



DARLINGTON

Borough Council

Health and Housing Scrutiny Committee Agenda

10.00 am

Wednesday, 8 February 2023

Council Chamber, Town Hall, Darlington, DL1 5QT

Members of the Public are welcome to attend this Meeting.

1. Introduction/Attendance at Meeting
2. Declarations of Interest
3. To approve the Minutes of the meeting of this Scrutiny held on :-
 - (a) 14 December 2022 (Pages 3 - 8)
 - (b) 11 January 2023 (Pages 9 - 12)
 - (c) 24 January 2023 (Pages 13 - 18)
4. Primary Care Access –
Presentation by the Commissioning Lead – Primary Care, North East and North Cumbria
Integrated Care Board
(Pages 19 - 42)
5. Housing Services Allocations Policy –
Report of the Assistant Director – Housing and Revenues
(Pages 43 - 72)
6. Housing Services Damp, Mould and Condensation Policy –
Report of the Assistant Director – Housing and Revenues

(Pages 73 - 84)

7. Work Programme –
Report of the Assistant Director Law and Governance
(Pages 85 - 100)
8. Health and Wellbeing Board –
The Board last met on 15 December, 2022. The next meeting is scheduled for 16 March, 2023.
9. SUPPLEMENTARY ITEM(S) (if any) which in the opinion of the Chair of this Committee are of an urgent nature and can be discussed at the meeting.
10. Questions



Luke Swinhoe
Assistant Director Law and Governance

Tuesday, 31 January 2023

Town Hall
Darlington.

Membership

Councillors Dr. Chou, Heslop, Layton, McEwan, Mills, Newall, Preston, Mrs H Scott, Sowerby and Wright

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HEALTH AND HOUSING SCRUTINY COMMITTEE

Wednesday, 14 December 2022

PRESENT – Councillors Newall (Chair), Heslop, Layton, McEwan, Mills, Mrs H Scott, Sowerby and Wright

APOLOGIES –

ABSENT – Councillors Dr. Chou and Preston

ALSO IN ATTENDANCE – Jill Foggin (County Durham and Darlington Foundation Trust), James Graham (Tees, Esk and Wear Valley NHS Foundation Trust), Allison Cook (Tees, Esk and Wear Valley NHS Foundation Trust), John Elliston (700 Club) and Shaun Mayo (Tees, Esk and Wear Valley NHS Foundation Trust)

OFFICERS IN ATTENDANCE – Penny Spring (Director of Public Health), Anthony Sandys (Assistant Director - Housing and Revenues) and Lisa Soderman (Head of Leisure)

HH28 APPOINTMENT OF CHAIR FOR THE REMAINDER OF THE MUNICIPAL YEAR 2022/23

RESOLVED – That Councillor Newall be appointed Chair of this Committee for the remainder of the 2022/23 Municipal Year.

HH29 DECLARATIONS OF INTEREST

There were no declarations of interest reported at the meeting.

HH30 TO APPROVE THE MINUTES OF THE MEETING OF THIS SCRUTINY HELD ON 2 NOVEMBER 2022

Submitted – The Minutes (previously circulated) of the meeting of this Scrutiny Committee held on 2 November, 2022.

RESOLVED – That the Minutes of the meeting of this Scrutiny Committee held on 2 November, 2022 be approved as a correct record.

HH31 CHILDREN AND YOUNG PEOPLE'S SERVICES DARLINGTON

The General Manager – Durham and Tees Valley Community CAMHS submitted a presentation (previously circulated) updating Members on the Children and Young People's Services in Darlington.

It was reported that work in the Children and Young People's Services in Darlington was being progressed under three key areas, patient experience, workforce and service delivery; and the main developments in each area were outlined.

Reference was made to the recent CQC report published in September 2022 following the inspection in July 2022; Members were informed of the improvement in the 'Safe' rating for

the service, the evidence of positive changes were outlined and it was acknowledged that further improvements were still required.

Details were provided of the wait times to assessment and treatment for non-neuro referrals; wait time for specialist neuro assessment; and the next steps were outlined.

Members raised concern regarding services for children with autism; the General Manager Durham and Tees Valley Community CAMHS informed Members of the range of services commissioned for children with autism; and discussion ensued regarding plans for reducing wait times.

Following a question regarding lived experience, Members were advised that a young person with lived experience had been employed to lead on co-creation with young people and worked closely with the parent/carer forum in Darlington; and Members were informed of the intention to employ peer support workers.

Discussion also ensued regarding capacity and demand for services and the Keeping In Touch (KIT) process.

RESOLVED – (a) That the General Manager – Durham and Tees Valley Community CAMHS be thanked for his informative presentation.

(b) That Members receive a further update on Services in Darlington, including KIT.

HH32 COMMUNITY TRANSFORMATION NHS ENGLAND: TEES VALLEY

The Service Manager, AMH Darlington and Specialist Services gave a presentation (previously circulated) updating Members on the work being undertaken to review the mental health system as part of the Community Transformation NHS England: Tees Valley.

The presentation outlined the core aims of the community transformation; details were provided of the principals and vision of the transformation which included local community support, community hub and treatment and intervention services, all of which would be supported by care navigators.

Members were advised of the work being undertaken in Darlington; a working group was established in January 2022 and information governance agreed; a physical location for the community hub had been identified in Darlington, this would be a resilience centre staffed by trained third sector staff; and was due to be finalised in the new year.

Details were provided of reconfigured teams in Tees, Esk and Wear Valley NHS Foundation Trust and the remit of each team was outlined; go live expected dates and expected outcomes and outputs were outlined. Members also noted the Recognition of work to date.

Discussion ensued regarding the location of patient assessments and safeguarding arrangements; Members were informed that an accessible clinic was operating from the Dolphin Centre to undertake new assessments and in relation to decision making, Members were assured that governance arrangements were in place and a multi-disciplinary team established with oversight of decisions made for patients.

Following a suggestion to link in with community groups, Members were informed that a directory of services available via the community hub would be made available; and work was being undertaken to provide one stop shops in the wider community using established local hubs and groups.

RESOLVED – (a) That the presentation be noted.

(b) That an update on the community hub be provided at a future meeting of this Scrutiny Committee.

HH33 HOUSING SERVICES LOW COST HOME OWNERSHIP POLICY

The Assistant Director Housing and Revenue submitted a report (previously circulated) requesting that consideration be given to the draft Housing Services Low Cost Home Ownership Policy (also previously circulated) prior to its consideration by Cabinet on 7 March 2023.

The submitted report stated that Housing Services were committed to building sustainable communities and offering low-cost homes both to rent and buy; the Housing Services Low Cost Home Ownership Policy outlines the range of home ownership options available for Council properties; and the policy covers Right to Buy, Rent to Buy and Shared Ownership options for residents who would like to own their own home but are unable to afford to purchase a property outright from the open market.

It was reported that one of the 7 key expectations for social housing tenants in the Government's Social Housing White Paper, "Charter for Social Housing Residents" was "to be supported to take your first step to ownership"; the charter introduced a new Right to Shared Ownership and aimed to ensure that 50 per cent of new homes delivered by the Affordable Homes Programme, and supported by grants through Homes England, would be for affordable home ownership. Members noted that 20 of the 150 new homes on the Neasham Road new build development would be offered as rent to buy.

Members were informed that the Tenants Panel were consulted in November 2022 and overall, the Panel supported the proposed Housing Services Low Cost Home Ownership Policy.

Following a question, Members were informed that shared ownership rent payments received by the Council were reinvested into the building of new social housing.

RESOLVED – That Members support the onward submission of the draft Housing Services Low Cost Home Ownership Policy to Cabinet.

HH34 PREVENTING HOMELESSNESS AND ROUGH SLEEPING STRATEGY UPDATE

The Assistant Director Housing and Revenues submitted a report (previously circulated) updating Members on the progress against the Preventing Homelessness and Rough Sleeping

Strategy and the homeless services provision during 2022.

It was reported since the Covid-19 pandemic, the Council had continued to deal with a significant increase in demand for Homeless and Housing Options services; the lifting of the ban on section 21 (“no fault”) evictions in June 2021 also created an increase in homeless presentations and requests for housing advice; there had been a 23 per cent increase in presentations to the Housing Options in 2021-22 when compare to the previous year; and that 14 per cent of all presentations in the first two quarters of 2022-23 were as a result of section 21 notices.

It was also reported that in 2021-22, 281 households were placed in temporary accommodation, compared to 230 for the previous year, an increase of 22 percent; and that demand had continued to increase with 178 households placed in emergency accommodation for the first two quarters in 2022-23.

Details were provided on length of stay in emergency accommodation; in 2021-22 there were 3697 nights spent in emergency accommodation, a 10 per cent decrease when compared to the previous year; however the first two quarters of 2023-23 had seen a sharp increase with 3263 nights spent in emergency accommodation.

Members noted the ongoing challenge in finding accommodation and support for individuals with complex needs; details were provided of the achievements in the past 18 months; that despite the significant challenges, everyone in need of emergency accommodation had been provided somewhere to stay, and most of the people placed in emergency accommodation had now been moved to more permanent housing.

It was reported that Darlington’s Preventing Homelessness and Rough Sleeping Strategy for 2019-2024 was approved by Cabinet on 9 July 2019; the strategy consisted of four main sections to satisfy the requirements of Section 1(1) of the Homelessness Act 2002; and reference was made to the five key supporting objectives to the Strategy.

The progress on the strategy’s action plan was monitored through the multi-agency Preventing Homelessness and Rough Sleeping Forum; and Members noted that of the 28 actions in the strategy, all had either been completed or remained ongoing due to continuing demands on services.

Reference was made to the new “Ending Rough Sleeping for Good” strategy that was published by the Government in September 2022; and it was recommended that the actions contained within the Preventing Homelessness and Rough Sleeping Strategy be refreshed for 2023-24 in light of the new strategy, the existing pressures on the Homeless and Housing Options services and as the actions were developed pre-covid and had either been successfully completed or delivered on an ongoing basis.

RESOLVED – a) That the contents of the report be noted.

(b) That this Scrutiny Committee agrees to a review and refresh of the Preventing Homelessness and Rough Sleeping Strategy action plan for 2023-24, in accordance with paragraphs 23 to 24 of the main report.

(c) That the refreshed Preventing Homelessness and Rough Sleeping Strategy action plan be brought to a future meeting of this Scrutiny Committee.

HH35 PERFORMANCE INDICATORS - QUARTER 2 2022/2023

The Assistant Director – Housing and Revenues, Assistant Director – Community Services and Director of Public Health submitted a report (previously circulated) providing Members with performance data against key performance indicators for Quarter 2 2022/23.

It was reported that 36 indicators were reported to this Scrutiny Committee, six Housing and Culture indicators and twenty four Public Health indicators.

At Quarter 2, data was available for nine of the twelve Housing and Culture indicators. It was noted that two indicators had targets to be compared against, HBS 013 – Rent arrears of current tenants in the financial year as a % of rent debit (GNPI 34) which was showing performance better than target; and HBS 016 – Rent collected as a proportion of rents owed on HRA dwellings* including arrears which was showing performance not as good as the target; and that, of the nine indicators with data available, four indicators were showing an improved performance compared to the same point in the previous year, which included three culture indicators CUL 030 – Total number of visits to the Dolphin Centre (all areas), CUL 063 – Number of school pupils participating in the sports development programme and CUL 064 – Number of individuals participating in the community sports development programme; whilst five indicators showed a performance not as good as that recorded at the same time in the previous year.

In relation to Public Health indicators it was reported that eight of the twenty-four indicators had new data available at quarter 2 and that two indicators were showing performance better than the previous year whilst six indicators were showing performance not as good as the previous year.

Particular discussion ensued regarding interventions to address smoking prevalence; and a query was raised regarding the monitoring of factors linked to PBH009 – Low birth weight of term babies.

RESOLVED – That the performance data reported for Quarter 2 2022/23 be noted.

HH36 WORK PROGRAMME

The Assistant Director Law and Governance submitted a report (previously circulated) requesting that consideration be given to this Scrutiny Committee's work programme and to consider any additional areas which Members would like to suggest be included in the previously approved work programme.

RESOLVED – That the work programme be noted.

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HEALTH AND HOUSING SCRUTINY COMMITTEE

Wednesday, 11 January 2023

PRESENT – Councillors Mrs H Scott (Chair), Heslop, Layton and McEwan

APOLOGIES – Councillors Newall, Preston and Wright

ABSENT – Councillors Dr. Chou, Mills and Sowerby

OFFICERS IN ATTENDANCE – Penny Spring (Director of Public Health), Anthony Sandys (Assistant Director - Housing and Revenues), Brett Nielsen (Assistant Director Resources), Claire Gardner-Queen (Head of Housing), Lisa Soderman (Head of Leisure), Victoria Cooling (Public Health Registrar) and Hannah Miller (Democratic Officer)

HH37 DECLARATIONS OF INTEREST

There were no declarations of interest reported at the meeting.

HH38 MEDIUM-TERM FINANCIAL PLAN

The Assistant Director Resources submitted a report (previously circulated) requesting that Members give consideration to the Medium Term Financial Plan (MTFP) for 2023/24 to 2026/27, which had been approved by Cabinet at its meeting on 13 December, as a basis for consultation.

In introducing the report, the Assistant Director Resources reminded Members of the MTFP Briefing that was delivered to Members in December outlining the overall position of the MTFP, and requested that Members of this Scrutiny Committee now consider those services and finances specifically within the remit of this Scrutiny Committee to enable a response to be formulated and forwarded to the Economy and Resources Scrutiny Committee for consideration at its meeting scheduled to be held on 19 January 2023.

The Assistant Director of Resources provided an update on the Local Government finance settlement, which had been received on 19 December 2022, subsequent to the approval of the draft MTFP by Cabinet, and advised on the impact this settlement had on the assumptions made within that approved draft MTFP.

The submitted report stated that in recognition of the significant pressures facing local authority budgets and to help partially meet the pressures faced in Adult Social Care, the proposed Council Tax and Adult Social Care Precept levels had increased for 2023/24, at 2.99 per cent and 2 per cent respectively in line with Government changes to the referendum limits.

It was reported that the Public Health and Housing Revenue Account were the two main funding streams within the remit of this Scrutiny Committee; these were both ring fenced grants; that the 2023/24 Public Health Grant allocation had not been received yet and was currently included at the 2022/23 allocation of £8.831M.

Members entered into discussion regarding scenario planning, the Local Government finance settlement and potential impact of additional monies on future funding; and following a question Members were advised that due to an additional estimated £6.3M funding from the Local Government financial settlement, a fundamental review into services was unlikely to be required in 2023/24.

RESOLVED – (a) That the Economy and Resources Scrutiny Committee be advised that the majority view of this Scrutiny Committee is :-

- i. That the report be noted; and
 - ii. That it be noted that whilst additional funding from the Local Government finance settlement has improved the position of the MTFP for 2023/24, Members remain concerned regarding the medium to long term and the potential requirement for a review of service provision.
- (b) That the Economy and Resources Scrutiny Committee be advised that the minority view of this Scrutiny Committee is that the Council Tax increase of 2.99 per cent plus a 2 per cent Adult Social Care Precept, and the Schedule of Charges be accepted.
- (c) That the Members in attendance at the meeting, in consultation with the Lead Scrutiny Officers supporting this Scrutiny Committee, be given authority to agree the Minutes of this Meeting of the Committee, to enable the Minutes to be considered at a Special Meeting of the Economy and Resources Scrutiny Committee, scheduled to be held on 19 January 2023.

HH39 HOUSING REVENUE ACCOUNT - MTFP 2023-24 TO 2026-27

The Assistant Director Housing and Revenues submitted a report (previously circulated) requesting that Members give consideration to the Housing Revenue Account (HRA)– MTFP for 2023-24 to 2026-27 (also previously circulated).

The Assistant Director Housing and Revenue provided an update on the key decisions within the HRA for 2023-24 which included a proposed revenue expenditure of £26.557M, a proposed Capital Programme of £24.585M and a proposed weekly rent increase of 5 per cent.

It was reported that Councils had the discretion to inflate rents by CPI plus 1 per cent, which would mean a rent increase of 11.1 per cent for 2023-24. Members were advised that a decision was made to cap social housing rent increases at 7 per cent, and taking into account the current economic pressures faced by tenants and balancing this with increased costs of maintaining and improving Council housing and the need to deliver the Councils ambitious capital and energy efficiency programmes, an increase of 5 per cent was recommended which equated to an average £3.69 increase in weekly rents. Members were also informed that Cabinet recommended that service charges be increased by an appropriate inflationary amount.

Reference was made to the consultation exercise undertaken with the Tenants Panel; the Panel fully supported the proposed increase on the annual rent charge, were in support of the spending priorities and energy efficiency work to help reduce tenant's energy bills.

Discussion ensued regarding the service charges with particular concern raised in relation to the increases. The Assistant Director Housing and Revenues informed Members that over 70 per cent of Council tenants had their rent and most service charges covered by Universal Credit or Housing Benefit payments, and that a mid-year review of the service charges for gas and electricity would be undertaken.

RESOLVED – (a) That this Scrutiny Committee supports the average weekly rent increase of 5 per cent for 2023/24, increases to the garage rents and services charges, the budget, Housing Business Plan and capital programme, as appended to the submitted report.

(b) That Members concerns regarding the increases in service charges and the impact on residents and concerns in relation to the Council's Housing Revenue Account subsequent to 2023-24 be noted.

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HEALTH AND HOUSING SCRUTINY COMMITTEE

Tuesday, 24 January 2023

PRESENT – Councillors Newall (Chair), Heslop, Layton and Mrs H Scott

APOLOGIES – Councillor McEwan and Wright

ABSENT – Councillors Dr. Chou, Mills, Preston and Sowerby

ALSO IN ATTENDANCE – Warren Edge (County Durham and Darlington NHS Foundation Trust), Lisa Ward (County Durham and Darlington NHS Foundation Trust), Dr Chris Lanigan (Tees, Esk and Wear Valleys NHS Foundation Trust) and Leanne McCrindle (Tees, Esk and Wear Valleys NHS Foundation Trusts)

OFFICERS IN ATTENDANCE – Penny Spring (Director of Public Health) and Hannah Miller (Democratic Officer)

HH40 DECLARATIONS OF INTEREST

There were no declarations of interest reported at the meeting.

HH41 TEES, ESK AND WEAR VALLEY NHS FOUNDATION TRUST - QUALITY ACCOUNT UPDATE

The Associate Director of Quality Governance, Compliance and Quality Data and Associate Director of Strategic Planning Programmes, Tees, Esk and Wear Valley NHS Foundation Trust gave a presentation outlining the progress made on the Quality improvement actions and quality metrics for 2022/23.

It was reported that the Quality Account had 3 improvement actions, Personalising care planning, improving safety on wards and implementing the new National Patient Safety Incident Framework; that of the 16 actions that underpinned the improvement actions, 9 were on track with 4 fully complete, whilst 4 were off track but due to be completed by the end of the financial year (amber) and 3 were red and would not be completed in this financial year.

Members were informed that the red actions related to Care Planning; that due to the delay in implementation of the new electronic patient record system, these would not be completed; that the system was due to be implemented by 1 July 2023 and a robust Quality Assurance programme which showed improvements in the metrics relating to the quality of care plans.

Members noted the amber actions and particular discussion ensued regarding the use of body cameras and Oxevision and their associated benefits.

In relation to the actions on track but not yet complete, Members noted that work continued to improve the Trust's Serious Incident Review process and Members were informed of the Trust's intention to procure a new risk management system that would enable all incidents to be captured in one place. Members also noted the completed actions.

The presentation outlined the details of performance against the quality metrics for Quarter 1 and Quarter 2, of which two were reporting Green at Quarter 2, those being Metric 2 - Number of incidents of falls (level 3 and above) per 1000 occupied bed days (OBDs) –for inpatients and Metric 4 - Percentage of adults discharged from CCG-commissioned mental health inpatient services receive a follow up within 72 hours; and that five quality metrics were reporting Red.

Members were informed that ward occupancy had caused significant pressure on wards however a range of actions had been undertaken by the Trust to address staffing issues, this included a restructure and a government led recruitment programme with Kerala, India.

Members raised concern regarding performance against the quality metrics and were informed that the Trust's targets were significantly higher than other organisations and that some metrics, whilst reporting as red, were positive. Reference was also made to the Trusts quality and safety journey.

RESOLVED – (a) That the Associate Director of Quality Governance, Compliance and Quality Data and Associate Director of Strategic Planning Programmes, Tees, Esk and Wear Valley NHS Foundation Trust be thanked for their informative presentation.

(b) That the Trust's progress against the quality improvement actions be noted.

(c) That Members concerns regarding the Trust's performance against the quality metrics and ongoing challenges be noted.

HH42 COUNTY DURHAM AND DARLINGTON NHS FOUNDATION TRUST - QUALITY ACCOUNTS UPDATE

The Associate Director of Nursing (Patient Safety and Governance) and Senior Associate Director of Assurance and Compliance gave a presentation (previously circulated, providing Members with an update on the Quality Accounts.

It was reported that the Trust's refreshed strategy 'Quality Matters' supported the achievements of the Trust's vision, Right First Time, Every Time; the priorities for 2022/23 reflected the priorities in the strategy; and the quality priorities for 2022/23 were outlined.

Falls

It was reported that falls per 1,000 bed days remained above pre-pandemic norms however a recent improvement had been seen as a result of recent quality improvement work; and that rapid reviews of falls were completed within 5 days.

Members were provided with details of zonal nursing and welcomed the improvements being seen as a result.

Healthcare Acquired Infections/Pressure Ulcers

MRSA Bacteraemia – The Trusts target is zero and it was reported that there had been zero

cases reported to date.

It was reported that the Trust was marginally above trajectory for Clostridium difficile infection (CDI), which was also being seen nationally and regionally; and the Trust was also above its internally set trajectory for MSSA infections but below national trajectories for Klebsiella, Pseudomonas and e-coli.

Members noted that there had been one Grade 3 pressure ulcer from a lapse in care in the year to date and there had been no Category 4 pressure ulcers.

Maternity Services

Members were provided with details of the aims and progress to date. Particular discussion ensued regarding staffing of maternity services; Members noted the branded recruitment programme being undertaken and international recruitment. Members were assured that daily action planning meetings were being held to maintain safe staffing.

Preventing harm from invasive procedures

It was reported that there had been no never events; that all Local Safety Standards for Invasive Procedures (LocSSIPs) had been reviewed, an overall policy was in place and compliance would be audited by the end of the year; and the LocSSIPs were being prioritised to be built into the EPR system.

Patient Deterioration

It was reported that training for recognition and treatment of deterioration had been reinvigorated; an acute competency development pathway had been introduced for registered nurses; and reference was made to the 'Call for Concern' initiative, Members noted that there were examples where contact had been found to make a difference to the care of patients and improved communication with the family.

Care of Patients with Sepsis

Members noted the three areas of focus for care of patients with sepsis and the progress made to date. Particular reference was made to the Sepsis Tool and the next steps to include in the Electronic Patient Record (EPR).

Additional needs

Details were provided of the progress made in relation to patients with additional needs, including reinvigorating recruitment of Dementia Champions on each ward, the introduction of mandatory training in learning disabilities and autism for all staff, and joint working for patients with mental health needs as well as physical ill-health.

Discharge

It was reported that the Trust worked closely with local authority partners to support early discharge; and Members were pleased to note the positive feedback in the 2021 CQC national inpatient survey and that the Trust had seen fewer Section 42 safeguarding concerns.

Members raised concern regarding discharge letters and following a question regarding minimising delays, Members were assured that the system issue relating to discharge letters was being addressed and that the EPR enabled any barriers impacting on the discharge of

patients, to be identified and addressed.

End of Life/ Palliative Care

Members noted that a draft End of Life Strategy had been developed and was out for consultation with stakeholders; and that education was being provided to staff regarding privacy and dignity of end of life care patients.

Nutrition and Hydration

It was reported that compliance with nutrition measures remained high at over 90 per cent; that dietetics provided support to wards to ensure compliance was maintained and improved through the completion of MUST assessments within four hours of admission; and reference was made to the Drip or Drink and Red Amber Green Water Jug lids campaigns.

Mortality/ Learning from Deaths

Members noted that all indicators were in line with expectations; that eight medical examiners were in post as of September 2022, with the service fully embedded in Darlington Memorial Hospital; and 870 deaths had been independently examined between the period April 2021 and July 2022.

Paediatrics

Details were provided of the progress made in relation to paediatrics and particular reference was made to the recruitment of specialised nursing staff for the paediatric Accident and Emergency area in Darlington Memorial Hospital and that further investment in specialist paediatric and neonatal staff had been agreed.

Excellence Reporting

Members noted that the Trust had seen an increasing number of reports year on year; and the reports were shared with staff via a bulletin and 'walls of awesomeness' in key locations around the Trust.

A&E Waiting times

It was reported that performance in relation to four hour wait times had fluctuated throughout the year; that performance was similar to the national average and slightly below the regional average; and that the requirement for 2023/24 had been set at 76 per cent, taking into account a number of factors including increased patient acuity and ongoing high levels of Covid-19.

Members also noted that the number of patients being assessed within 15 minutes had decreased from 76 per cent in 2021/22 to 73 per cent; and there had been an increase of 2 to 3 per cent of those waiting over 12 hours when compared to the previous year.

Details were provided of the actions being undertaken to address A&E wait times; and discussion ensued regarding the appropriateness of patients presenting at A&E.

RESOLVED – (a) That the Associate Director of Nursing (Patient Safety and Governance) and Senior Associate Director of Assurance and Compliance be thanked for their informative presentation.

(b) That the progress against the Trust's priorities be noted.

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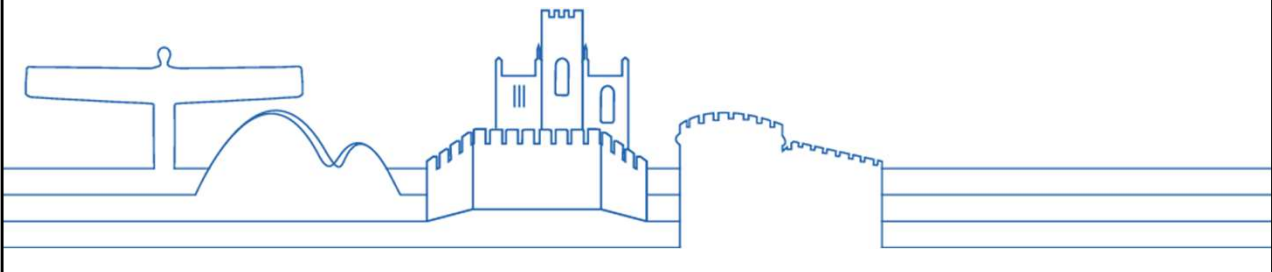
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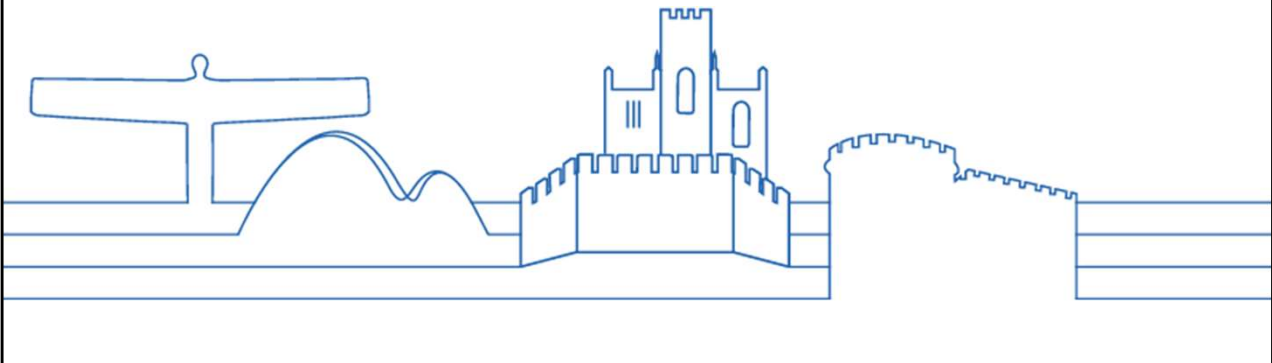
**North East and
North Cumbria**

Primary Care Access

Emma Joyeux – Commissioning Lead, Primary Care



Overview of primary care in Tees Valley

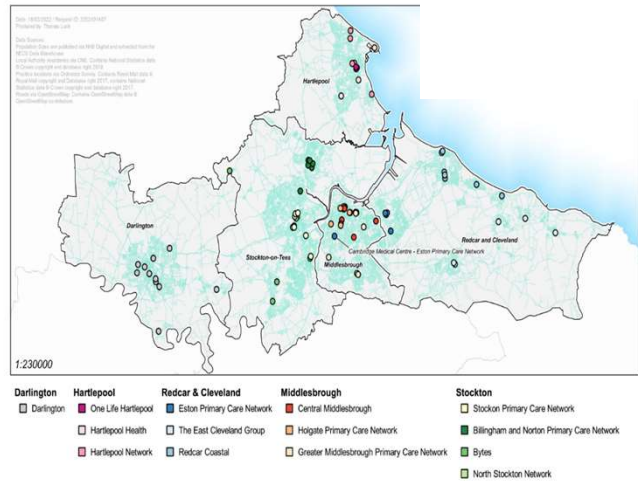


Tees Valley is a sub-Integrated Care Partnership (ICP) of the North East and North Cumbria (NENC) Integrated Care Board (ICB). It covers 5 Places: Hartlepool, Stockton-on-Tees, Middlesbrough, Redcar and Cleveland and Darlington.

Configuration (as of Oct 2022)

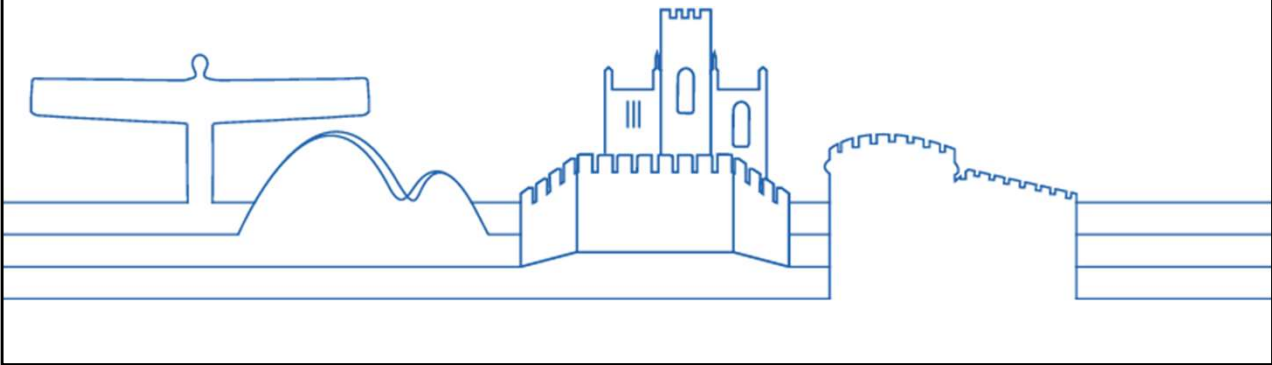
- 5 Local Authority areas
- 80 Practices
- 14 Primary Care Networks (PCNs)
- Tees Valley patient population 721,135

Locality	No. of practices	Smallest list size	Largest list size	Average list size	Number of PCNs
Hartlepool	11	3,783	18,713	8,847	3
Stockton	21	2,319	21,657	9,808	4
Darlington	11	4,721	15,312	10,148	1
Middlesbrough	21	737	20,105	8,003	3
Redcar	16	3,345	14,573	8,635	3



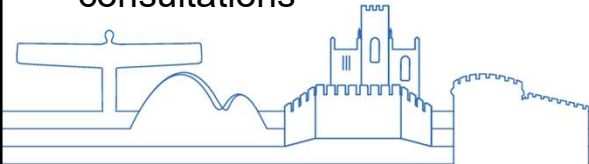
In Darlington, there are 11 practices in one Primary Care Network, covering a registered population of 111,630.

Access - Contract



GMS/PMS/APMS Contract

- Practices must provide essential services at such times, within core hours, as are appropriate to meet the reasonable needs of its patients
- Core hours are 8.00am until 6.30pm, Monday to Friday, except Good Friday, Christmas Day or bank holidays
- Practices must also keep aside appointments for NHS 111 to book
- Practices must offer and promote online consultations and video consultations



There are three different types of GP contract arrangements used by NHS commissioners in England:

- General Medical Services (GMS)
- Personal Medical Services (PMS) and,
- Alternative Provider Medical Services (APMS).

Practices must keep aside one appointment per 3,000 registered patients for NHS 111 to directly book into (this is enhanced locally to one appointment per 2,000 registered patients)

All directly bookable appointments should be made available for online booking, whether or not those appointments are booked online, by telephone or in person

Many practices use triage and navigation processes to make an initial assessment of patients' needs so that patients can be provided with care from the most appropriate member of staff and with regard to the relative urgency of the issue. Therefore, any appointments that do not need to go through a triage process, could be available for patients to book directly online, by phone and/or by visiting the practice.

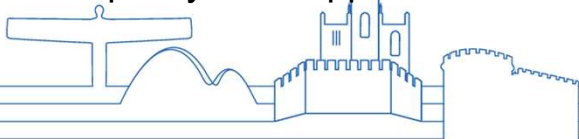
The below list gives examples of appointment types that may be appropriate to be offered via direct booking:

- Asthma clinic
- Blood tests
- B12 injection
- Childhood vaccinations
- Contraception appointment
- Cholesterol monitoring
- Carer health check
- Chronic obstructive pulmonary disease (COPD) clinic/monitors
- Diabetic review
- Dressing/wound care
- Dementia assessment
- Flu vaccination
- Anti-coagulant clinic
- Medical examinations for employers e.g. heavy goods vehicle (HGV) licence
- New patient health check
- Removal of stitches/wound dressing
- Routine injections (non-travel)
- Cervical screening
- Travel vaccinations.

As individual practice population needs can vary significantly, this list should not be seen as mandatory or exhaustive.

Primary Care Network Contract Directed Enhanced Services (DES)

- **Enhanced access** – from 1st October 2022 each Primary Care Network (PCN) is required to provide 60 minutes of additional General Practice Capacity per 1,000 Adjusted Population between 6.30pm – 8.00pm on weekday evenings and 9.00am - 5.00pm on Saturdays
- **Investment and Impact Fund (IIF)** - Points based scheme similar to Quality and Outcomes Framework (QoF). NHSE/I have released funding associated with 4 indicators to create a capacity and support fund for PCNs between Oct 22- March 23



DES' are nationally negotiated. To be eligible to participate in a Network Contract DES, a practice must hold a primary medical services contract, have a registered list of patients and the practice's primary medical services contract must require the practice to offer in-hours (essential services) primary medical services.

A practice may choose not to participate in the DES; however all practices in Tees Valley have chosen to participate and as such the provisions set out in the Network Contract DES Specification therefore become part of the practice's primary medical services contract.

The Network Contract DES forms part of a long-term, larger package of general practice contract reform originally set out in 'Investment and Evolution: A five year framework for GP contract reform to implement the NHS Long Term Plan' and subsequent updates.

Primary Care Networks (PCNs) are groups of practices working together, along with other healthcare staff and organisations - providing integrated services to their local population which is usually around 30,000 to 50,000 people

The Primary Care Network DES includes a number of specifications, including, Supporting Early Cancer Diagnosis, Tackling Health Inequalities, Social Prescribing, Personalised Care, Cardiovascular Disease, Structured Medication Reviews.

Two elements of the DES support access, as follows:

Enhanced access: As a minimum this must be provided between 6.30pm – 8.00pm on weekday evenings and 9.00am - 5.00pm on Saturdays by PCNs or their sub-contractor per 1,000 adjusted population* These are known as Network Standard Hours (NSH). Although there is no requirement for this service to be provided outside of the NSH, PCNs can, with Commissioner approval, provide a proportion of these hours outside of the NSH where they can evidence that these appointments would better meet the needs of their patients

There is no requirement for this service to be provided on Bank or Public Holidays, although any hours that would have been provided on these days must be re-provided within the following two weeks. PCNs can deliver part or all the service themselves or sub-contract to an alternative provider

*The adjusted population is a primary medical care weighted populations including the health inequalities adjustment at GP practice level

IIF: 4 IIF requirements have been deferred or retired and the funding related to these indicators has been freed up to provide PCNs with additional funding between Oct 22 and March 23 to support PCNs create additional clinical support and to increase the workforce over the winter months.

There are three deferred indicators:

- ACC-02: Number of online consultation submissions received by the PCN per registered patient
- EHCH-06: Standardised number of emergency admissions on or after 1 October per care home resident aged ≥ 18
- ACC-08: Percentage of patients whose time from booking to appointment was two weeks or less.

And one will be retired:

- ACC-05: By 31 March 2023, make use of GP Patient Survey results for practices in the PCN to (i) identify patient groups experiencing inequalities in their experience of access to general practice, and (ii) develop, publish and implement a plan to improve patient experience and

access for these patient groups, taking into account demographic information including levels of deprivation.

Within IIF there was an access indicator: % of patients whose time from booking to appointment was two weeks or less – this has been deferred to 23/24

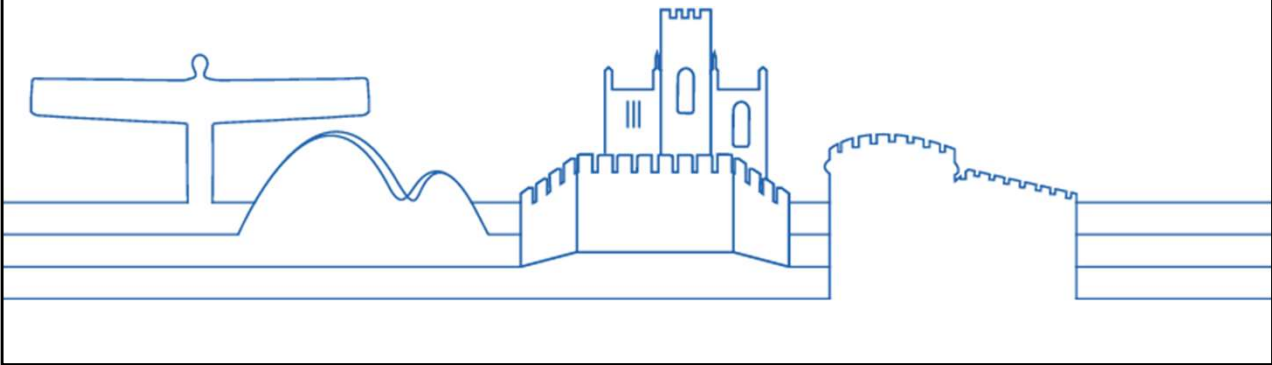
Enhanced Access- Normal provision

Locality	Site	Days Offered	Times Available
Darlington	All 11 practices within the PCN	Monday – Friday	0730-0800 and 1830-2000
	Forsyth House	Saturday	0830-1700
		Sunday	0900-1300

This slide shows the opening days and times of the PCN enhanced access services. The services is available to all Darlington patients.

- Darlington PCN are operating a mixed model of practices providing some of the hours, with the remaining being provided by Primary HealthCare Darlington [PHD]

Access – Current Status



GP Patient survey 2022 – Darlington results



North East and
North Cumbria

- 54% of patients surveyed found it easy to get through to someone at their GP practice on the phone (National average is 53%). Range 26% - 96%
- 86% of patients surveyed found the receptionists helpful (Nat. av. 82%). Range 77% - 96%
- 62% of patients surveyed were satisfied with the GP appointment times available to them (Nat. av. 55%). Range 35% - 89%
- 75% of patients surveyed were satisfied with the appointment(s) offered (Nat. av. 72%). Range 59% - 97%
- 63% of patients surveyed would describe their experience of making an appointment as good (Nat. av. 56%). Range 39% - 91%
- 76% of patients surveyed would describe their experience of their GP practice as good (Nat. av. 72%). Range 64% - 93%

The GP Patient Survey is an independent survey run by Ipsos on behalf of NHS England. The survey is sent out to over two million people across the UK. The results show how people feel about their GP practice. The survey is sent out every year in January.

It should be noted that the GP patient survey is only issued to a small percentage of practice population, and with less than 40% response rate, the survey results should not be used in isolation. For Darlington (practice population of 111,630) it was sent to 3,594 patients with 1,237 surveys returned (response rate of 34%).

For more information, please see: <https://www.gp-patient.co.uk/>

Primary care appointment activity

Darlington practices	November 2022	December 2022
Total number of appointments	56,166	47,920
Appointments per 1,000 population	502.99	428.38
% of appointments where the time between booking and the date of the appointment was either same day or 1 day	40%	45%
% of appointments where the time between booking and the date of the appointment was over 2 weeks	22%	20%
% of appointments categorised as face to face	76%	80%
% of appointments categorised as telephone or video	20%	17%

<https://digital.nhs.uk/data-and-information/publications/statistical/appointments-in-general-practice>

The aim of the publication is to inform users about activity and usage of GP appointments historically and how primary care is impacted by seasonal pressures, such as winter.

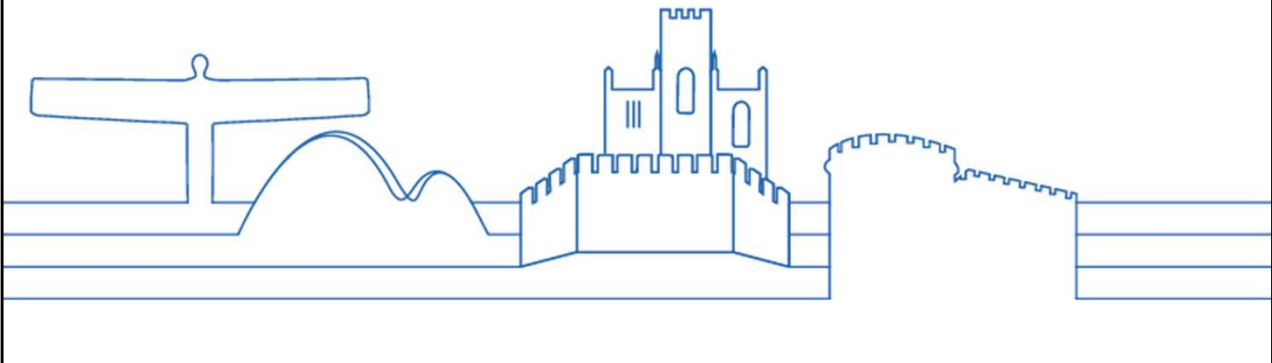
The publication includes important information, however it does not show the totality of GP activity/workload. The data presented only contains information which was captured on the GP practice systems. This limits the activity reported on and does not represent all work happening within a primary care setting or assess the complexity of activity.

There are several factors that drive the time from a booking to an appointment. This includes appointment availability at the practice, patient availability, the urgency of the appointment and GP advice. The range between practices in Darlington in Dec 22 for same day or 1 day appointments was 38-70%.

The range between practices in Darlington in Dec 22 for face to face appointments

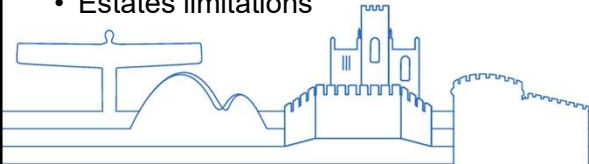
was 57-96%.

Access – Challenges



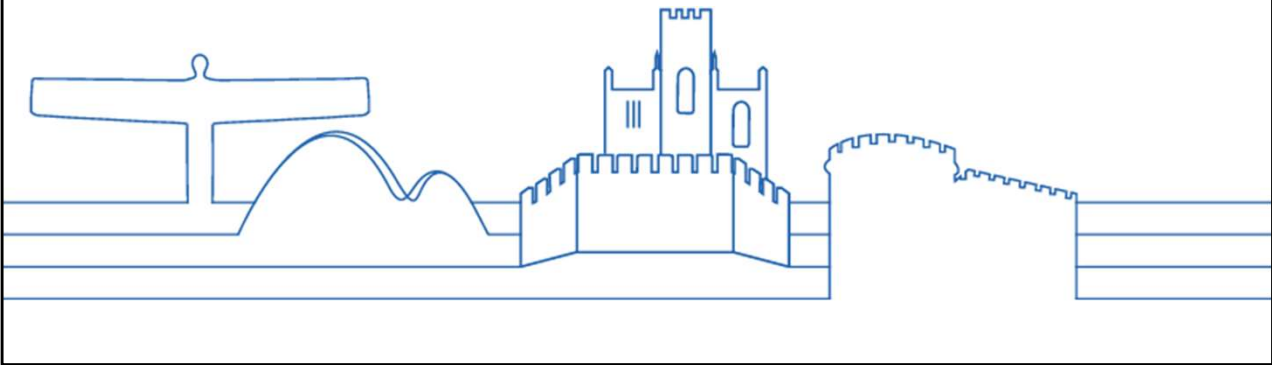
Causes of access challenges

- Covid ways of working – total triage
- Staff sickness and isolations
- Back log of care - long term condition management
- Continued high-level demand for same-day access
- Public health concerns in press e.g. mpox, Strep A
- Increased call waiting times
- Patient frustrations leading to increased complaints
- Increased abuse to practice staff
- Recruitment and retention difficulties
- Estates limitations



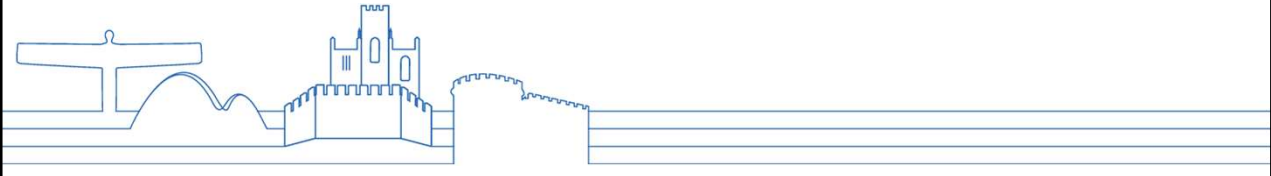
The Standard Operating Procedure (SOP) was in operation from March 2020 until July 2021

Access – ICB Improvements



Practice workforce

- December 2022 workforce data from NHS Digital:
 - 69 GPs (55.75 WTE)
 - 58 nurses (43.43 WTE)
 - 31 direct patient care (24.46 WTE)
 - 160 admin/non-clinical (120.63 WTE)
- All 4 workforce roles have remained fairly stable since Dec 2021



Dec 21 data:

GP 70 (60.15 WTE)

Nurse 61 (45.10 WTE)

DPC 30 (23.70 WTE)

Admin 161 (120.77 WTE)

Sept 20 data:

GP 73 (56.58 WTE)

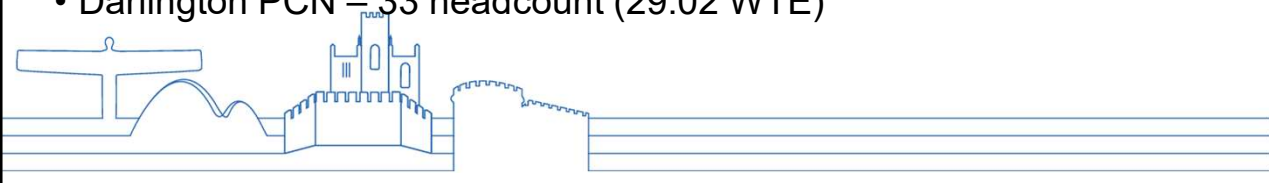
Nurse 53 (39.47 WTE)

DPC 34 (25.27 WTE)

Admin 165 (121.23 WTE)

Increased PCN workforce

- PCNs can claim funding [Additional Role Reimbursement Scheme-ARRS] to bring in a new workforce to support primary care to ensure a multi-disciplinary approach
- Staff funded through ARRS must be to support the DES requirements and in addition to current practice workforce
- PCNs across Tees Valley have employed 244 ARRS staff (224.28 WTE) as at Oct 22 from the roles available
- Darlington PCN – 33 headcount (29.02 WTE)



A PCN may employ or engage any one or more of the reimbursable roles in accordance with PCN DES Specification.

The DES Specification sets out the minimum role requirements for each of the reimbursable roles and the associated requirements placed on PCNs (banding, role detail).

ARRS funding covers salary, NI and pensions up to maximum reimbursable amounts as set out in the DES contract and guidance documents.

The roles available to PCNs under the ARRS scheme are:

- Clinical pharmacist
- Pharmacy technician
- Social prescribing link worker
- Health and wellbeing coach
- Care coordinator
- Physician associate
- First contact physiotherapist
- Dietician

- Podiatrist
- Occupational therapist
- Trainee Nursing Associate
- Nursing Associate
- Paramedics
- Advanced Practitioner
- Adult Mental Health Practitioner and Children & Young Persons Mental Health Practitioner
- GP Assistants
- Digital Transformation Lead

As at October 2022 the head count of AARS staff roles employed by Darlington PCN is:

- 8 Care Coordinators
- 2 First contact Physiotherapists
- 4 Health & wellbeing coaches
- 1 Mental Health Practitioners
- 3 Pharmacy Technicians
- 12 Social Prescribing Link Workers
- 3 Trainee Nurse Associates

(Total headcount 33; 29.02 Whole Time Equivalent)

Winter resilience- Planned opening hours on Sundays and Bank Holidays

- Additional access on Sundays and Bank Holidays is now available through a Winter Resilience scheme commissioned by the ICB and provided by the GP Federations.

Location	Provider	Sunday	Bank Holiday
Darlington – Forsyth House,	Primary Health Care Darlington [PHD]	9am-1pm	9am-1pm

The scheme commenced on 27th November 2022 and will run until 26th March 2023 to respond to winter pressures, in line with the ICB planning priorities.

It provides capacity to GPs and 111 for urgent and on the day primary care conditions, with 50% of the GP slots available to practices and 50% available to 111, all other clinician slots are made available to practices only.

As there is no requirement for the PCN Enhanced Access Service to be provided on Sundays, Bank or Public Holidays this winter resilience service will help ensure additional capacity is available for urgent and same day primary care conditions.

Activity will be monitored to help inform future plans, including uptake, trends and themes of appointments.

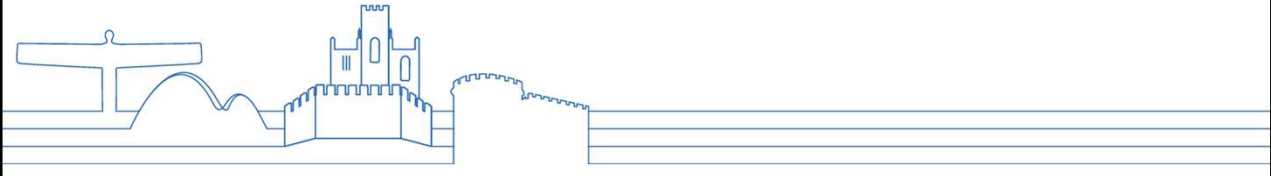
Winter resilience – Capacity and utilisation over Christmas and New Year

25-Dec				26-Dec				27-Dec			
Appts provided	Appts Booked	DNAs	Total utilisation	Appts provided	Appts Booked	DNAs	Total utilisation	Appts provided	Appts Booked	DNAs	Total utilisation
10	8	2	6	10	10	0	10	11	9	0	9
01-Jan				02-Jan				Total appts provided	Total appts booked	Total no of DNAs	Total Utilisation
15	11	2	9	10	9	0	9	56	47	4	43
								% appts booked against commissioned		84%	
								% utilisation against commissioned		77%	
								% DNAs against booked		9%	

As there is no requirement for the PCN Enhanced Access Service to be provided on Sundays, Bank or Public Holidays this winter resilience service helped to create additional capacity that was available for urgent and same day primary care conditions during this 5 day period.

Further support

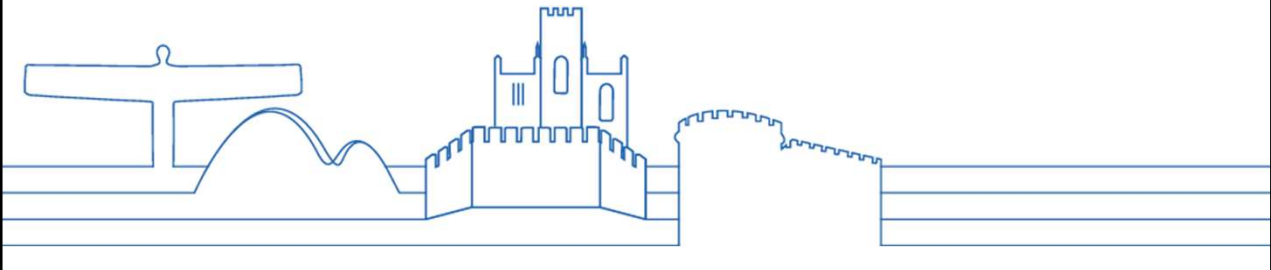
- Exploring opportunities to facilitate upgrades to practice telephony systems
- Working with North East Commissioning Support (NECS) Communications team to develop improved communications to patients and Patient Participation Groups about general practice
- Digital team working with practices to improve website design and navigation for patients
- Exploring opportunities for additional resources through NHS England processes regarding resilience, retention and workforce development funding Resilience bids





**North East and
North Cumbria**

Thank you



**HEALTH AND HOUSING SCRUTINY COMMITTEE
8 FEBRUARY 2023**

HOUSING SERVICES ALLOCATIONS POLICY

SUMMARY REPORT

Purpose of the Report

1. For Members to consider the draft Housing Services Allocations Policy before approval by Cabinet on 7 March 2023.

Summary

2. The existing Tees Valley Common Housing Allocations Policy has been in place since 2012 and was last updated in 2019. However, due to a number of factors since the Covid pandemic, we have seen a significant increase in demand for Council housing in Darlington, previously reported to this Committee. The existing policy no longer meets the strategic needs for Darlington and so notice has been given on our membership of the Tees Valley Lettings Partnership, due to expire in June 2023.
3. A new Housing Services Allocations Policy is therefore required and this is given at **Appendix 1**. Paragraph 9 of the main report sets out the key changes between the existing policy and the new proposed policy.
4. The Tenants Panel has been consulted on the draft policy and the proposals have received overwhelming support.

Recommendation

5. It is recommended that Members:-
 - (a) Consider the report and draft Housing Services Allocations Policy at Appendix 1 and agree its onward submission to Cabinet.

**Anthony Sandys
Assistant Director – Housing and Revenues**

Background Papers

No background papers were used in the preparation of this report.

Anthony Sandys: Extension 6926

S17 Crime and Disorder	This report has no implications for crime and disorder
Health and Wellbeing	There are no issues which this report needs to address
Carbon Impact and Climate Change	There are no issues which this report needs to address
Diversity	There are no issues which this report needs to address
Wards Affected	All wards
Groups Affected	All residents on the Council's housing waiting list
Budget and Policy Framework	This report does not represent a change to the budget and policy framework
Key Decision	This is not a key decision
Urgent Decision	This is not an urgent decision
Council Plan	This report supports the Council plan to provide high quality Council housing
Efficiency	There are no implications
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers

MAIN REPORT

Information and Analysis

6. Darlington Borough Council has been part of the sub-regional scheme for allocating social housing since 2009 and a Tees Valley Common Housing Allocations Policy was adopted by the five Local Authorities and their partner housing organisations. The current Allocations Policy has been in place since 2012 and was updated in 2019.
7. However, the existing Allocations policy is no longer fit for purpose. Due to a number of factors since the Covid pandemic, we have seen a significant increase in demand for Council housing in Darlington, previously reported to this Committee in an update to the Homelessness and Rough Sleeping Strategy. As the largest provider of social housing in Darlington, the existing Tees Valley Common Housing Allocations Policy no longer meets the strategic needs for Darlington and some changes are required. As such, and in consultation with the Cabinet Member for Health and Housing, notice has been given on our membership of the Tees Valley Lettings Partnership, due to expire in June 2023.
8. A new Allocations Policy is therefore required and the proposed policy is given at Appendix 1. A new Allocations IT system is also required, as the contract for the existing system is held by Stockton Borough Council. Preparations for implementing the new IT system are underway, in time for it to go live in June 2023 and the system is being built around the requirements of the new policy.
9. The new Allocations Policy contains many of the features of the existing policy but with the following key changes:

- (a) We have removed all the references to the Tees Valley Lettings Partnership, including data sharing agreements and some processes relating to partner organisations.
- (b) The definition of applicants who would be excluded or suspended from the housing register due to “unacceptable behaviour” has been redefined and strengthened. As well as criminal convictions, anti-social behaviour, as defined by our new Tenancy Agreement, will also exclude applicants from apply for Council Housing. This will also include applicants with Housing debt over £2,000 where no effort is being made to repay that debt.
- (c) We have reviewed the policy to ensure it meets all relevant legislation and Regulator of Social Housing guidance. In particular, we have ensured that the policy meets the Regulator’s consumer standards.
- (d) We have updated the section relating to “giving false information” to ensure that it accurately reflects the current legislation. This includes increasing the level of fine from a £5,000 maximum fine to an unlimited amount.
- (e) We have reviewed and updated the section relating to “reasonable and additional preference” in relation to members of the Armed Forces.
- (f) The policy now includes a section on the application of local lettings policies. Previously this was excluded from the Tees Valley policy and therefore had to be separately agreed.
- (g) We have reviewed and updated the local connections element of the policy, to ensure that it matches with our Housing Management policy. This ensures that priority for Council housing will be given to Darlington residents and those with a local connection to Darlington (for example, where someone has employment within Darlington). Some changes have also been made to the priority banding (see below) to ensure that specific reference is made to Darlington residents.
- (h) We have made a number of changes to the priority banding, as follows:
 - (i) A new band 1+ has been created for people living in Darlington who are losing their home due to demolition or regeneration. These households are currently placed within band 1 of the existing policy and this change will ensure they are given the highest priority for rehousing.
 - (ii) Households in urgent medical need have been moved from band 2 in the existing policy to band 1 in the new policy. “Urgent medical need” has also been redefined as people who are unable to live or remain in their current home due to a medical condition or disability.
 - (iii) A new category has been created for people living in Darlington who are suffering from anti-social behaviour from neighbouring residents, and these applicants will be placed in band 1.
 - (iv) Households in high medical need have been moved from band 3 in the existing policy to band 2 in the new policy. “High medical need” is defined as people

with a medical condition or disability, where a move to alternative accommodation would significantly improve their health.

- (v) A new category has been created for people with learning disabilities, who need to move to receive care and support or, where their current housing is having a detrimental effect on their quality of life and ability to live independently, and these applicants will be included in band 2.
- (vi) A new category has been created for people living in Darlington who are suffering severe financial hardship and need to move to alleviate that hardship, and these applicants will be included in band 2.

Outcome of Consultation

10. The Tenants Panel were consulted in January 2022 and overall, the Panel supported the proposed Housing Allocations Policy.



DARLINGTON

Borough Council

Housing Services

Allocation Policy

2023-2028

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Introduction

Housing Services are committed to building sustainable communities, with the strategic ambition to build safe communities of mixed tenures, where people are proud to call their home. Social rented housing is only one of many ways that residents can secure homes for themselves, with other options include shared ownership, owner occupation and private renting available within the Borough.

We are committed to providing a fair and transparent service to everyone applying for housing with us. This policy is designed to be an effective tool to enable us to explain how our social housing homes are allocated, based on an assessment of the housing needs of applicants. This policy sits within a legal framework and contributes towards the Council Plan in “the provision of high quality council housing”. It explains the guidelines, which determine entitlement and eligibility, and sets out the best practice and legal framework around social housing allocation. This policy also explains:

- How homes are allocated.
- Eligibility for the housing register.
- How to apply.
- Priority bandings for applicants.

Aims

We operate a choice-based lettings system, which allows residents, including existing tenants, to apply for properties, which meet their housing need. This policy sets out to explain how we will advertise and let the majority of our available homes via our choice-based lettings scheme.

In addition to the above, a number of additional Registered Providers (RP's) will seek to let an agreed number or percentage of their available homes in Darlington on the scheme and these are known as 'Nominations'. RP's who advertise their properties are listed in

Appendix 1.

We aim to:

- Provide a consistent approach to allocating available homes and 'nomination properties'.
- Improve access to safe and secure homes across Darlington.
- Provide help for applicants to resolve issues, which may cause barriers to housing.
- Provide more choice in housing to residents in Darlington and help to create sustainable, mixed communities where people choose to live.
- Ensure that anyone applying for a home is provided with a first-class housing service, which gives them a role in choosing a home which best suits their long-term housing needs.
- Prevent and reduce homelessness.
- Let our homes in a fair and transparent way by empowering applicants and supporting them to make informed choices about where they want to live.

- Provide tailored services for people who may find it difficult to apply for housing and offer help in maintaining a successful tenancy.
- Encourage balanced and sustainable communities.
- Make efficient use of our housing stock in meeting housing needs.

Relevant Legislation

Our policy has been written to meet the legal requirements for the allocation of housing as set out in the Housing Act 1996 Part VI as amended by the Homeless Act (2002), the Localism Act 2011 and the Homelessness Reduction Act 2017.

This policy also has regard to the following:

- Homelessness Reduction Act 2017: Homeless Code of Guidance.
- Allocation of accommodation: guidance for local housing authorities in England (June 2012).
- Providing social housing for local people: Statutory guidance on social housing allocations for local authorities in England (December 2013.)
- Right to Move (2015) Statutory Guidance.
- Childrens Act 1989 and Childrens Act 2004.
- Public Sector Equality Duty.
- Improving access to social housing for members of the Armed Forces (June 2020).
- The Allocation of Housing and Homelessness (Eligibility) (England) and Persons subject to Immigration Control (Housing Authority Accommodation and Homelessness) (Amendment) Regulations 2022.
- Equality Act 2010.

This Policy will be regularly reviewed and revised in the light of any relevant legislative changes or regulations issued by the Secretary of State and changes to the Codes of Guidance.

We will ensure that our policy meets our legal obligations. In addition, we will ensure that this policy is compatible with local and regional housing strategies, together with existing Homelessness and Rough Sleeping strategies.

Advice and information

A copy of this policy can be downloaded from the website

<https://www.darlington.gov.uk/housing/our-policies-and-performance/our-policies/>

Information about the scheme will be provided in a range of formats and languages to applicants upon request.

Applicants who do not have internet access can visit or call the Town Hall or via the self-service access points.

Glossary of Terms

Adapted Properties - Homes which have been designed or adapted to meet the needs of people with physical or sensory disabilities, such as level access showers, wet rooms, widened doorways or changes to access the property.

Advocate - Someone who an applicant has given permission to act on their behalf to deal with their application, such as a support worker or family member.

Applicant - A person who applies to for housing on the lettings scheme.

Band - The system used for giving priority for housing.

Allocation Policy - A single set of rules covering the way we give priority for housing.

Interpreter - A person or organisation who can provide a translation service for non-English speaking customers or a sign language service for the hearing impaired.

Local Connection - Connections to the Darlington area because of residency, employment, close family or a main source of support.

MRI Allocation - The IT system we use for registering applications and advertising properties.

Nomination Agreement - This agreement details how we will co-operate and work in partnership to help people in housing need and to prevent homelessness.

Non-qualifying person - Someone who is not allowed to register with the scheme due to their behaviour or the behaviour of a member of their household.

Priority Date - The date when an applicant was given a priority band

Reasonable Preference - The phrase used in the Housing Act to describe those types of housing need that should be given priority in a local authority's allocations policy.

Registration Date - The date we receive the application.

Registered Provider (RP) - A housing association or housing company registered with the Regulator of Social Housing

Who can apply?

Anyone over the age of 18 years can apply to join the register, providing they are 'eligible' (see below). Applicants do not need to have a connection with Darlington, although preference for housing will be given to applicants with a local connection.

EEA Applicants

Citizens of the European Economic Area (EU member countries plus Iceland, Liechtenstein and Norway) or Switzerland are only entitled to access social housing if they have applied for and received 'settled status' under the Government's EU Settlement Scheme. This scheme enables such citizens, who were resident in the United Kingdom before 11pm on 31 December 2020, and their family members to apply for UK immigration status.

If applicants have EU pre-settled status, they are required to meet extra conditions to be eligible for Council housing. Applicants must show that they are in one of the following situations:

- Working or self-employed.
- Looking for work after working in the UK.
- Unable to work temporarily due to ill health after working in the UK.
- In the late stages of pregnancy and expected to return to work or looking for work within a year.
- Have recently given birth and expect to return to work or looking for work within a year
- Have legally been resident in the UK for at least 5 years

Applicants may also be eligible if a child who lives with them is at school in the UK, the child must have lived in the UK while the applicant(s) were an EU worker.

These extra conditions do not apply if you have settled status under the EU settlement scheme.

Before being accepted onto the housing register, such applicants must demonstrate their eligibility for social housing. Individuals that have applied for settled status can use an online checking service to create a code that can be shared with Housing Services to prove their immigration status [View and prove your immigration status - GOV.UK \(www.gov.uk\)](https://www.gov.uk/view-and-prove-your-immigration-status)

Newly arriving EEA citizens, who have moved to the UK since 1 January 2021, and their family members are not eligible for social housing, unless they have been granted indefinite leave to remain under UK immigration law, or have been exempted under the Eligibility Regulations, such as having refugee status.

Irish citizens and their family members are able to continue to access social housing, irrespective of the EU Settlement Scheme, under the arrangements for the Common Travel Area. Confirmation of Irish citizenship will be sufficient to demonstrate this eligibility.

Immigration status and entitlements of people arriving under the Ukraine Family Scheme and Homes for Ukraine Scheme

Those who are currently arriving in the UK under the Ukraine Family Scheme or Homes for Ukraine Scheme are being granted leave outside the rules for an initial period of three years.

People with leave outside the rules have the right to work and have access to public funds without the requirement to satisfy the habitual residency test. They will therefore have access to benefits and will be eligible for homelessness assistance and social housing.

Emergency secondary legislation (The Allocation of Housing and Homelessness (Eligibility) (England) and Persons subject to Immigration Control (Housing Authority Accommodation and Homelessness) (Amendment) Regulations 2022) makes these groups eligible for homelessness assistance and social housing following commencement.

This Statutory Instrument also exempts those fleeing Ukraine who are British Nationals, other persons not subject to immigration control with a right of abode in the UK from the requirement to meet the habitual residence test when applying for these services.

These legislative changes have been made in parallel with changes to legislation regarding access to benefits and services.

We will continue to check eligibility of anyone who presents as homeless in the usual way. However, the changes made through these Regulations will mean that people arriving under the Ukraine Family Scheme and Homes for Ukraine are eligible for social housing and homelessness assistance.

The Ukraine Extension Scheme

This supports Ukrainian nationals and their immediate family already in the UK. Immigration rules have been updated to give those under the scheme leave to remain for an initial period of three years and provides the right to work and recourse to public funds in line with support for those under the Homes for Ukraine Scheme and Ukraine Family Scheme.

Ineligible Persons

Applicants need to meet the requirements of section 160ZA of the Housing Act 1996, which deals with the immigration status of people who have come to the United Kingdom from abroad.

For example, we cannot allow people who fall into one of the 'ineligible' groups below to join the register:

- People who are subject to immigration control, unless they have been granted refugee status, exceptional or indefinite leave to remain, or are the subject of a sponsorship undertaking.
- Some EEA nationals that are not eligible for social housing.
- People not habitually resident in the Common Travel Area, unless they are exempt.
- EU nationals required to leave the UK by the UK Government.

- An EEA national who has entered the UK as a job seeker or a family member of a job seeker.
- An EEA national with an initial right to reside in the first 3 months' of residence.
- An EEA national with a derivative right to reside on the basis of being a non-EEA national who is the primary carer of a British citizen child or dependent adult, where such child or dependent adult would be unable to live in the UK or another EEA state if their carer left the UK (a "Zambrano carer").

Non-qualifying person

Under the Localism Act 2011, we have the ability to decide who may not qualify for social housing with Darlington Borough Council, due to unacceptable behaviour.

We define unacceptable behaviour as:

- Where an applicant or any member of their current or perspective household has a history of unacceptable behaviour which, in our view makes them, at the point of their application, unsuitable to be a tenant.
- Behaviour including bullying, harassment and victimisation and may involve actions, words or physical gestures that could reasonably be perceived to be the cause of another person's distress or discomfort.
- Behaviour which is likely to cause nuisance or annoyance to neighbours and residents. This relates not only to current and previous tenancies but where we assess it as being current. This includes where an applicant, or member of their prospective household, is the subject of investigations and actions being taken by the Council (or other competent agency such as the Police) for actions in the locality where they live, where they have previously lived or where they would like to live.

Unacceptable behaviour also includes relevant criminal convictions, anti-social behaviour, or housing related debt of over £2,000. **Appendix 2** gives some more detail on what we consider as unacceptable behaviour and the evidence we will gather to ensure that each case is considered on an individual basis.

Applicants who have housing related debt less than £2,000, are being investigated for criminal activity, or what we consider to be serious anti-social behaviour may have their application suspended. See **Appendix 2** for further details.

We can exclude an applicant from being allowed to join the housing register due to previous or ongoing unacceptable behaviour, or we may allow the applicant to join the housing register but suspend their application, until they have demonstrated they have changed their behaviour.

We will use evidence available to us to decide whether an applicant:

- a) Does not qualify to join the housing register and is classed as non-qualifying; or
- b) Does qualify, but their application will be suspended until their behaviour has changed, to the satisfaction of the Council.

To help us decide, we may also apply a test of whether the unacceptable behaviour would entitle the Council to a possession order (if they had been a tenant).

We will suspend the application while we gather evidence such as, references from current or previous landlords, rent statements, photographic evidence of damages, and information from Police/Probation or complete any other required investigations we need to complete to make our decision.

Each case will be considered on an individual basis and exceptional circumstances will be considered.

If an applicant is made non-qualifying, they will be informed in writing of the reasons for this decision, the period of non-qualification and what can be done to rectify the situation. Applicants who have been made non-qualifying can appeal to us within 21 days of the date of the notification.

Applicants who qualify but we have suspended their application will be informed of the reasons for the decision, the period of suspension and what can be done to rectify the situation.

Joint applications

Joint applications will be accepted, provided all applicants are eligible, aged 18 or over and intend to occupy the property together as their only or main home. The joint application will be assessed and placed in a priority band using the details of the household with the greatest housing need.

Multiple applications

Multiple applications are not allowed. A person can only be on the register with one 'Active' account.

Re-applying for housing

If an applicant has been housed via the scheme and then wishes to re-register, they would need to register a new application which will be assessed based on their new circumstances.

Requests to transfer to another home

Applicants who already rent from Darlington Borough Council (a current tenant) can register to move.

Applications for rehousing will be considered on a case-by-case basis and will be subject to checks including rent checks, property conditions and garden standards. Applicants will be expected to remedy any issues before being considered to move.

Applications from employees/members and their close relatives

Applications can be accepted from employees of Darlington Borough Council, elected members of local authorities, and their close relatives, provided they meet the eligibility criteria set out above. Applicants must tell us about any such relationship at the time of

registration. To ensure fairness, additional checks will be completed before any offer is made to people in this category.

To ensure transparency, any accommodation allocated will be approved by either the Head of Housing or Assistant Director, following appropriate checks.

How to apply and decision making

Applications can be registered online by accessing the digital lettings platform www.darlington.gov.uk/housing or by contacting us for an appointment for a self-serve PC.

Once a completed application is received, the application will be assessed and placed in the band that reflects the circumstances of the household. Applicants will be required to provide supporting documentation at the point of application to allow us to assess their application appropriately. Any applications made without supporting evidence will be placed in band 4.

Applicants will be allowed to apply for advertised homes both for rent and low-cost home ownership options.

Our adverts will include good quality information about the property features, to allow applicants to make informed choices about which homes they would like to live in. Our website will also include other useful information.

For vulnerable residents, an automatic application process is available.

Affordability

We aim to offer properties to applicants that they can afford. We do not want to put someone into a worse financial situation by offering them a property they cannot afford. We also aim to reduce hardship should personal circumstances change. When an applicant accepts a property, they will be asked to complete an income and expenditure assessment to make sure they can afford the rent and other associated costs. This will help to ensure that the tenancy is sustainable.

Applicants who fail these checks will be offered support, advice and assistance and may be signposted to external agencies such as Citizens Advice. Applicants who are in a current Breathing Space period will not be excluded from applying, however will still need to meet the affordability criteria for a property.

Changes in circumstances

It is the responsibility of the applicant (or their advocate) to tell us about any change in circumstances that could affect their application.

Should an offer of accommodation be made and, we subsequently find that information in the application was not up to date or false, the offer of accommodation may be retracted.

Keeping applications up to date

Applicants with a priority for housing will be reviewed regularly to ensure they are not having difficulties with the scheme and to check that they are applying for suitable properties as they come up.

Accounts that have been 'inactive' for a period of 12 months will be contacted via their preferred method to see if they still want to be considered for housing.

Failure to respond to a review may result in closure of the application and/or removal of a priority Band.

Cancelling applications

Applications will be cancelled in the following circumstances:

- A request has been received from the applicant (or their named advocate).
- There is no activity in the given time period and no response received.
- The applicant is deceased, and s/he was the sole applicant.
- The applicant has bought their property through Right to Buy subsequent to applying for rehousing.
- An applicant has been assessed as non-qualifying (see Appendix 2).
- It is discovered that the applicant has given false or misleading information in their application.
- There has been no response to correspondence sent to them.

Applicants will be given the reason why their application has been cancelled and informed of their right to request a review of the decision.

Giving false information or deliberately withholding information

According to section 171 of the Housing Act 1996 it is a criminal offence for anyone applying for housing from a housing authority to:

- a) Knowingly or recklessly makes a statement which is false; or
- b) Knowingly withholds information which we have reasonable required them to give in connection with their housing application.

Anyone found guilty of such an offence may be fined, this is a level 5 unlimited fine, and could lose the tenancy if they have been rehoused as a result of providing false information or deliberately withholding information. For any offences pre-March 2015 the fine is capped at £5000.

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

Applicants who are found to have given false or misleading information will be made non-qualifying for 12 months and will need to submit a new application after this time.

Deliberate worsening of circumstances

Any applicant who deliberately worsens their housing circumstances, will have any priority removed and will be placed into Band 4 for a period of six months.

Examples of worsening circumstances may include:

- Giving up a tenancy/secure housing for no good reason;
- Moving from a property that has been adapted for the needs of someone in the household to an unsuitable property;
- Moving into a property that is too small or large to meet the needs of the household; or
- Not following the advice of their landlord, such as deliberately allowing their property conditions to deteriorate.

Please note – the above list is not exhaustive.

The applicant can ask for a reassessment of their band after this period but would be responsible for providing evidence to support this.

Notifications about decisions and the right to a statutory review of a decision

Applicants have the following rights about decisions made about their housing application:

- The right to be notified in writing of any decision not to be registered on the scheme;
- The right, on request, to be informed of a decision about any information which is being taken into account in considering whether to make an offer of accommodation; and
- The right to request a review of a decision made regarding their application.

Reasonable and Additional Preference

To ensure that those with the highest level of housing need are given preference, we have considered the categories of people that must be given 'reasonable preference' by local authorities, as set out in s166a of the Housing Act 1996 and the Homelessness Act 2002. These are:

- People who are statutorily homeless;
- People who the Local Authority owe certain homeless duties to;
- People who live in insanitary or overcrowded homes;
- People who need to move for medical or welfare reasons; and
- People who need to move to avoid hardship, such as needing to move to access specialist medical treatment or to provide care for a relative.

We have taken into account Government guidance from The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012 – Statutory Instrument No: 2989 that came into force on the 30 November 2012. This allows us to give an additional preference to people who have served in the Armed Forces. This additional preference will be awarded to someone who is:

- Formerly of the regular forces.

- Currently in either the regular or reserve forces and is suffering from serious injury, illness or disability attributable to their service; or
- Someone whose spouse / partner served in the regular forces and has died in service meaning the bereaved partner is going to lose their army home.

The Priority Bands

The scheme has 5 Bands. All eligible applicants will have their circumstances assessed and will be placed in the relevant band, according to their level of housing need.

Band 1+ *

- People living in Darlington who are losing their home due to demolition or regeneration. This includes council tenants, registered provider tenants, private tenants and owner occupiers living within the boundary of a defined regeneration area who are required to move home, provided they have lived there, as their sole or main home, for at least 12 months. Proof of residency will be required.

Applicants will only be given Band 1+ priority if they currently live in Darlington.

*People in this category may receive a direct offer of housing.

Band 1*

- People assessed as statutorily homeless and in priority need.
- People who have been accepted as statutorily homeless and in priority need and where the main homeless duty is owed (Part 7 of the Housing Act 1996).
- People who are owed homelessness prevention or relief duty.
- Applicants who, following assessment, are owed homelessness prevention or relief duty (once duty has been discharged through the refusal of a reasonable offer of accommodation, the applicant will be placed into Band 4. If the duty is discharged for any other reason, the applicant will be placed into the band appropriate to their assessed housing needs).
- People at risk of domestic abuse. Victims of domestic abuse who have lost their accommodation, can no longer remain in their current accommodation or who are at risk of losing their accommodation as a result of domestic or a threat of domestic abuse.
- People leaving HM Armed Forces community. This will include a member of the Armed Forces (serving or has formerly served in the regular forces; serving or has formerly served in the reserved forces; a bereaved spouse/civil partner; divorced spouse/civil partner where required to move out of Ministry of Defence accommodation or have moved out within the last 6 months due to divorce or separation).
- People living in Darlington who need to move on urgent medical grounds. Applicants who have provided professional evidence as requiring alternative accommodation because their medical condition (physical or mental health) and/or disability means

they cannot live in their current home (that is, they are not able to remain in their home, their property is not suitable for adaptation or they are unable to return home from hospital, or a care establishment).

- People living in Darlington who are suffering from proven and evidenced anti-social behaviour from neighbouring residents. Applicants who have provided professional evidence from either internal or external agencies (Police, Civic Enforcement, current landlord etc.) that they are victims of anti-social behaviour, and they are not able to remain in their property.

*People in this band may receive a direct offer of housing dependent on circumstances.

Band 2 High Housing Need

- People living in Darlington with learning disabilities who are assessed as having to move in order to receive care and support or, where their current housing is having a detrimental effect on their quality of life and ability to live independently.
- A household with a child in need or Care Leaver (as defined in the Children Act 1989), where a formal referral has been made by Social Services with the aim of safeguarding the welfare of the child or children, or a child or children leaving the care of the local authority under the Children (Leaving Care) Act 2000.
- Adoptive parents or prospective adoptive parents/foster carers living in Darlington. Those who need to move due to their current accommodation being unsuitable or who need to move to a different location to safeguard or promote the wellbeing of the child or children they have adopted, or are planning to adopt or foster children in foster care.
- People living in Darlington in unacceptable housing conditions. People who are living in accommodation where, following a property inspection by the local authority, an assessment has concluded that the property contains unacceptable hazards, and it has a duty to take action.
- Darlington Borough Council social housing tenants who are under-occupying their accommodation by 2 or more bedrooms. Calculations for under-occupancy will be based upon the number of people within the household and the criteria set out by the Department of Work and Pensions (see Appendix 4 for details of under-occupation, overcrowding and additional bedrooms). Applicants will only be considered for properties that fit their household's identified housing need.
- People living in Darlington who need to move due to a high medical need. People who have provided professional evidence that supports that they have a medical condition (physical or mental health) and/or a disability where a move to alternative accommodation would significantly improve their health.
- People assessed as ready for independent living. Those who need to move as part of an agreed plan to re-integrate into the community, such as, people leaving supported and temporary housing projects.
- People living in Darlington suffering severe financial hardship where a move would alleviate that financial hardship. For the purposes of housing applications, severe financial hardship is defined as where the current situation could or has rendered the person in a

state of poverty. In this context, poverty means a person who is unable to meet their normal day to day living expenses.

Band 3: Medium housing need

- People living in Darlington in overcrowded conditions. Overcrowding is assessed on the number of people within the household and according to the best use of bedrooms and sleeping spaces available. See Appendix 3.
- Darlington Borough Council tenants who are under-occupying their accommodation by 1 bedroom. Calculations for under-occupancy will be based upon the number of people within the household and the criteria set out by the Department of Work and Pensions (see Appendix 4 for details of under-occupation, overcrowding and additional bedrooms). Applicants will only be considered for properties that fit their household's identified housing need.
- People who need to move on hardship or welfare grounds. People who need to move to a particular area in order to take up an offer of employment, education or training, or to be nearer to family or friends in order to give or receive support, providing it is unreasonable to expect them to commute from their existing home.
- People living in Darlington sharing facilities with persons not of the same household. People sharing facilities with other people who are not members of the same household, for example:
 - People living in houses in multiple occupation.
 - Bed & Breakfast.
 - Hostel.
 - Those who continue to live together following a relationship breakdown.

Note: Gypsies and Travellers will be considered under this category if they are sharing communal facilities, such as, WC or showers whilst residing on an authorised site.

Band 4: Low housing need*

- A person whose current home is adequate to meet their basic housing needs in terms of lifestyle, size, design and location: or,
- A person who has refused a reasonable offer of accommodation or deliberately worsened their own circumstances.

*Please note that all applications will be placed in band 4 pending appropriate supporting evidence.

Viewing properties and refusing offers

When an applicant has been selected for an offer, we will contact them to arrange to view the property before deciding to accept it. Sometimes, more than one applicant may be invited to view.

If an applicant who has been given priority for housing refuses an offer that meets their housing need and this refusal is considered to be unreasonable, they may have their priority removed and be placed in Band 4 for a period of six months.

Time allowed for accepting an offer

Applicants will usually be allowed 2 working days to respond to an offer, but individual circumstances will be taken into account and applicants with specific needs will be given more time, for example, if an assessment for adaptation works is needed or someone with a disability needs more time to consider the move.

Advertising properties

Once an applicant has an active account, they can apply for available homes. Adverts will be clearly labelled to show the property features, local neighbourhood information and the types of households that can apply for it. A photograph will usually be included with the advert.

Properties are sometimes advertised during a tenant's 4 week notice of termination period and could be withdrawn if the tenant changes their mind about moving.

Available properties will be advertised daily on our interactive lettings platform.

It is expected that the majority of applications will be made online. However, for those that require additional support, or do not have access online, they can speak directly to a member of staff by email or telephone.

Applicants can apply for an unlimited number of available properties but will only be contacted if they are successful.

There will sometimes be other restrictions in the advert, such as, age restrictions or adapted properties. Applications will only be considered if the applicant can match the requirements in the advert.

Properties can be added to the site on any day of the week and will be advertised for a minimum of 5 working days.

Where there is more than one property of the same description in the same location, only one advert will be displayed. The property advert will show that there are 'X' properties of the same type available at the same time. For example, if there are 2 or more flats available in a block or where there are a number of new build properties.

Adapted properties for people with disabilities

Adapted properties are homes which have been designed or adapted to meet the needs of people with physical or sensory disabilities. Applicants who have an assessed need for adapted properties will be given priority over others without that need and the property advert will make this clear. The advert will also describe the adaptations to help people choose whether to apply for that property or not.

When shortlisting is carried out, the full circumstances of each case will be considered in deciding who will be offered an adapted property. In some circumstances, we may offer an adapted property to an applicant outside of the date order, if their needs are particularly suitable for their needs.

Applicants can place bids for properties that are not adapted. We will assess whether it is reasonable and practicable to adapt the property in accordance with the Disability Discrimination Act 1995 (as amended in 2006) and other relevant legislation. An Occupational Therapist may be involved in the allocation of the property to ensure it meets the short and long-term needs of the applicant.

Carers

When making offers to applicants who receive overnight support from a non-resident carer, we will consider the need for a spare bedroom. Evidence of overnight stay and carers will be required.

Making direct offers without advertising

As well as applicants applying for advertised properties, there will also be circumstances in which some applicants will receive direct offers. A direct offer may be made in exceptional circumstances, for example:

- Applicants assessed by the Local Authority as being owed a homelessness duty.
- People who need emergency accommodation due to fire, flood or major repairs.
- Ex-offenders subject to Multi Agency Public Protection Arrangements (MAPPA), where a full support package is in place with other relevant statutory and voluntary organisations to enable them to be returned to the community.
- People who are at an imminent risk of violence or a threat of violence, such as, victims of domestic abuse, hate related crime or through a witness protection scheme.

We operate a “one offer” policy. If an applicant refuses a direct offer of accommodation, they will only be given a second offer in exceptional circumstances.

Short-listing and selection

At the end of the advertising period, a list of applicants will be produced. Applications will usually be placed in band order (ranked Band 1+ to 4). If there are two or more applicants in the same band, the date they entered the band (their priority date) will be used as a tiebreaker. In the case of decants, the applicant’s occupancy date for their current property will be used as their priority date. If the priority date is the same for two or more applicants, the registration date will be used.

We may use a quota system, which means that a percentage of our properties may be given preference to Band 2, 3 or 4 first.

Local Lettings Policies may also affect the order of the shortlist.

Local Lettings Policies

In some cases, a home may be advertised with a Local Lettings Policy (LLP). This means that there may be certain qualities or characteristics that we will be looking for when allocating the property.

Our LLP will be developed between ourselves, the Tenants Panel and the Cabinet Member for Housing. It helps us to achieve certain aims for an area/estate or new build development, for example:

- Where there is an issue with anti-social behaviour on an estate, an LLP can be used to make sure that no more households with a history of anti-social behaviour are housed there until the area stabilises.
- For new build developments, an LLP can help us get the right mix of families on an estate.
- For rural villages, an LLP can help us to ensure that homes are let to local people who meet the specified local connection criteria and helping people to remain in the village where they have lived, worked or received support.

Where a property has an LLP attached to it, we will state this on the advert and make this available for the applicant to read.

Further details can be found in our Housing Management Policy.

Local connection

Applicants will be counted as having a local connection to Darlington, or a specific area within Darlington, if they fit one or more of the following categories:

- They already reside in Darlington or that specific area.
- Childcare, after or before school, is already provided in Darlington, or that specific area.
- They work (full/part or fixed contract) in Darlington, or that specific area.
- They need to move to Darlington, or that specific area, to provide support or care.
- A child within the household already attends a school in Darlington, or that specific area.
- They have a proven close family connection to Darlington, or that specific area, where a close family member has resided for 5 or more years. For the purpose of this policy, close family is defined as:
 - Parent
 - Child
 - Grandparent
 - Grandchild
 - Sibling
 - Legal guardian.

Applicants with a local connection to Darlington, or a specific area in Darlington, will be given priority for an offer before applicants who do not, where they are in the same band. Applicants must provide proof of their local connection.

Applicants in temporary accommodation (such as, probation hostels) will not usually have a local connection to Darlington, or a specific area in Darlington, unless they meet one of the

criteria listed above or there are special circumstances, for example, we have placed them into that accommodation due to homelessness.

Applicants leaving the armed forces and victims of domestic abuse will not need to have a local connection. Divorced or separated spouses or civil partners of service personnel who need to move out of accommodation provided by the Ministry of Defence (MoD) will also be exempted from local connection requirements.

Applicants eligible under the Homes for Ukraine scheme will have local connection to Darlington, if the host family that they were placed with resides in Darlington.

Other housing options

Where possible, we will offer other affordable housing options to applicants who approach us for help with housing, as many may have to wait a considerable time before being successful in receiving an offer.

Applicants can also consider the following housing options:

- Private landlords. Homes owned by private sector landlords who are members of our accredited landlord scheme may be advertised on the scheme. The adverts will make it clear that the properties will be offered on an assured shorthold tenancy agreement and are managed and maintained by a private sector landlord.
- Non-partner RP's. As noted previously, RP's may advertise and seek to let at least 50% of their available homes on the scheme in line with Nomination Agreements agreed with us. Details of these RP's can be found in Appendix 2.
- Low Cost and Shared Ownership. Low cost and shared ownership products may be advertised on the scheme. Applicants will be considered for these products, providing they meet the eligibility criteria determined by our Low-Cost Home Ownership policy.
- Home Swaps (Mutual exchanges). Current council tenants can apply to swap their homes with another tenant. We run this through our Homeswapper system. Please see our website or contact us for more details:
<https://www.darlington.gov.uk/housing/your-home/your-tenancy/mutual-exchange/>

Equality and fairness

We will ensure that our policies and practices do not discriminate in line with the Equality Act 2010. We will take measures to ensure that people with disabilities have equal access to housing opportunities with the population as a whole.

We will ensure that all applicants have access to information about the service and equal opportunity to register, apply for and receive offers of accommodation. We will do this by providing help, in the applicants preferred way, where the applicant may have difficulty completing paperwork, applying for a property, or accessing our online services.

Information sharing, confidentiality and data protection

All information received relating to an applicant's housing circumstances will be treated as confidential in accordance with the Data Protection Act 2018. Information will only be shared in accordance with Information Sharing Protocols.

In dealing with an application for housing, we may need to contact other relevant agencies or organisations for further information (such as, medical professionals, probation service,

former or current landlords). This information may be shared with other partners, for example as part of the nomination process.

Where an applicant has difficulty directly communicating themselves, they can name an advocate (or interpreter) to communicate on their behalf.

Performance Monitoring

As part of our commitment to continuous improvement, we will monitor satisfaction levels and use customer feedback to improve our service. We will provide periodic performance reports for discussion with appropriate customer panels such as the Tenants Panel and provide annual performance figures in our Annual Report.

Policy Review

We will carry out a regular review of this policy to include any legislative changes and good practice examples.

Appendix 1

Registered Providers (RP's)

Detailed below are RP's with property across Darlington who will advertise and seek to let some of their available homes using the scheme.

- Anchor-Hanover.
- Bernicia.
- Broadacres.
- Castle & Coasts.
- Clarion.
- Habinteg.
- Hellens Residential.
- Housing & Care 21.
- Karbon.
- Livin.
- Newalk CIC.
- Places for People.
- Railway Housing.
- Salvation Army Housing Association.
- Thirteen.

Please note that this this list is subject to change to reflect new RP's who may acquire existing or build new housing stock in Darlington.

Appendix 2

Non-qualifying applicant(s)

If the applicant (or a member of their household) is found to be guilty of ‘unacceptable’ behaviour, they may be excluded or suspended from the housing register.

We may use information obtained from other agencies such as, Police or Civic Enforcement to make these decisions.

Some examples of unacceptable behaviour are listed below (this is not a complete list);

- Convictions for some drug related offences*.
- Convictions for violent criminal offences which would be considered a threat to the community*.
- Convictions for sex offences which would be considered a threat to the community*.
- Any other conviction which would in our opinion, pose a threat to a community*.
- Perpetrator of domestic abuse.
- Perpetrator of abuse, violence or threats towards a member of staff.
- History of involvement or perpetrator in anti-social behaviour.
- Housing debt in excess of £2,000 which includes rent arrears, court costs, rechargeable repairs.
- An eviction on the grounds of Schedule 2 of the Housing Act.
- Providing false or misleading information.
- Behaviour which would entitle Housing Services to a possession order (if they had been a tenant).
- Behaviour that would cause nuisance or annoyance if they were a tenant, this includes behaviour in the locality where they have previously, currently or are applying to live in.

*Spent convictions will not be considered during our assessment.

Applicants are expected to modify their behaviour before they are able to apply for available properties.

The table below gives some examples of non-qualification periods which may be implemented.

Behaviour	Period
Eviction from a tenancy in the last 6 years	Non-qualifying for 12 months from the date of application
Evidence of involvement or perpetrator of serious anti-social behaviour within the last 3 years.	Non-qualifying for 12 months from the date of application
Housing debt of £2,000 or more, where no effort has been made to repay	Non-qualifying for 12 months from the date of application or until the debt has been repaid in full

Following the end of a non-qualification, a new application should be made by the applicant. The table below gives some examples of suspension periods which may be implemented.

Behaviour	Consequence
Housing debt of £2000 or more where the applicant is making repayments	Suspended for 12 months from the date of application or until 12 months regular payments have been made (with no break in payment pattern)
Housing debt between £750 and £1999.99	Suspended for 6 months from the date of application or until the debt has been repaid in full
Housing debt of less than £750	Suspended for 3 months from the date of application or until the debt has been repaid in full
Moderate to low level anti-social behaviour	Suspension for 3-6 months (dependent on proof of change in behaviour) from the date of application

Under-occupation, Overcrowding and Additional Bedrooms

Under-occupation and overcrowding will be assessed based upon the number of people within the household and according to best use of the bedrooms to reflect the criteria set out by the Department for Work and Pensions.

One bedroom will be considered suitable for:

- An Adult /Adult Couple.
- Two children of the same sex under the age of 16.
- Two children under the age of 10 regardless of their sex.
- Any other person aged 16 or over.
- Any other child that cannot be matched with the above.

Please note: This assessment does not include living room space unless there is a second living room which can be used as a bedroom, and it does not breach health and safety standards. Where a bedroom is being used for another purpose, such as, a study or toy room, its original function as a bedroom will be used in assessing the level of under occupation or overcrowding.

The main householder(s) will be expected to share a bedroom with a child under the age of 12 months.

Additional Bedrooms

There may be some circumstances where a household is allowed an extra bedroom as detailed below:

- Health reasons.
- Bedroom for an overnight carer.
- Joint custody or overnight access to a child or children.
- Prospective adopters and foster carers.

Where one of the above applies, evidence will be requested, and an affordability check may need to be completed to make sure the applicant can afford the additional bedroom as a reduction in Housing Benefit or Universal Credit may apply for additional bedrooms.

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**HEALTH AND HOUSING SCRUTINY COMMITTEE
8 FEBRUARY 2023**

HOUSING SERVICES DAMP, MOULD AND CONDENSATION POLICY

SUMMARY REPORT

Purpose of the Report

1. For Members to consider the draft Housing Services Damp, Mould and Condensation Policy before approval by Cabinet on 7 March 2023.

Summary

2. Housing Services are committed to providing good quality, safe and energy efficient homes. We have a responsibility to ensure our homes are free from hazards, including damp, mould and condensation.
3. The Housing Services Damp, Mould and Condensation Policy at **Appendix 1** explains how we will ensure that we take prompt action to remedy issues and support our tenants, offering guidance, advice, and assistance throughout the process.
4. The Tenants Panel has been consulted on the draft policy and the proposals have received overwhelming support.

Recommendation

5. It is recommended that Members consider the report and draft Housing Services Damp, Mould and Condensation Policy at Appendix 1 and agree its onward submission to Cabinet.

Anthony Sandys
Assistant Director – Housing and Revenues

Background Papers

No background papers were used in the preparation of this report.

Anthony Sandys: Extension 6926

S17 Crime and Disorder	This report has no implications for crime and disorder
Health and Wellbeing	The Housing Services Damp, Mould and Condensation Policy will help address any health hazards caused by mould in Council properties
Carbon Impact and Climate Change	There are no issues which this report needs to address
Diversity	There are no issues which this report needs to address
Wards Affected	All wards with Council housing
Groups Affected	All Council tenants
Budget and Policy Framework	This report does not represent a change to the budget and policy framework
Key Decision	This is not a key decision
Urgent Decision	This is not an urgent decision
Council Plan	This report supports the Council plan to provide high quality Council housing
Efficiency	There are no implications
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers

MAIN REPORT

Information and Analysis

6. Following the tragic case of Awaab Ishak in Rochdale, who died of a respiratory condition caused by mould in his home, the Regulator of Social Housing wrote to all social housing providers, seeking assurance that they have a clear understanding and strong grip on damp and mould issues in their homes and are addressing risks to tenants' health.
7. Housing Services are committed to providing good quality, safe and energy efficient homes. We have a responsibility to ensure our homes are free from hazards, including damp, mould and condensation.
8. The Housing Services Damp, Mould and Condensation Policy at Appendix 1 explains how we will ensure that we take prompt action to remedy issues and support our tenants, offering guidance, advice, and assistance throughout the process.
9. Our Housing Management Policy, approved by Cabinet on 22 June 2022, includes a specific section on our approach to dealing with damp, mould and condensation in our Council homes. However, the Regulator of Social Housing expects all social housing providers to have a separate and specific policy on damp, mould and condensation and the policy at Appendix 1 has been developed to set out our approach to these issues.
10. This policy confirms that dealing with damp, mould and condensation is a high priority including reports of issues from tenants. The policy also confirms that we take a proactive stance to issues of damp, mould and condensation by undertaking regular property

inspections and improving ventilation and energy efficiency measures to our homes.

11. The policy sets out the specific responsibilities for Darlington Borough Council as landlords, including:
 - (a) How we respond to reports of damp, mould and condensation from our tenants.
 - (b) Undertaking property inspections and carrying out remedial work to address any issues of damp, mould and condensation.
 - (c) Offering advice and assistance to tenants on how to prevent, report and deal with damp, mould and condensation.
 - (d) Undertaking property inspections of empty Council homes, including an assessment of any damp, mould or condensation in the property and carrying out work to remedy any issues before a new tenant moves in.
 - (e) Undertaking regular and proactive stock condition surveys on our properties, to ensure they continue to meet the Decent Homes Standards and to inform our capital programme of works, as part of our 30-year business plan. These surveys include an assessment of any signs of damp, mould and condensation.
12. The policy also sets out responsibilities for tenants, including:
 - (a) Ventilating and heating their homes effectively to prevent damp, mould and condensation occurring.
 - (b) Reporting any instances of damp, mould and condensation in their homes to Housing Services straight away, so that we can deal with any issues promptly and effectively.
 - (c) Following all advice and guidance issued by Housing Services on managing and controlling damp, mould and condensation.

Outcome of Consultation

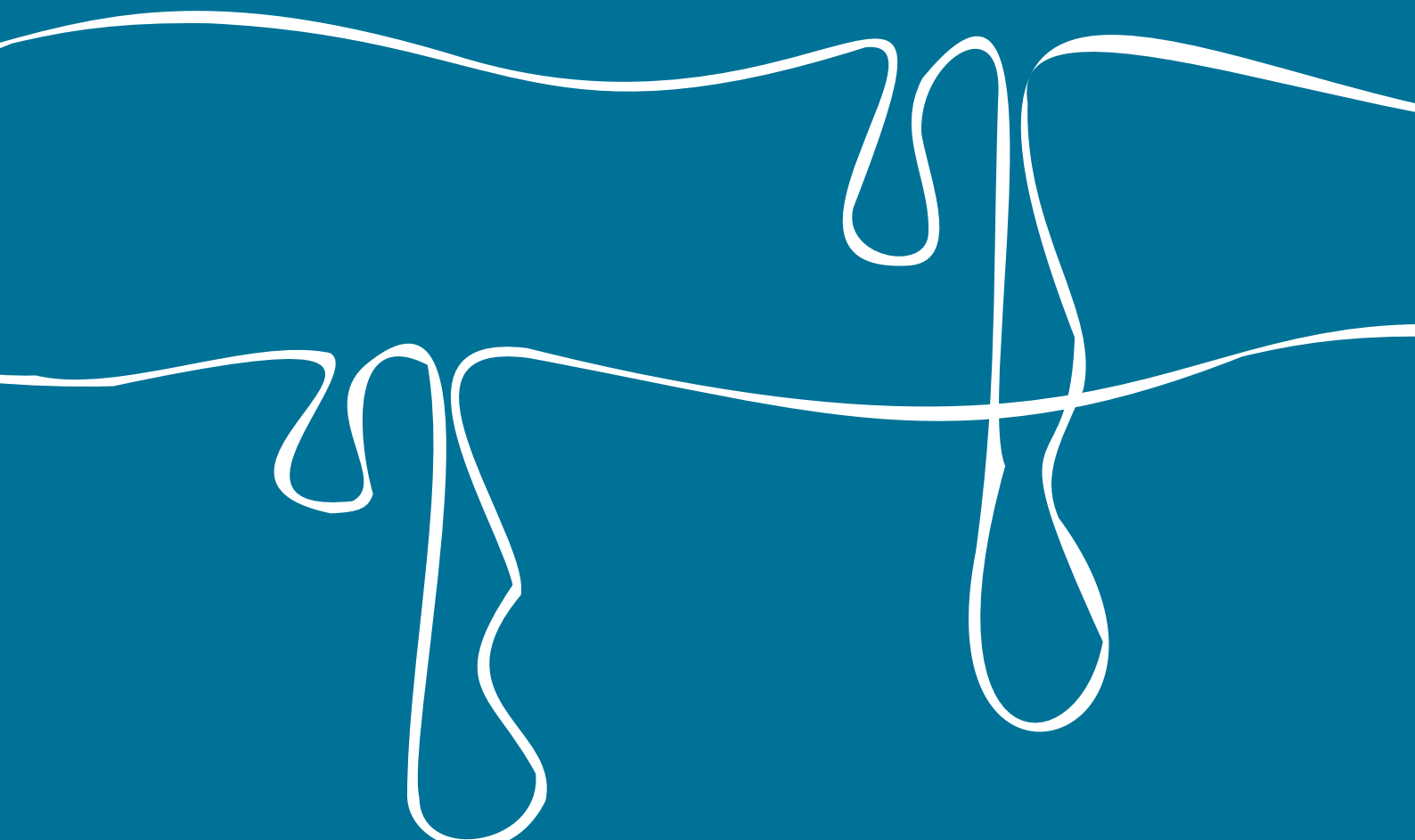
13. The Tenants Panel were consulted in January 2022 and overall, the Panel supported the proposed Housing Services Damp, Mould and Condensation Policy.

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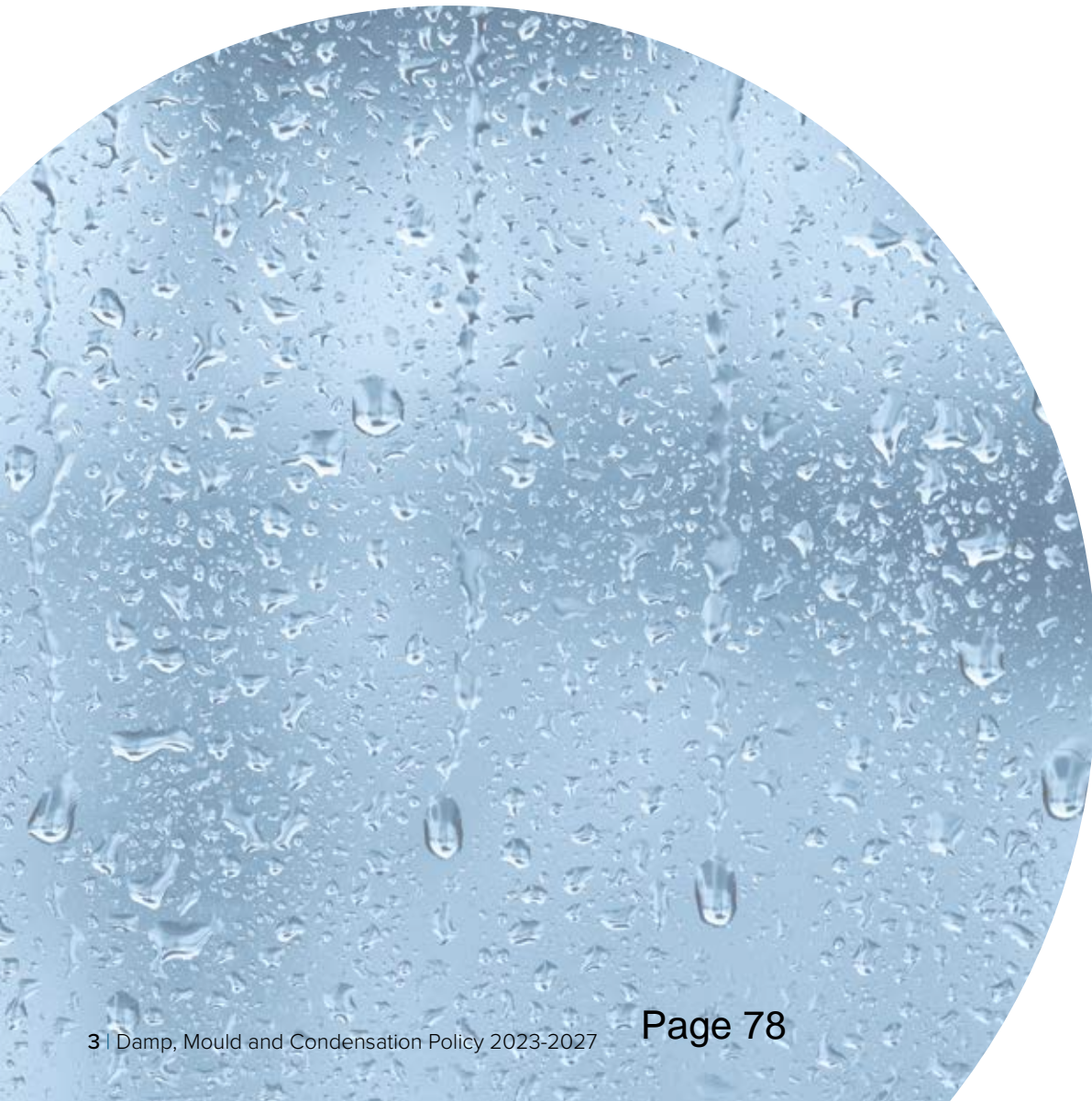
DARLINGTON
Borough Council

Housing Services Damp, Mould and Condensation Policy 2023-2027



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Introduction

Housing Services are committed to providing safe, energy efficient and comfortable homes. We have a responsibility to ensure our homes are safe, healthy, and free from hazards, including damp, condensation, and mould.

We have a legal responsibility to manage repairs and complete any work required to prevent damp, condensation and mould occurring. It is also important that tenants report any issues, so we can

work quickly to help resolve the problems. We recognise the impact that damp, condensation, and mould can have on our tenants, including distress, inconvenience and concerns about health and well-being.

We will ensure that we take prompt action to remedy issues and support our tenants, offering guidance, advice, and assistance throughout the process to all tenants living in Council properties.

Aims of the policy

This policy aims to:

- Re-enforce our zero tolerance to damp, condensation, and mould.
- Ensure that tenants are treated in a fair and consistent way.
- Focus on working in partnership with tenants ensuring that a safe and healthy internal environment is provided.
- Undertake effective investigations and implement all reasonable remedial repair solutions and improvements to eradicate damp including, managing, and controlling condensation.
- Ensure that tenants have access to and/or are provided with comprehensive advice and guidance on managing and controlling damp and condensation.

- Comply with statutory and regulatory requirements and good practice.
- Ensure that the fabric of our properties is protected from deterioration and damage, resulting from damp and condensation.

This policy will:

- Explain the types of damp: rising, penetrating and condensation damp.
- Identify Housing Services responsibilities for dealing with damp and condensation.
- Identify tenants' responsibilities for dealing with damp and condensation.
- Identify leaseholders' responsibilities for dealing with damp and condensation.

Scope of the policy

The scope of this policy covers how Housing Services, and our tenants are able to jointly control, manage, reduce, and eradicate damp, condensation, and mould within our properties.

This policy relates to all Housing Services owned properties that are tenanted, empty and communal. It also includes emergency / temporary accommodation.

Types of damp

The types of damp covered by the policy are:

- a. Rising Damp – This is the movement of moisture from the ground rising up through the structure of the building.
- b. Penetrating Damp (including internal leaks) - Water penetrating the external structure of the building or internal leaks causing damp, rot and damage to internal surfaces and structure. The cause can be the result of, for example:
 - Water ingress.
 - Defective components such as roof coverings, external wall doors and windows.
 - Defective or blocked rainwater gutters and pipes.
 - Defective or leaking internal waste pipes, hot and cold water and heating systems.
 - Flooding due to burst pipes.
- c. Condensation Damp - Condensation occurs when moisture held in warm air comes into contact with a cold surface and then condenses producing water droplets. This can take two main forms:

- Surface condensation, arising when the inner surface of the structure is cooler than the room air.
- Condensation inside the structure (interstitial) where vapour pressure forces water vapour through porous materials (such as walls), which then condenses when it reaches colder conditions within the structure.

Condensation is by far the most common cause of damp and mould within properties, particularly during the winter months. It is often seen as water on windows and is more noticeable when the weather gets colder and the outside temperature drops. Moisture in the air can cause mould growth on walls and ceilings as well as on furniture and possessions.

The risk of condensation can be reduced through:

- Adequate ventilation such as, opening windows and trickle vents, air bricks, ensuring space around furniture to assist air flow and mechanical extractors.
- Adequate heating such as, energy efficient boilers and radiators which maintain an appropriate heat level.
- Adequate thermal insulation such as, wall and loft insulation.

Inspections

Following a report of damp, condensation, or mould in a tenanted property, we will:

- Investigate to determine the cause of damp, condensation, and mould through a robust and extensive internal and external inspection of the property and, if appropriate, neighbouring properties.
- Carry out remedial repairs and actions in accordance with the tenancy agreement.
- Refer to specialist damp contractors where there is evidence of defective damp proof courses.
- Provide advice and support to tenants.
- Refer when appropriate to external agencies such as Social Care and debt management agencies for additional support to the tenant (where tenants have advised on income and health issues).

- Diagnose the cause of damp and deliver effective solutions, dealing with the cause of the damp, not just the symptoms and wherever possible, “fixing first time”.

We will inform the tenant of the findings, advice and actions from the investigation following the inspection in writing.

A full inspection of all empty properties will always be carried out to identify any signs of damp or mould and repairs carried out prior to a new tenant moving in.

We also carry out stock condition surveys on our tenanted properties, which assist us to identify issues, including damp, condensation and mould and support us to anticipate and prioritise interventions before a complaint or disrepair claim is made. These surveys assist us in highlighting if a particular area or house type requires works before problems arise.

Housing Services Responsibilities

Following a report of damp, condensation, or mould from a tenant, we will offer immediate advice until a property inspection can be carried out. Inspections will be carried out in a timely manner and at a mutually convenient time. Should tenants refuse access, in line with our Tenancy Agreement, appropriate action, which may include legal action, will be taken to ensure we can access the property and take actions to remedy issues.

We will:

- Inspect the building itself, including brickwork, windows, external doors, guttering, downpipes, drains and damp-proof courses.
- Inspect the home internally, including radiators, windows, trickle vents, extractor fans, visible pipework, bath seals and walls and ceilings for signs of mould growth.
- Check that internal extractor fans are fitted to the kitchen and bathroom or a whole house Positive Input Ventilation (PIV) unit is installed, turned on and in good working order.
- Take damp meter readings and air moisture (humidity) readings in each room and record these (ideally moisture in the air should be between 40%-60%)
- Refer to our specialist damp contractors if there are signs of rising damp or if the damp proof course has failed.
- Arrange any necessary repairs to the property and install extra ventilation units or air bricks to assist with air flow.
- Offer advice and assistance to our tenants on how to clean any signs of mould and any additional actions they can take to help mould spots from forming.
- Refer tenants to our Tenancy Sustainment Team to ensure they have maximised their income and where appropriate refer to specialist debt advice to ensure they can afford to effectively heat their home.
- Refer tenants who tell us they are struggling due to health reasons, to manage damp, condensation and mould to Adult and Children's Social Care and support agencies for further assistance within their home.

- Offer advice, support, and take appropriate actions to households where there are other contributing factors including, hoarding, and overcrowding, to find a best possible solution.
- Proactively raise awareness to our tenants around damp, condensation, and mould through publicity in Housing Connect, our webpages and social media. New and existing tenants will be provided with a damp, condensation, and mould prevention leaflet.
- Carry out stock condition surveys on a 5-year rolling programme to ensure that 100% of our properties receive a thorough inspection regularly whether tenanted or empty.

Remedial works will be carried out where it is reasonable and practical to do so. We will have regard to the constraints of the existing building design and structure and will take a pragmatic approach in finding appropriate solutions. On properties where we have completed all the relevant preventative works we may also install monitors on equipment such as boilers, mechanical ventilation, humidity sensors and temperature sensors.

Where remedial works have caused damage to internal decoration, we will offer a decorating voucher to assist with redecoration of the damaged area(s). Under certain exceptional circumstances, where the tenant is unable to carry out mould washes or redecoration, we will provide support and assistance.

In some cases, remedial work may not be necessary, and an inspection may find that additional support and advice can be given to the tenant on managing and controlling the occurrences of condensation damp.

If it is unsafe for tenants to remain in the property while the works are carried out, alternative accommodation arrangements will be made. This may be on a day-by-day basis or a temporary decant to an alternative property. The tenant will be supported through this process to find suitable alternative accommodation.

Tenant & Licensees Responsibilities

We recognise that not every case is the same and there are some actions that tenants can implement to help reduce condensation in their homes such as:

- Ventilate the home to help stop the build-up of damp by:
 - Keeping trickle vents open in window frames.
 - Drying any wet windows and frames regularly.
 - Opening windows, even if only slightly and on the security setting.
 - Opening windows while cooking, washing, drying clothes and bathing.
 - Ensuring all extractor fans are used.
 - Ventilating cupboards and wardrobes by providing breather holes in false backs.
 - Don't overfill cupboards and wardrobes – make sure there is enough space for air to flow.
 - Leaving a gap between walls and furniture to allow the air to move.
 - Don't block air vents, air bricks or trickle vents – these help to keep the air moving.
- Heat the home effectively. It is best, where possible, to have a constant, low background heat which helps to create warmer surfaces and reduces the chance of damp, condensation, and mould.
- Report repairs and signs of water leaks or water ingress straight away, so problems can be dealt with quickly and effectively.
- Treat any signs of black mould straight away and do not let the mould growth spread.
- Reduce the presence of moisture to a minimum within the property by:
 - Covering pans when cooking.
 - Don't leave kettles boiling.
 - Keeping kitchen doors closed when cooking.
 - Using extractor fans.
 - Keeping bathroom doors closed when bathing and open the window.
 - Drying clothes outside if possible.
 - Using a ventilated tumble dryer.
 - Avoid using portable fuel-less heaters.
 - If you are drying washing inside, do so in a closed, heated, and well-ventilated room.

Tenants are responsible for following all advice and guidance issued by Housing Services on managing and controlling damp, condensation, and mould. If the tenant fails to take the advice and reasonable steps to reduce damp, the tenant may be recharged for any resulting repairs required, which are considered to be a result of neglect.

Leaseholder Responsibilities

Leaseholders are responsible for managing and maintaining their own properties including damp, condensation, and mould, in accordance with their lease agreement. Leaseholders are responsible for any repairs to their own flat which are due to their actions or inactions.

As the freeholder we are responsible for repairs to the fabric of the building, such as roof repairs and will

carry out appropriate repairs to these. We are only responsible for repairs to a leaseholder's property if we have not complied with this obligation.

Any neglect by the leaseholder to manage or carry out repairs for which they are responsible for, that has a direct impact on the condition of a Council owned property, will be dealt with in accordance with the lease.

Information Sharing

Where appropriate, we will share information with Social Care and other key agencies so that all agencies can carry support residents in dealing with the effects of damp, condensation, and mould. We will make referrals to internal services in relation to income maximisation and refer, as appropriate, to specialist debt advice agencies.

Performance Monitoring and Review

As part of our commitment to continuous improvement, we will use customer feedback to improve our service. We will carry out a regular review of this policy with appropriate Customer Panels such as the Tenants Panel, ensuring that we include any legislative or regulatory changes and good practice examples from other Housing providers and the Housing Ombudsman.



Housing Services contact details



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www.darlington.gov.uk/housing



[darlingtonbc](https://twitter.com/darlingtonbc)



facebook.com/DBCHousing



**HEALTH AND HOUSING SCRUTINY COMMITTEE
8 FEBRUARY 2023**

WORK PROGRAMME

SUMMARY REPORT

Purpose of the Report

1. To consider the work programme items scheduled to be considered by this Scrutiny Committee during the 2022/23 Municipal Year and to consider any additional areas which Members would like to suggest should be added to the previously approved work programme.

Summary

2. Members are requested to consider the attached work programme (**Appendix 1**) for the remainder of the 2022/23 Municipal Year which has been prepared based on Officers recommendations and recommendations previously agreed by this Scrutiny Committee.
3. Any additional areas of work which Members wish to add to the agreed work programme will require the completion of a quad of aims in accordance with the previously approved procedure (**Appendix 2**).

Recommendation

6. It is recommended that Members note the current status of the Work Programme and consider any additional areas of work they would like to include.

**Luke Swinhoe
Assistant Director Law and Governance**

Background Papers

No background papers were used in the preparation of this report.

Author : Hannah Miller 5801

S17 Crime and Disorder	This report has no implications for Crime and Disorder
Health and Well Being	This report has no direct implications to the Health and Well Being of residents of Darlington.
Carbon Impact and Climate Change	There are no issues which this report needs to address.
Diversity	There are no issues relating to diversity which this report needs to address
Wards Affected	The impact of the report on any individual Ward is considered to be minimal.
Groups Affected	The impact of the report on any individual Group is considered to be minimal.
Budget and Policy Framework	This report does not represent a change to the budget and policy framework.
Key Decision	This is not a key decision.
Urgent Decision	This is not an urgent decision
Council Plan	The report contributes to the Council Plan in a number of ways through the involvement of Members in contributing to the delivery of the Plan.
Efficiency	The Work Programmes are integral to scrutinising and monitoring services efficiently (and effectively), however this report does not identify specific efficiency savings.
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers.

MAIN REPORT

Information and Analysis

7. The format of the proposed work programme has been reviewed to enable Members of this Scrutiny Committee to provide a rigorous and informed challenge to the areas for discussion.
8. The Council Plan sets the vision and strategic direction for the Council through to May 2023, with its overarching focus being 'Delivering success for Darlington'.
9. In approving the Council Plan, Members have agreed to a vision for Darlington which is a place where people want to live and businesses want to locate, where the economy continues to grow, where people are happy and proud of the borough and where everyone has the opportunity to maximise their potential.
10. The visions for the Health and Housing portfolio is:-

 'a borough where people enjoy productive, healthy lives. They will have access to excellent leisure facilities and recognising the importance of having a home, there will be access to quality social housing.'

Forward Plan and Additional Items

11. Once the Work Programme has been agreed by this Scrutiny Committee, any Member seeking to add a new item to the work programme will need to complete a quad of aims.
12. A copy of the Forward Plan has been attached at **Appendix 3** for information.

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HEALTH AND HOUSING SCRUTINY COMMITTEE WORK PROGRAMME

Topic	Timescale	Lead Officer/ Organisation Involved	Link to PMF (metrics)	Scrutiny's Role
Primary Care (to include GP Access to appointments)	8 February 2023 Last considered 2 February 2022	Emma Joyeux CCG/Amanda Riley		To scrutinise development around Primary Care Network and GP work
Housing Services Allocations Policy	8 February 2023	Anthony Sandys		To seek Scrutiny Members views prior to Cabinet.
Housing Services Damp, Mould and Condensation Policy	8 February 2023	Anthony Sandys		To seek Scrutiny Members views prior to Cabinet.
Health and Safety Compliance in Council Housing	June 2023 Last considered 29 June 2022	Anthony Sandys		To provide annual updates to Scrutiny Members undertake any further work if necessary.
Housing Services Anti-Social Behaviour Policy – Update	June 2023 Last considered 29 June 2022	Anthony Sandys		To provide annual updates to Scrutiny Members undertake any further work if necessary.
Director of Public Health Annual Report	June 2023	Penny Spring		Annual report
Performance Management and Regulation/ Management of Change Regular Performance Reports to be Programmed	 Year End August 2023	Relevant AD	Full PMF suite of indicators	To receive biannual monitoring reports and undertake any further detailed work into particular outcomes if necessary

Topic	Timescale	Lead Officer/ Organisation Involved	Link to PMF (metrics)	Scrutiny's Role
Dental Services	August 2023 Last considered 31 August 2022	Pauline Fletcher, NHS England		To update Scrutiny Members undertake any further work if necessary.
Customer Engagement Strategy 2021-2024 Update (Presentation)	August 2023 Last considered 31 August 2022	Anthony Sandys		To provide annual progress reports to Scrutiny. To look at work being done within communities and how the Customer Panel engage with new communities.
Darlington Health Profile	November 2023 Last considered 2 November 2022	Penny Spring		Annual report
Healthwatch Darlington - The Annual Report of Healthwatch Darlington	November 2023 Last considered 2 November 2022	Michelle Thompson, HWD		To scrutinise and monitor the service provided by Healthwatch – Annual
Integrated Care System (ICS)	To be agreed Last considered 23 February 2022	David Gallagher, ICB		To scrutinise and challenge progress of the principles underpinning the ICS and BHP and timelines for progress.
CAMHS update	To be agreed Last considered 14 December 2022	Jennifer Illingworth/James Graham		

Topic	Timescale	Lead Officer/ Organisation Involved	Link to PMF (metrics)	Scrutiny's Role
Community Mental Health Transformation	To be agreed Last considered 14 December 2022	Jo Murray/Maxine Crutwell, TEWV		To receive a briefing and undertake any further detailed work if necessary.
Preventing Homelessness and Rough Sleeping Strategy Update	To be agreed Last considered 14 December 2022	Anthony Sandys		To look at progress following the implementation of the strategy. Update on current position within Darlington
Better Care Fund	To be agreed Last considered 2 November 2022	Paul Neil		To receive an update on the position of the Better Care Fund for Darlington. To receive an update on the programme review.
Strategic Housing Needs Assessment	To be agreed	Anthony Sandys		
Drug and Alcohol Service Contract – We Are With You	To be agreed Last considered 2 November 2022	Mark Harrison/Jon Murray		To update Scrutiny Members undertake any further work if necessary.

JOINT COMMITTEE WORKING – ADULTS SCRUTINY COMMITTEE

Topic	Timescale	Lead Officer/ Organisation Involved	Link to PMF (metrics)	Scrutiny's Role
Loneliness and Connected Communities Adults Scrutiny to Lead	Scoping meeting 28 January 2020 Meeting on 5 October 2020 Meeting on 15 December 2020			
Care Homes in Special Measures Adults Scrutiny to Lead	Scoping meeting 8 November 2022			

MEMBERS BRIEFINGS

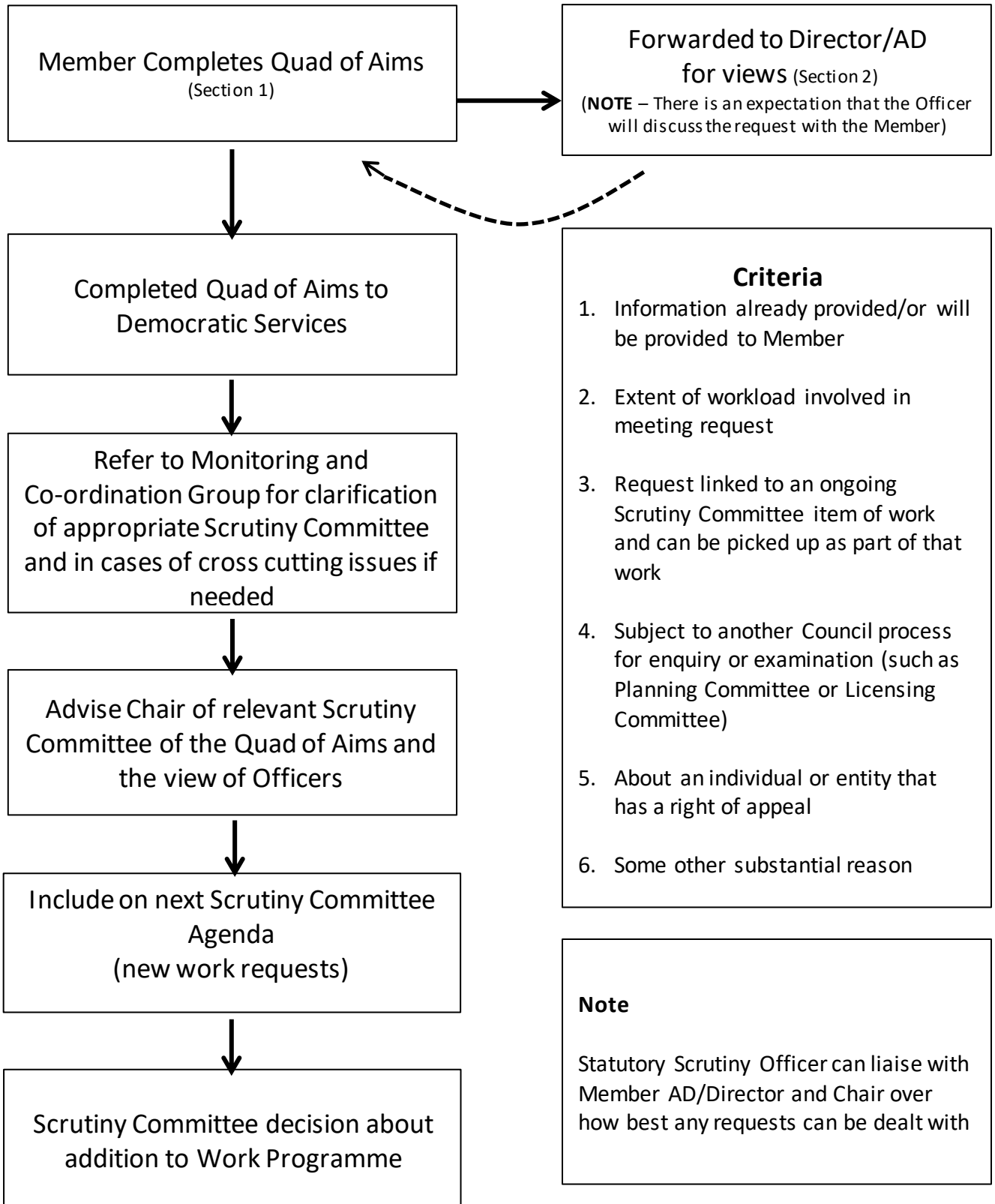
Topic	Timescale	Lead Officer/ Organisation Involved	Link to PMF (metrics)	Scrutiny's Role
<p>CQC Ratings in the Borough of Darlington</p> <p>Page 93</p>	<p>Briefing note to be circulated</p> <p>Scoping Meeting held 18 November 2019</p> <p>Briefing note circulated 21 October 2020</p> <p>Briefing note circulated October 2021</p>			<p>To monitor and evaluate CQC scoring across the Borough for health and care settings.</p>

Archived Items

Topic	Timescale	Lead Officer/ Organisation Involved	Link to PMF (metrics)	Scrutiny's Role
Voluntary Sector Funding (Adults, CYP, Health and CLS Scrutiny)	June 2022 Joint briefings 14 October 2020 and 10 March 2021	Christine Shields	Full PMF suite of indicators	To update Members following the monitoring and evaluation of this funded projects
Housing Services Fire Safety Policy	2 November 2022	Anthony Sandys		To seek Scrutiny Members views prior to Cabinet.
Low Cost Home Ownership Policy	14 December 2022	Anthony Sandys		To seek Scrutiny Members views prior to Cabinet.
Medium Term Financial Plan (MTFP) and Housing Revenue Account (HRA)	11 January 2023 (Special)	Brett Nielsen/ Anthony Sandys		
Quality Accounts – Q2 Update	24 January 2023 (Special)	TEWV/CDDFT		

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PROCESS FOR ADDING AN ITEM TO SCRUTINY COMMITTEE'S PREVIOUSLY APPROVED WORK PROGRAMME



PLEASE RETURN TO DEMOCRATIC SERVICES

QUAD OF AIMS (MEMBERS' REQUEST FOR ITEM TO BE CONSIDERED BY SCRUTINY)

SECTION 1 TO BE COMPLETED BY MEMBERS

NOTE – This document should only be completed if there is a clearly defined and significant outcome from any potential further work. This document should **not** be completed as a request for or understanding of information.

REASON FOR REQUEST?	RESOURCE (WHAT OFFICER SUPPORT WOULD YOU REQUIRE?)
PROCESS (HOW CAN SCRUTINY ACHIEVE THE ANTICIPATED OUTCOME?)	HOW WILL THE OUTCOME MAKE A DIFFERENCE?

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Signed Councillor

Date

SECTION 2 TO BE COMPLETED BY DIRECTORS/ASSISTANT DIRECTORS
(NOTE – There is an expectation that Officers will discuss the request with the Member)

	Criteria
1. (a) Is the information available elsewhere? Yes No If yes, please indicate where the information can be found (attach if possible and return with this document to Democratic Services)	1. Information already provided/or will be provided to Member
(b) Have you already provided the information to the Member or will you shortly be doing so?	2. Extent of workload involved in meeting request
2. If the request is included in the Scrutiny Committee work programme what are the likely workload implications for you/your staff?	3. Request linked to an ongoing Scrutiny Committee item of work and can be picked up as part of that work
3. Can the request be included in an ongoing Scrutiny Committee item of work and picked up as part of that?	4. Subject to another Council process for enquiry or examination (such as Planning Committee or Licensing Committee)
4. Is there another Council process for enquiry or examination about the matter currently underway?	5. About an individual or entity that has a right of appeal
5. Has the individual or entity some other right of appeal?	6. Some other substantial reason
6. Is there any substantial reason (other than the above) why you feel it should not be included on the work programme?	

Signed **Position** **Date**

PLEASE RETURN TO DEMOCRATIC SERVICES

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DARLINGTON
Borough Council

**FORWARD PLAN
FOR THE PERIOD: 4 JANUARY 2023 - 31 MAY 2023**

Title	Decision Maker and Date
Climate Change Progress	Council 26 Jan 2023 Cabinet 10 Jan 2023
Council Plan 2020/23 Performance Report - Quarter 2	Cabinet 10 Jan 2023
Disabled Facilities Grant Policy and Regulatory Reform Order Policy	Cabinet 10 Jan 2023
East Street Office Development	Cabinet 10 Jan 2023
Future Development of Indoor Market	Cabinet 10 Jan 2023
Maintained Schools Capital Programme - Summer 2023	Cabinet 10 Jan 2023
Schedule of Transactions - January 2023	Cabinet 10 Jan 2023
Town Centre Parking Offer	Cabinet 10 Jan 2023
Calendar of Council and Committee Meetings 2023/24	Cabinet 7 Feb 2023
Darlington Capital Strategy including Capital Programme	Council 16 Feb 2023 Cabinet 7 Feb 2023
Housing Revenue Account - Medium Term Financial Plan 2023/24 to 2026/27	Council 16 Feb 2023 Cabinet 7 Feb 2023
Land at Blackwell – Proposed Development and Parkland Restoration	Cabinet 7 Feb 2023
Medium Term Financial Plan 2023/24 to 2026/27	Council 16 Feb 2023 Cabinet 7 Feb 2023
Project Position Statement and Capital Programme Monitoring - Quarter 3	Cabinet 7 Feb 2023
Prudential Indicators and Treasury Management Strategy Report 2023/24	Council 16 Feb 2023 Cabinet 7 Feb 2023
Revenue Budget Monitoring - Quarter 3	Cabinet 7 Feb 2023
Schools Admissions 2024/25	Cabinet 7 Feb 2023
Housing Services Allocations Policy	Cabinet 7 Mar 2023
Housing Services Damp and Mould Policy	Cabinet 7 Mar 2023
Housing Services Low Cost Home	Cabinet 7 Mar 2023

Ownership Policy	
Local Transport Plan	Cabinet 7 Mar 2023
Regulatory Investigatory Powers Act 2000 (RIPA)	Cabinet 7 Mar 2023
Annual Procurement Plan	Cabinet 25 Apr 2023
Proposed Construction and Skills Hub on Council Land at Faverdale	Cabinet
Supplementary Polling Policy (SPD) Design Code – Skertingham Garden Village	Cabinet 7 February 2023