

Once the Equality Impact Assessment Template has been completed, please summarise the key findings here. Please send a copy of your final document to the Policy and Performance Team.

As a response to the Covid 19 pandemic, the Council has changed the way it works and engages with customers and the community. The proposal to maintain the momentum of flexible modern ways of working across the BCP Council estate and repurpose council buildings overall appears to offer more positive than negative outcomes for protected characteristics.

Customer access points will still be available for face to face contact for those that choose to access council services this way but in more central and accessible sites in Poole and Christchurch.

Most Council staff are already working differently and have adapted to flexible and remote ways of working.

Modern and more accessible ways of working will make BCP Council a more accessible and open employer. Most staff will have seen a reduction in travel to work time and costs and there is likely to have been a positive impact for people with limited access to public transport. Generally staff have had more options about how they fulfil their duties which promotes BCP Council as an employer of choice.

However, there are some potential negative impacts for staff that the Council should commit to addressing through its Workforce Strategy as the impact on individuals is better understood. Learning from the staff survey and Accommodation Occupancy Diagnostic tool will help inform this. This equality impact assessment should continue to be reviewed and updated in light of further feedback.

In summary:

- Online working and learning does not suit all ages and over a third of BCP Employees in the three main offices are over the age 55.
- Some staff may not have access to a suitable, safe workspace outside of an office environment and no access to space to have confidential discussions.
- The pace of change and working with new technology may have impact on people's health and wellbeing as there is an increased risk of loneliness and poor mental health
- It may present some staff with safeguarding issues, for example domestic violence, and greater frequencies in home working may increase risks to affected employees, particularly women

The working practices survey identified negative impacts for protected characteristic groups, however it should be noted **that it will not be a requirement for staff to work from home, it will be an option** under the smarter working arrangements and we will be creating office service zones to suit everyone's needs.

BCP Equality Impact Assessment Template

Part 1 - The Project	
Policy/Service under development/review:	Estates and Accommodation Strategy
Service Unit:	Organisational Development
Service Lead:	Julian Osgathorpe
Equality Impact Assessment Team:	Sarah Ray- Dene Julian Osgathorpe Matti Raudsepp Joelle Price Bridget West Sam Johnson Vicky Edmonds Graeme Smith
Date assessment started:	19/05/20: Updated 18/08/2020
Date assessment completed:	Ongoing
What are the aims/objectives of the policy/service?	<p>To maintain the momentum of flexible modern ways of working across the BCP Council estate and repurpose council buildings.</p> <p>To consolidate the Council's office footprint and reduce the impact of climate change through the ways people use and access council buildings and services.</p> <p>The report to Cabinet in Feb '20 set out the current Estates context, the options for achieving a single council hub and the evaluation criteria to be applied to the options, and the recommended way forward for the delivery of a single BCP Council Civic and administrative hub.</p>

BCP Equality Impact Assessment Template

Part 1 - The Project

What outcomes will be achieved with the new or changed policy/service?	<ul style="list-style-type: none"> • Flexible ways of working which will benefit all staff • Protection of vulnerable members of staff and customers with more effective adoption of social distancing guidance • Reduction in the council's carbon footprint • Financial savings which will enable the more efficient delivery of public services • Safe and accessible buildings, kit and equipment • Relocation of customer access points in Poole and Christchurch to local libraries which are more accessible than existing sites.
Are there any associated services, policies or procedures?	<ul style="list-style-type: none"> • Customer Access Strategy – being developed • Digital Strategy – being developed • Medium Term Financial Strategy • Asset Management Plan • Employee Pay & Reward (terms & Conditions) – being developed • BCP Council Travel Plan – being developed • Corporate Strategy • Climate strategy • People Strategy • Health and Safety Policy • Lone working procedures • Corporate Safeguarding policy • Organisational Design Programme
Please list the main people, or groups, that this policy/service is designed to benefit, and any other stakeholders involved:	<ul style="list-style-type: none"> • BCP Staff, agency workers, Councillors and Contractors • Customers, residents, visitors with improved and more central customer contact centres. • Community groups

BCP Equality Impact Assessment Template

Part 1 - The Project

With consideration for their clients, please list any other organisations, statutory, voluntary or community that the policy/service/process will affect:

- Trade unions
- Citizens Advice Bureau and their customers
- Public Health
- Community and voluntary sector groups and third parties who use the Town Hall for their meetings and events

Part 2 – Supporting Evidence

Please list and/or link to below any recent & relevant consultation & engagement that can be used to demonstrate a clear understanding of those with a legitimate interest in the policy/service/process and the relevant findings:

Employee First Data:

Payroll data from Employee First shows that across the authority almost 7% of the workforce on the payroll are 65 or over, rising to 9% in the main offices. This increases to 30% and 33% respectively when including those 55 and over. Those under 25 make up 5.5% of the total workforce falling to under 3% in the main offices.

68% of the workforce identifies as female with that figure falling to 66% in the main offices.

3% of the workforce is identified as having some form of disability with similar figures for the main offices.

Note: A third of officers have chosen not to fill in this part of the monitoring form.

Updated workforce profile data for the 30 June 2020 is available on the [website](#). Some of the numbers differ slightly to those above.

We undertook a staff survey of working arrangements implemented during Covid 19 to help understand the impacts on staff and inform the strategy. The survey was undertaken during May and June 2020. 1869 responses were received. In general, the headline results support the initial assessment set out later in this document.

The headline results are:

BCP Equality Impact Assessment Template

Part 2 – Supporting Evidence

- Most respondents able to work at home
- More than half enjoy working at home, one in ten do not enjoy it.
- No commuting is the biggest benefit
- Isolation and difficulty keeping in touch are the greatest difficulties
- Around a quarter do not have a suitable workspace and a third do not have the equipment they need
- A third of employees have had childcare responsibilities – a quarter of these have had sole responsibility for childcare

The survey asked about seven personal characteristics that are protected under the Equalities Act: Age, Disability, Ethnicity, Gender, Religion, Sexual orientation and Transgender. There were insufficient numbers to be able to provide analysis for transgender so this is not reported. The survey also asked about childcare responsibility, since school closures and home schooling will have created added stress for parents during the lockdown period.

Each of the survey questions has been broken down by each set of characteristics. The appended results have been tested for statistical significance and some of the extracts are pulled out below. For the [full survey results](#) and [comment analysis](#) is available on the intranet.

Age:

16 - 44 year olds

- less likely to have a suitable and comfortable workspace and some office equipment at home
- more likely having more personal/family time

45 - 54

- more likely to find it easier to focus
- more likely to say that plenty of information is being fed through to them

55 +

- more likely to say that one of the most difficult things about working from home is IT problems
- more likely to agree that they're able to maintain a healthy work/life balance compared to all other age groups

Disability:

With a disability

BCP Equality Impact Assessment Template

Part 2 – Supporting Evidence

- less likely to agree that their manager keeps in regular contact with them and checks up on their wellbeing compared
- less likely to agree that they are involved in regular team meetings and are able to contribute in team meetings
- less likely to agree that they feel like they are trusted to work from home

Ethnicity: Due to the small numbers of respondents in individual ethnicity categories, results have been grouped into white British, other white and Black, Asian and Minority Ethnic (BAME)

BAME

- least likely to have a desk and office chair
- least likely to agree that they had created a suitable workspace
- most likely to disagree that they are trusted to work at home
- most likely to have a work phone and

Gender

- Females were more likely to agree that they have established a good work routine, that they are able to maintain a healthy work/life balance, that they are more productive and are still able to have social interactions with colleagues.
- Males and females were equally likely to have had childcare responsibilities while working at home during lockdown. Of these a third of females had sole responsibility for childcare compared to only 3% of males.

Religion: The two largest groups identified are Christian and no religion. All other religions have been grouped together to provide a suitably large group for analysis.

Other religions:

- more likely to have mentioned social isolation and too many distractions as difficulties.
- more likely to say they have data security concerns.
- less likely to have mentioned IT problems as a difficulty when working at home

Sexual Orientation: Due to relatively small numbers of respondents of some sexual orientations, results have been grouped into Heterosexual / straight and Lesbian / Gay / Bisexual / Other (LGB).

LGB Employees:

- more likely to say they really do not like working at home
- more likely to say that they can't separate living and work space and that they lack private space for confidential work.

BCP Equality Impact Assessment Template

Part 2 – Supporting Evidence

- more likely to say that they are not able to contribute in team meetings.

Childcare:

Those with childcare responsibilities

- more likely to find the best things about working from home are more flexible hours and more personal/family time
- more likely to find the most difficult things about working from home are that it's hard to separate work and home life and there are interruptions from family
- likely to agree they're able to maintain a healthy work/life balance and that they've created a suitable work space

Accommodation Occupancy Diagnostic tool is being completed by service managers to understand office accommodation needs
Staff parking permit data from the existing Bournemouth Town Hall site will be used to help understand mobility issues and parking demand.

Customer Data:

Limited data available on footfall at the main offices so further work needs to be undertaken to establish if there are wider access issues if customer access points are changed. However, 11,500 customers visited the Poole Civic offices between April 19 and March 2020. Of those, approximately 270 people attended to discuss disability related issues.

A better understanding of channel shift will also help determine if there are wider negative impacts. An example is improving the digital offer combined with moving to an appointment based operation Revenues & Benefits service reduced customer drop in footfall by approximately 70% on Poole site from 13,656 customers in 2016/17 to 4,021 customers in 2019/2020 (not included March 2020 due to office closure).

[Wider population data](#), [ward profile data](#) and the [State of BCP report](#) are here:

More detailed community and economic impact assessments are currently being prepared. This will help us better understand the full impact of Covid 19 on people's health and financial wellbeing, on the business community and in the workplace.

BCP Equality Impact Assessment Template

Part 2 – Supporting Evidence

If there is insufficient consultation or engagement information please explain in the Action plan what further consultation will be undertaken, who with and how.

Please list or link to any relevant research, census and other evidence or information that is available and relevant to this EIA:

- [Tableau dashboard workforce profile](#)
- [BCP Diversity Data](#)
- Refuge have reported a 66% increase in calls and enquiries to the national domestic abuse helplines since lockdown began. <https://www.refuge.org.uk/refuge-reports-further-increase-in-demand-for-its-national-domestic-abuse-helpline-services-during-lockdown/>

Please list below any service user/employee monitoring data available and relevant to this policy/service/process and what it shows in relation to any Protected Characteristic:

If there is insufficient research and monitoring data, please explain in the Action plan what information will be gathered:

BCP Equality Impact Assessment Template

Part 3 – Assessing the Impact by Equality Characteristic

Use the evidence to determine the impacts, positive or negative for each Equality Characteristic listed below. Listing negative impacts will help protect the organisation from potential litigation in the future, it does not mean the policy cannot continue. [Click here](#) for more guidance on how to understand the impact of the service/policy/procedure against each characteristic. If the impact is not known please explain in the Action plan what steps will be taken to find out.

	Actual or potential positive outcome	Actual or potential negative outcome
Common to every characteristic	<ul style="list-style-type: none"> • Customer access points in more accessible central locations • Modern and more accessible ways of working will make BCP Council a more accessible and open employer • BCP council becomes an employer of choice • Reduction in travel to work time and costs • Positive impact on people with limited access to public transport • Flexible working hours allows good work life balance • More options about how you fulfil duties 	<ul style="list-style-type: none"> • Online working and learning may not suit officers • Increased loneliness and poor mental health • Lack of space to have confidential discussions
1. Age ¹	<ul style="list-style-type: none"> • Older people may be able to manage health conditions and health appointments by being able to work flexibly 	<ul style="list-style-type: none"> • Young people may not have access to suitable workspace outside of an office environment. • Older people may be affected more severely by the pace of change and working with new technology and this may impact on people's health and wellbeing

¹ Under this characteristic, The Equality Act only applies to those over 18.

BCP Equality Impact Assessment Template

Part 3 – Assessing the Impact by Equality Characteristic

Use the evidence to determine the impacts, positive or negative for each Equality Characteristic listed below. Listing negative impacts will help protect the organisation from potential litigation in the future, it does not mean the policy cannot continue. [Click here](#) for more guidance on how to understand the impact of the service/policy/procedure against each characteristic. If the impact is not known please explain in the Action plan what steps will be taken to find out.

	Actual or potential positive outcome	Actual or potential negative outcome
2. Disability ²	<ul style="list-style-type: none"> Positive impact on those with a mobility impairment More likely to keep disabled people in employment 	<ul style="list-style-type: none"> Dedicated workstation set up at work may not be the same at home or in new shared spaces Some people may be more at risk if lone working/working from home Bournemouth Town Hall is compliant with the Equality Act but access is not always easy for those with limited mobility
3. Sex	<ul style="list-style-type: none"> For women - opportunities for flexible working hours could help reduce costs of childcare because predominantly childcare responsibilities fall to women and single parent families are headed up by women For women – could allow more options to increase their working hours or take up employment which suits their family commitments. 	<ul style="list-style-type: none"> Safeguarding issues (domestic violence) - women are more likely to be victims of domestic violence, and greater frequencies in home working may increase risks to affected employees
4. Gender reassignment ³		
5. Pregnancy and Maternity	<ul style="list-style-type: none"> Opportunities for flexible working hours could help reduce costs of childcare because predominantly childcare 	

² Consider any reasonable adjustments that may need to be made to ensure fair access.

³ Transgender refers people have a gender identity or gender expression that differs to the sex assigned at birth.

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Part 3 – Assessing the Impact by Equality Characteristic

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	Actual or potential positive outcome	Actual or potential negative outcome
	responsibilities fall to women and predominantly single parent families are headed up by women <ul style="list-style-type: none"> • May support with mobility concerns in the later stages of pregnancy • May support with tiredness and fatigue during pregnancy 	
6. Marriage and Civil Partnership		
7. Race		<ul style="list-style-type: none"> • Online working/learning doesn't suit everyone – English not first language • Difficult to find suitable space as members of BAME communities more likely to have larger families, live in smaller accommodation, more people per household, and be proportionately on lower incomes etc.
8. Religion or Belief	<ul style="list-style-type: none"> • People can balance commitments to work and particular beliefs, such as prayer times, with a flexible approach to managing their time 	<ul style="list-style-type: none"> • Need to maintain contemplation room as an option for staff on site
9. Sexual Orientation		<ul style="list-style-type: none"> • Difficulty in finding suitable space may be because LGBT people are more likely to live in smaller households and occupy smaller accommodation

BCP Equality Impact Assessment Template

Part 3 – Assessing the Impact by Equality Characteristic

Use the evidence to determine the impacts, positive or negative for each Equality Characteristic listed below. Listing negative impacts will help protect the organisation from potential litigation in the future, it does not mean the policy cannot continue. **Click here** for more guidance on how to understand the impact of the service/policy/procedure against each characteristic. If the impact is not known please explain in the Action plan what steps will be taken to find out.

	Actual or potential positive outcome	Actual or potential negative outcome
10. Armed Forces Community	<ul style="list-style-type: none"> People can commit more easily to reservist commitments with flexible working arrangements 	
11. Any other factors/groups e.g. socio-economic status/carers etc ⁴		<ul style="list-style-type: none"> Some people may have limited access to ICT and limited internet/broadband packages Maybe an increase personal cost, electricity, heating etc if working from home Poor broadband connectivity may be an issue for some
12. Human Rights	<ul style="list-style-type: none"> We may have a greater opportunity to share skills in a collaborative and online environment. Technology encourages a more equal contribution from all in an online setting. 	<ul style="list-style-type: none"> We may have less opportunity to share skills from working in a collective environment.

Any policy which shows actual or potential unlawful discrimination must be stopped, removed or changed.

⁴ People on low incomes or no income, unemployed, carers, part-time, seasonal workers and shift workers

BCP Equality Impact Assessment Template

Part 4 – Equality Impact Action Plan

Please complete this Action Plan for any negative or unknown impacts identified in the assessment table above.

Issue identified	Action required to reduce impact	Timescale	Responsible officer
For those staff who cannot work from home.	It will not be a requirement for staff to work from home, it will be an option under the smarter working arrangements and we will be creating office service zones to suit everyone's needs.	Present	HR / Project Team
Safeguarding issues (domestic violence) - women are more likely to be victims of domestic violence, and greater frequencies in home working may increase risks to affected employees	To provide information to staff on support available. This has already been undertaken and information is available here. https://bcpcouncil.sharepoint.com/sites/covid19	Ongoing	HR
Online working and learning doesn't suit all ages or where English is not the first language	This needs to be reflected in the workforce strategy, specifically around training. Consider tailored training.	Ongoing	HR
Young people may not have access to suitable workspace outside of an office environment.	No action - It will not be a requirement for staff to work from home, it will be an option under the smarter working arrangements and we will be creating office service zones to suit everyone's needs.	N/A	

BCP Equality Impact Assessment Template

Part 4 – Equality Impact Action Plan

Please complete this Action Plan for any negative or unknown impacts identified in the assessment table above.

Issue identified	Action required to reduce impact	Timescale	Responsible officer
Pace of change and working with new technology may have impact on people's health and wellbeing.	Consider in Health and Wellbeing and Health and Safety guidance and training. Change management training and online support will be available for managers.	Ongoing	HR / Project team
Increased loneliness and poor mental health	Consider in Health and Wellbeing and Health and Safety guidance and training.	Ongoing	HR
Lack of space to have confidential discussions	The project team are engaging with services to understand the requirement for confidential space and this will be build into the proposed layout for the BCP Civic Centre	Jan 2021	Project Team
Dedicated workstation set up at work may not be the same at home or in new shared spaces	Considered in DSE assessments and Health and safety guidance.	Ongoing	
Some people may be more at risk if lone working/working from home	It will not be a requirement for staff to work from home, it will be an option under the smarter working arrangements and we will be creating office service zones to suit everyone's needs. Managers will need to be aware of staff who are at risk if lone working and ensure appropriate arrangements are in place	Ongoing	HR / Managers
Bournemouth Town Hall is compliant with the Equality Act but access is not always easy for those with limited mobility	Pragmatically the project team are considering access implications to the site and understanding through service engagement which individuals have limited mobility so that this is taken account of in design and layout.	Jan 2021	Project Team

BCP Equality Impact Assessment Template

Part 4 – Equality Impact Action Plan

Please complete this Action Plan for any negative or unknown impacts identified in the assessment table above.

Issue identified	Action required to reduce impact	Timescale	Responsible officer
Need to consider contemplation room as an option for staff on site	No action - The intention is to maintain the existing contemplation room in BCP civic centre.	N/A	
Some people may have limited access to ICT and limited internet/broadband packages	No action - If people have poor or limited broadband at home then they consider working from the office or an alternative site.	N/A	
Maybe an increase personal cost, electricity, heating etc if working from home	No action – People will have the choice whether to work from the office or home. They will need to consider the cost of commuting to the office and parking versus the cost of electricity, heating etc from working at home.	N/A	
Poor broadband connectivity may be an issue for some	No action - If people have poor connectivity at home then they consider working from the office or an alternative site.	N/A	
We may lose the opportunity to share skills from working in a collective environment.	Smarter working is about using the appropriate balance of face to face and technology collaboration time. Managers should ensure that their teams have suitable opportunity to interact and engage during the working week.	Ongoing	Managers

Key contacts for further advice and guidance:

Equality & Diversity:
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insight@bcpcouncil.gov.uk