

To: Members of the County Council

Date: 25 November 2015

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Dear Councillor

You are invited to attend a meeting of the **COUNTY COUNCIL** to be held at **10.00 am** on **TUESDAY, 1 DECEMBER 2015** in **COUNCIL CHAMBER, COUNTY HALL, RUTHIN LL15 1YN**.

Yours sincerely

G Williams
Head of Legal, HR and Democratic Services

AGENDA

PART 1 - THE PRESS AND PUBLIC ARE INVITED TO ATTEND THIS PART OF THE MEETING

1 APOLOGIES

2 DECLARATIONS OF INTEREST

Members to declare any personal or prejudicial interests in any business identified to be considered at this meeting.

3 URGENT MATTERS AS AGREED BY THE CHAIR

Notice of items which, in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act, 1972.

4 CHAIRMAN'S DIARY (Pages 5 - 6)

To note the civic engagements undertaken by the Chairman of the Council (copy attached).

5 MINUTES (Pages 7 - 22)

To receive the minutes of the meeting of County Council held on 7 October 2015 and 20 October 2015 (copies attached).

6 BUDGET 2016/17 - UPDATE

To consider a report (copy to follow) to provide an update on the latest budget position for 2016/17

7 DRAFT DENBIGHSHIRE HOUSING STRATEGY (Pages 23 - 118)

To consider a report by the Development Planning and Policy manager (copy attached) to seek Members' approval to adopt the draft Denbighshire Housing Strategy and endorse the accompanying Action Plan.

8 COMMUNITY HOUSING POLICY - UPDATES FOR APPROVAL (Pages 119 - 174)

To consider a report by the Lead Officer, Community Housing (copy attached) to seek Members' approval to the revision of the following Policies:

- (i) Allocations Policy
- (ii) Anti-Social Behaviour Policy, and
- (iii) Introductory Tenancy Policy.

9 PROPOSED REVISED HACKNEY CARRIAGE BYELAWS (Pages 175 - 188)

To consider a report by the Public Protection Manager (copy attached) to seek Members approval to the revised byelaws in respect of Hackney carriages.

10 COUNTY COUNCIL FORWARD WORK PROGRAMME (Pages 189 - 192)

To consider the Council's forward work programme (copy attached).

MEMBERSHIP

Councillors

Councillor Gwyneth Kensler (Chair)

Councillor Ann Davies (Vice-Chair)

Ian Armstrong

Jason McLellan

Raymond Bartley

Barry Mellor

Brian Blakeley

Win Mullen-James

Joan Butterfield

Bob Murray

Jeanette Chamberlain-Jones

Peter Owen

Bill Cowie

Dewi Owens

Meirick Davies

Merfyn Parry

Richard Davies

Paul Penlington

Stuart Davies

Pete Prendergast

Peter Duffy

Arwel Roberts

Hugh Evans

Anton Sampson

Peter Evans

Gareth Sandilands

Bobby Feeley
Carys Guy
Huw Hilditch-Roberts
Martyn Holland
Colin Hughes
Rhys Hughes
Hugh Irving
Alice Jones
Huw Jones
Pat Jones
Geraint Lloyd-Williams

David Simmons
Barbara Smith
David Smith
Bill Tasker
Julian Thompson-Hill
Joe Welch
Cefyn Williams
Cheryl Williams
Eryl Williams
Huw Williams

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Agenda Item 4

Digwyddiadau wedi eu mynychu gan y Cadeirydd / Events attended by Chairman

<u>Dyddiad/Date</u>	<u>Digwyddiad/Event</u>	<u>Lleoliad/Location</u>
15.10.15	Ymweliad Ysgolion/School Visits	Rhuthun/Ruthin
16.10.15	Seremoni 'Topping Out' Ceremony Ysgol Uwchradd/High School	Y Rhyl/Rhyl
16.10.15	Digwyddiad Estyniad/Adnewyddu Ysgol Bodnant Extension and Refurbishment Event at Bodnant Community School	Prestatyn
16.10.15	Cinio Elusenol Maer Wrecsam/ Mayor of Wrexham's Charity Dinner	Wrecsam/Wrexham
19.10.15	Seremoni Cyflwyno/Presentation Ceremony – OBE i/to Aldham Roberts	Dinbych/Denbigh
22.10.15	Cyfarfod Blynyddol NSPCC AGM Meeting	Dinbych/Denbigh
23.10.15	Lansiad Swyddogol/Official Launch - Royal British Legion Poppy Appeal (Is-Gadeirydd wedi mynychu/Vice-Chairman attended)	Y Rhyl/Rhyl
29.10.15	Noson Wobrwyo Chwaraeon Sir Ddinbych Denbighshire Sports Awards Evening	Llangollen
30.10.15	Cyflwyniad AHNE/AONB Presentation	Llangollen
30.10.15	Diwrnod Agored a Chinio Myddleton College Open Day and Dinner	Dinbych/Denbigh
01.11.15	Gwasanaeth Dinesig Maer Caerwys/ Mayor of Caerwys' Civic Service	Caerwys
05.11.15	Lansiad Prosiect Llwybrau Tref gan Ken Skates AC Launch of Town Trails Project by Ken Skates AM	Dinbych/Denbigh
05.11.15	Ymweliad Ysgolion/School Visits	Rhuthun/Ruthin
06.11.15	Agoriad o Estyniad yn Ysbyty Dinbych/ Opening of extension at Denbigh Infirmary	Dinbych/Denbigh
08.11.15	Sul y Cofio/Remembrance Sunday Torchau Pabi hefyd wedi eu gosod gan Aelodau yn/Poppy Wreaths also laid by Members in: Llangollen, Rhuthun/Ruthin, Llanelwy/St Asaph, Rhuddlan, Bodelwyddan, Y Rhyl/Rhyl, Prestatyn, Cefn Meiriadog, Trefnant, Llanfair D.C., Dyserth, Llandyrnog & Meliden	Dinbych/Denbigh

- 09.11.15 Croesawu Carl Sargent AC i Sir Ddinbwyh i agor Cynllun Gwarchodlu'r Glannau
Gorllewin Y Rhyl/Welcomed Carl Sargent AM to Denbighshire to open West Rhyl
Coastal Defence Scheme Y Rhyl/Rhyl
- 12.11.15 Seremoni Dinasyddiaeth/Citizenship Ceremony Rhuthun/Ruthin
(Is-Gadeirydd wedi mynychu/Vice-Chairman attended)
- 13.11.15 Noson Elusenol Maer Rhuthun/Mayor of Ruthin's Charity Evening
(Is-Gadeirydd wedi mynychu/Vice-Chairman attended) Rhuthun/Ruthin

COUNTY COUNCIL

Minutes of a meeting of the County Council held in Council Chamber, County Hall, Ruthin LL15 1YN on Wednesday, 7 October 2015 at 10.00 am.

PRESENT

Councillors Ian Armstrong, Raymond Bartley, Brian Blakeley, Joan Butterfield, Jeanette Chamberlain-Jones, Ann Davies (Vice-Chair), Meirick Davies, Stuart Davies, Hugh Evans, Bobby Feeley, Huw Hilditch-Roberts, Martyn Holland, Alice Jones, Huw Jones, Pat Jones, Gwyneth Kensler (Chair), Barry Mellor, Bob Murray, Peter Owen, Dewi Owens, Merfyn Parry, Arwel Roberts, Anton Sampson, Gareth Sandilands, David Simmons, Barbara Smith, David Smith, Bill Tasker, Julian Thompson-Hill, Joe Welch, Cefyn Williams, Cheryl Williams and Huw Williams

ALSO PRESENT

Chief Executive (MM), Head of Legal, HR and Democratic Services (GW), and Committee Administrator (SLW)

Simon Dean, Interim Chief Executive, BCUHB

Dr Peter Higson OBE, Chairman, BCUHB

Bethan Jones, Area Director for Conwy & Denbighshire, BCUHB, and

Geoff Ryall-Harvey, Chief Officer, NWCHC

1 APOLOGIES

Apologies for absence were received from Councillors Bill Cowie, Richard Davies, Carys Guy, Colin Hughes, Rhys Hughes, Hugh Irving, Jason McLellan, Win Mullen-James, Paul Penlington, Pete Prendergast and Eryl Williams

2 DECLARATIONS OF INTEREST

Councillors Brian Blakeley, Ann Davies, Bobby Feeley, Jeanette Chamberlain Jones, Dewi Owens, Huw Hilditch-Roberts and Cefyn Williams all declared a personal interest

3 URGENT MATTERS AS AGREED BY THE CHAIR

None.

The Chair welcomed everyone to the Special Council meeting and extended thanks to the representatives of Betsi Cadwaladr University Health Board (BCUHB) and the North Wales Community Health Council (NWCHC) for their attendance.

The Chair confirmed that the questions submitted by Councillors had previously been circulated to the representatives of BCUHB and NWCHC. The meeting would be held in two sections – first section members' questions to the BCUHB representatives and

second section members' questions to the NWCHC representative.

4 CURRENT ISSUES AFFECTING HEALTH SERVICES IN DENBIGHSHIRE AND HOW THESE MAY BE ADDRESSED

SECTION 1 - BCUHB

Question 1 – Councillor Dewi Owens

“Why is your preferred option to make temporary changes to Ysbyty Glan Clwyd (YGC) Obstetric Consultant led services when you intend to open and recruit Consultants to the new sub-regional Neonatal Intensive Care Centre? Why will recruitment challenges be any different?”

The Interim Chief Executive (ICE) of BCUHB expressed his gratitude at being given the opportunity to attend the Council meeting.

The ICE explained to Members he had been in post for a period of just four months and had been impressed by the staff across North Wales, who provided excellent care on a day to day basis. The organisation would need to become more outward facing and were looking forward to working openly and constructively with the Council.

In response to the question put forward by Councillor Dewi Owens, the ICE confirmed the Public Consultation period had recently come to an end. The responses were to be analysed and the review would be available later in the calendar year.

The maternity services had been a complicated issue with immediate problems. There had been approximately a 50% vacancy rate which had presented a risk in that cover had to be provided with short-term Doctors. Discussions had been taking place with clinical staff in each of the services who had informed the Board of the fragility of a majority of services.

The preferred Option had been for deliverability at a practical level. The changes would not be permanent but would be on a temporary basis. The ICE clarified that the consultation had not been driven by either management or money.

One of the focused points in the future planning would be to have neonatal care on the Ysbyty Glan Clwyd site, and recruitment had commenced for the service. This was to be part of the strategy to encourage staff to pursue their career in North Wales.

The Chairman of BCUHB, clarified to Members that the issue of recruitment had not been specific to North Wales but had been a nationwide problem.

Question 2 – Councillor Raymond Bartley

“What assurances can you give us that the abuse and mistreatment of vulnerable older people with Dementia will not happen again, given what occurred at Tawel Fan. What changes have you made as a result of the report

by Donna Ochenden? What is the latest position in relation to internal disciplinary processes?"

The ICE agreed that the issues at Tawel Fan had been scandalous. Special measures were now in place so that quality processes would ensure the problems would not arise again in the future. A great deal of work would be required to develop Mental Health Services, work which would also involve the Local Authority. The changes which had already taken place and those which were to take place were linked to the report by Donna Ochenden.

BCUHB had commissioned HASCAS who were extremely experienced in undertaking matters of this kind. HASCAS had been commissioned to undertake a full investigation and to provide indepth responses to concerns raised by the families of those patients affected. The second task for HASCAS would be to, where appropriate, prepare disciplinary cases against individual members of staff. HASCAS would be interviewing families again together with a number of additional families who had come forward since the completion of the Donna Ochenden report. It had been confirmed that a number of staff had been suspended, pending disciplinary action, and a number of staff had been reported to the regulatory bodies. The HASCAS investigation would, hopefully, be completed by early 2016, but at this stage, the exact date could not be confirmed.

Donna Ochenden had been commissioned to carry out a further review to investigate "what did the wider organisation know about what had been taking place"?

A timescale was yet to be agreed with Donna Ochenden. Families concerns would be responded to as soon as possible. BCUHB were ensuring the review would be completed thoroughly.

The Chairman of BCUHB, confirmed that the incidents at Tawel Fan were unacceptable and steps were being taken to ensure it would not happen again.

Question 3 – Councillor Bobby Feeley.

"The Social Care and Wellbeing Act will be coming into force in April 2016. This will require Local Authorities and Social Care to work together. What more can be done to progress the integration of health and social care services? How do you intend to equip the Area Directors with the necessary resources to follow through on these plans?"

The ICE explained the importance of the integration of the Health Board and Social Services as a huge step forward. The Health Board had a responsibility to improve the health of the people and communication with communities was essential. The role of Area Directors would be essential to shape the service in the future.

It would be imperative to re-engage with people within the community to rebuild their confidence in the Health Service.

Recruitment had been a challenge for the organisation and the ICE confirmed they were liaising with all staff, together with engaging with the public. Obtaining clinical consensus would also be vitally important to achieve the best outcomes for the population. The main concern had been middle doctor recruitment. The reputation of Betsi Cadwaladr would be a consideration for prospective doctors, therefore, work had to be carried out to improve the reputation of the Board and to encourage recruitment of staff, including nurses, to the area.

At this point, the Area Director confirmed that Joint Planning sessions with Local Authorities were to take place early in December 2015 to ascertain how the Health Service would be visualised in 3-5 years' time and she confirmed in six months' time there would be a joint vision and plan in place.

The Chairman of BCUHB explained that the Health Board's three year plan had not been produced and the Board's vision would be to develop a clear sense of direction for all services, but the main responsibility would be to the health of the population.

Question 4 – Councillor Ann Davies.

“Can we have an update on the re-development of the Royal Alexandra Hospital in Rhyl? Will it be delivered on time and within budget?”

The Area Director explained that the Royal Alexandra Hospital project would now fall under her remit. Since the Welsh Government approved the strategic outline in 2013, the current plans were larger than originally anticipated. There were a number of issues which affected the plans, for example:

- Some of the departmental space required would be more than originally anticipated
- The Royal Alexandra Hospital was a listed building and surveys revealed a greater amount of work would be required to upgrade the hospital to a modern standard.

Given that the capital had increased substantially, a review would take place to ascertain what would be required to be in a schedule of accommodation. As the provision of an adequate Health Service was essential, work would take place with the Local Authority to address issues. The installation of a Minor Injuries Unit at the Royal Alexandra Hospital would also be investigated.

The Interim Chief Executive clarified that the Royal Alexandra Hospital project remained a priority from both the Health Board and the Welsh Government prospective.

Question 5 – Councillor Huw Hilditch-Roberts.

“With the 100 Day Plan, what is going forward and at what pace? What about us, as Councillors, how can we help our residents?”

We have heard about the 100 day plans, they have now finished, what happens now?”

The Interim Chief Executive confirmed that the 100 day plans were not the amount of days with which to turn around and save the Betsi Cadwaladr University Health Board. The purpose of the 100 day plans were to encourage people to bring about improvement and re-gain confidence. A plan would be required to be developed for the remainder of the financial year. It would be critical to become better at planning, engage with public, staff, stakeholders and partner organisations, as improved outcomes were required which would work within the financial settings. There would also be a need for more services to be delivered locally and these would be provided by looking at alternative offers of care.

Question 6 – Councillor Gareth Sandilands.

“What are your plans for primary care services in Prestatyn given the recent announcement by the Pendyffryn Practice? What steps are you planning to take to prevent this happening elsewhere, especially as now the Seabank GP has resigned from a single-handed GP surgery?”

The Area Director confirmed that the Prestatyn Member Area Group had been informed of the issues relating to the Pendyffryn Practice the previous week. Approximately 22.5 thousand patients would require alternative primary care from April 2016.

Future options for Prestatyn were to be considered as there were issues attracting GPs to the area, due to the responsibility of buying into a practice and the issue of an adequate work/life balance being just an example. No changes were to be made prior to 1 April 2016 but after that date, contingency measures would be in place for the people of Prestatyn to be serviced by primary care.

The Interim Chief Executive explained to Members that Practices across the UK found it difficult to attract new GPs to recruit, and the problem was not unique to Wales.

Question 7 – Councillor Joan Butterfield.

“What steps are being taken to address the financial situation of BCUHB?”

The Interim Chief Executive confirmed that the Health Board faced a financial challenge ahead. Large amounts of money had been spent employing locum medical staff but, the two choices had been to pay for locum staff or to stop the service. The Board were focused on addressing the financial problem. Savings were to be made and these had to be such that they would not impact upon patient care. This would be a major challenge but the balance of delivering high quality care and meeting the financial responsibilities had to be navigated.

The suggestion of a prospective name change of the Board was put forward to alleviate the issues of reputation. The change of name of the Health Board was not a decision to be made by the Board but by the Minister.

Question 8 – Councillor Alice Jones.

“Your appointment is on an interim basis, what plans are in place to recruit a permanent CEO?”

The Chairman of BCUHB confirmed that in terms of the appointment of a Chief Executive, the matter would be resolved as soon as possible.

Councillor Jones also took the opportunity to raise the following issues:

- ***Patients and families would bring up the good name of the Board, but at the moment there is more bad service than good service;***
- The Interim Chief Executive requested evidence of the statement of Councillor Jones of more patients receiving bad care than good.
- ***Regarding recruitment of GPs, why are you offering something new? The GPs in the Practices in Prestatyn have been warning this would happen;***
- The Interim Chief Executive could not comment on what had occurred in the past. As stated previously, there were problems regarding recruitment in a whole range of specialities across the whole of the UK not just specifically North Wales.
- ***The healthy living policy is good but towards the end of life, everyone will need care.***
- 70% of people died in hospital and there were no concerns regarding palliative care.

Question 9 – Councillor Martyn Holland.

“Previously Minor Injuries Units had low footfalls as people did not know they were there. What are BCUHB doing about promoting services such as the Minor Injuries Units and are those units adequately staffed?”

The Area Director confirmed that there were three Minor Injuries Units (MIUs) covering the Conwy and Denbighshire area. One in Holywell, which was Conwy and Denbighshire for health purposes, one in Denbigh and the largest in Llandudno. The new building in Llandudno had recently been completed and would be opening on 26 October 2015. There were no staffing issues at the Units as all were fully staffed and operational.

Usage of the MIUs had increased and discussions were taking place as to whether the Units should also cover minor ailments, as waiting times at the MIU were far less than in A&E.

Councillor Stuart Davies queried whether the MIU in Llangollen would go ahead and the Area Director confirmed she would look into the issue.

The Chair, Councillor Gwyneth Kensler expressed the Council's gratitude to the BCUHB representatives for attending the Special Council meeting with their explanations.

At this juncture (12:05 p.m.) there was a 20 minute break.

The meeting reconvened at 12:25 p.m.

SECTION 2 – NWCHC

Question 1 – Councillor Raymond Bartley.

“What are you doing to ensure that the Community Health Council members continue to foster harmonious relationships with staff at the front end rather than being seen as “clip board” inspectors?”

The Chief Officer, North Wales Community Health Council, confirmed that he was one of the longest serving Chief Officers of a Community Health Council.

He confirmed that the change of the name to the “North Wales Community Health Council” (NWCHC) had been implemented to distinguish themselves from the Health Board.

During the previous 12 months, 600 visits had taken place, including a greater number of unannounced visits and also visits to Mental Health wards. NWCHC volunteers were welcomed by staff on to the wards. NWCHC regularly visited wards and staff were aware. If problems had been raised, the NWCHC would ensure the issues were dealt with.

“Bugwatch” was the infection control survey. The NWCHC were working together with the Infection Control Team to promote the “Bugwatch” Survey. Standards were high but, unfortunately, were not consistent. The “Bugwatch” survey would be in place to encourage consistency.

Staff and Volunteers who attended psychiatric wards did not receive specific training, at the present time, but they did undertake training for entering secure units.

It was explained that the NWCHC did not have the authority or power to close wards if they had been found to be underperforming or unsafe. The NWCHC would refer issues to the Minister as only he had the power to close a ward.

The NWCHC encouraged the use of the Welsh language. A large number of the NWCHC were Welsh speakers. An app had been developed to be completed in Welsh and it could also then be populated into English. The NWCHC had also ensured that in Arrowse Park – services for sick babies, the signs would be in both Welsh and English and there would also be Welsh speaking staff available.

Question 2 – Councillor Ann Davies.

“I’d like to congratulate members of the CHC for all their hard work. What are you doing to engage proactively with BCUHB Board Members in the common purpose of improving health care in North Wales?”

The Chief Officer explained that the BCUHB and the NWCHC met formally as Boards 3-4 times each year to discuss issues. Informally, NWCHC members met with BCUHB members on a regular basis. The Chair and Chief Officer of NWCHC also spoke directly to the Chief Executive of BCUHB as and when was necessary to deal with issues. A large amount of work would be taking place regarding the GP Practices in Prestatyn as the NWCHC had a duty to write to all patients concerned.

Question 3 – Councillor Huw Hilditch-Roberts.

“The Welsh Government are currently consulting on its Green Paper ‘Our Health, Our Health Service’ and asking if the current CHC model is fit for purpose. What are your views?”

The Chief Officer confirmed that collaborative working with the Health Board had taken place to deal with certain situations and working for the best interest of the patients.

The CHC were an independent voice within the NHS, and represented the patients of the NHS. No confirmation had been forthcoming that the CHC model had been entirely fit for purpose.

The CHC had no power over the appointment of Members. The Chief Officer suggested an improved way forward would be to link with Councillors and local voluntary organisations.

At this juncture, the Lead Member for Social Care, Adult and Children’s Services, Councillor Bobby Feeley, expressed her gratitude to all the representative speaks from both BCUHB and NWCHC for their attendance.

The meeting concluded at 1.10 p.m.

COUNTY COUNCIL

Minutes of a meeting of the County Council held in Council Chamber, County Hall, Ruthin LL15 1YN on Tuesday, 20 October 2015 at 10.00 am.

PRESENT

Councillors Raymond Bartley, Joan Butterfield, Bill Cowie, Ann Davies (Vice-Chair), Meirick Davies, Richard Davies, Peter Duffy, Hugh Evans, Peter Evans, Bobby Feeley, Carys Guy, Colin Hughes, Rhys Hughes, Hugh Irving, Alice Jones, Huw Jones, Pat Jones, Gwyneth Kensler (Chair), Geraint Lloyd-Williams, Jason McLellan, Barry Mellor, Win Mullen-James, Bob Murray, Peter Owen, Merfyn Parry, Paul Penlington, Pete Prendergast, Arwel Roberts, Gareth Sandilands, David Simmons, Barbara Smith, David Smith, Julian Thompson-Hill, Joe Welch, Cefyn Williams, Eryl Williams and Huw Williams

ALSO PRESENT

Chief Executive (MM), Principal Solicitor (SC), Strategic Planning Team Manager (LG), Economic & Business Development Team & Project Manager (MH), Head of Business Improvement and Modernisation (AS), Head of Planning & Public Protection (GB), Service Manager, Safeguarding and Reviewing Team (CT) and Committee Administrator (SLW).

Prior to commencement of the Council meeting, the Chair, Councillor Gwyneth Kensler extended condolences to Councillor Bill Tasker following the recent loss of his sister.

1 APOLOGIES

Apologies for absence were received from Councillors Ian Armstrong, Brian Blakeley, Jeanette Chamberlain-Jones, Stuart Davies, Huw Hilditch-Roberts, Martyn Holland, Dewi Owens, Anton Sampson, Bill Tasker and Cheryl Williams

2 DECLARATIONS OF INTEREST

No Declarations of Interest.

3 URGENT MATTERS AS AGREED BY THE CHAIR

No urgent matters.

4 CHAIRMAN'S DIARY

A list of civic engagements undertaken by the Chair and Vice-Chair for the period 13 August 2015 to 12 October 2015 had been circulated prior to the meeting.

RESOLVED that the list of civic engagements undertaken by the Chair and Vice-Chair be received.

5 MINUTES

The minutes of the Council meeting held on 8 September, 2015 were submitted.

RESOLVED that the minutes of the meeting held on 8 September, 2015 be confirmed as a correct record and signed by the Chair.

At this juncture, the Chair introduced Meira Owen of HomeStart to give a brief explanation to Members of the work undertaken by HomeStart within the community and the families they assist.

Meira Owen thanked Council Members for allowing her to have the opportunity to explain the work of HomeStart.

HomeStart were a charity who had supported families in Denbighshire for the past 15 years. There were a team of approximately 100 volunteers from diverse communities across the county together with 5 members of staff. The criteria to be referred to HomeStart was that there needed to be one child of the family under the age of 11 years.

Following the presentation by Meira Owen, the Chair and Councillor Raymond Bartley thanked Meira and her team for all the hard work they did within the communities which was invaluable.

6 2014-15 ANNUAL PERFORMANCE REVIEW

The Lead Member for Finance and Assets, Councillor Julian Thompson-Hill, introduced the Annual Performance Report (previously circulated) for members to approve the draft 2014/15 Annual Performance Review, subject to agreed changes, to enable translation and publication prior to 31 October 2015.

The Head of Business Improvement & Modernisation explained that the Council's Corporate Plan 2012-2017 set the strategic direction for the Council and its priorities for the five year period. Details of the Council's intention to deliver the priorities had been set out in the annual service plans and the Corporate Plan Annual Delivery document and a set of Outcome Agreements with the Welsh Government.

The Annual Performance Report provided a retrospective evaluation of the Council's success in delivering against these plans during 2014-15, and whether the Council had successfully fulfilled its obligation to make arrangements to secure continuous improvement.

The report had been developed by the Strategic Planning & Performance Team, in consultation with other council services. The performance information contained within the document had been provided by services, and had been drawn from the Verto Performance Management system. Consultation had taken place with the Senior Leadership Team (SLT) prior to being submitted to County Council for approval.

This had been the most ambitious plan to date and was the third year of the plan. Good progress had been made but a lot of work still needed to be carried out. The statistics within the report were to date as at the end of March 2015.

The Head of Business Improvement & Modernisation proceeded with a powerpoint presentation for Members which included case studies to give clearer examples of the work taking place.

Seven priority areas required key actions to deliver and those priorities were:

- Economic Development
- Education
- Roads
- Vulnerable People
- Clean and Tidy Streets
- Housing, and
- Modernising the Council

The Economic & Business Development Team and Programme Manager (E&BDTPM) explained the Economic Community Programme developing initiatives. The importance of acceptable broadband and telecommunications and focussing on businesses in the use of technology. Within the DCC Website, there was to be a page set up which would contain information for businesses and the page would include short, sharp video clips of businesses explaining how they use technology to improve their business. There were plans to have approximately six different video clips in both Welsh and English.

The E&BDTPM showed an example of a draft version of a video from a company based in Denbigh.

Following the video, the following items were raised during discussion:

- Broadband speed in certain rural areas was an ongoing issue. It was confirmed that BT and superfast broadband were behind schedule but it was the responsibility of the Welsh Government to liaise with BT to improve the service. Councillors were requested to lobby the Welsh Government on the issue. The Chief Executive suggested the issue of the roll out of superfast broadband should be called to Scrutiny. The concerns would also be raised with the Assembly Members.
- Welsh language video clips were proving to be a more difficult task as there was a shortage of Welsh speaking business owners who were willing to take part to film a video.
- Following the restructure of the Department, there has been greater interaction with other Departments. A Project Manager was now in place and their task was to put together all information. There were currently 16 projects and meetings were regularly held to ensure the schedules for projects were kept on track.
- The Leader, Councillor Hugh Evans, reminded Members that the figures shown were up to and including March 2015. The work had been completed with a reduced team together with other Departments being integrated.

Companies outside the Local Authority were now being contacted and communication with them was growing. This had created a resource with the Local Authority on a reduced team.

- The Plan would be to retain current businesses. The Corporate Director: Economic & Community Ambition, together with the Leader had a timetable to meet with the top 10 or 15 businesses within Denbighshire to encourage growth and to support businesses to grow and employ a larger number of people. The electrification of the railway was also currently under discussion.
- Members agreed that Assembly Members also had a role to play as they should be made accountable and for them to support their Local Authorities.
- The issues of reduced rates for smaller businesses was brought into question, especially on Denbighshire's Town High Streets and also on St. Asaph Business Park. The Corporate Director: Economic & Community Ambition confirmed she would collate a briefing note of which schemes offered assistance with rates and circulate to Members.

Improving performance in Education and the quality of School Buildings. Students achieving their potential was "acceptable". There had been improvement in all education attainment indicators identified for this outcome in the 2013/2014 academic year. The smallest improvement had been made in pupils achieving the Core Subject indicator in Key Stage 2. Councillor Carys Guy stated that education could be improved. More teachers and teaching assistants were required. The Chief Executive expressed concern and stated improvements could be made.

Improving our Roads was "Good". The road condition indicators were compared with a group of similar rural local authority areas in Wales. Despite an improvement, the non-principal (B) roads were still considered a priority for improvement. Both the principal (A) and non-principal (C) roads had improved.

Vulnerable People are able to live as independently as possible was "Good". Within this outcome, the Local Authority pledged to reduce the number of adults who needed residential care by 200 (overall), from 815 in 2012 to 615 by 2017. The total for 2014/15 was 697 which showed good progress was being made towards the ambition.

Vulnerable People are protected was "Excellent".

Clean & Tidy Streets – produce an attractive environment for residents and visitors alike was "Excellent"

At this juncture, the Head of Planning and Public Protection presented a case study regarding eyesore sites.

The impact of eyesore sites were:

- Economic, social & environmental well-being of community
- Visual amenity
- Targets for anti-social behaviour

- Graffiti
- Fly-tipping
- Vermin
- Safety, and
- Local property values.

A database had been set up of approximately 100 eyesore sites which varied from large problem sites to individual untidy dwellings. A scoring matrix was devised to help prioritise the worst sites. The top 20 had focused effort and outside the top 20 were part of day to day regulatory activity.

There was a project structure and the Project Team met every other month:

- To consider enforcement/ regulatory options
- What were possible outcomes for each site, and
- To use enforcement powers to facilitate outcome.

Regular updates were provided to the Corporate Director: Economic & Community Ambition, the Lead Member for Public Realm, and Member Area Groups. Periodic updates were provided to Local Members.

The Head of Planning and Public Protection reiterated that the examples shown within the case study were from 2014. Members requested that an up to date list be circulated to them for information. The Chair suggested that a link to the database be circulated to Members and the consensus of agreement was in favour of this action.

Members took the opportunity to thank the Head of Planning and Public Protection and his Team for all their work.

At this juncture (11.35 a.m.) there was a 20 minute break.

The meeting reconvened at 11.55 a.m.

The Head of Business Improvement and Modernisation continued with the presentation.

Ensuring access to good quality housing. The housing market in Denbighshire would offer a range of types and forms of housing in sufficient quantity to meet the needs of individuals and families was “Excellent”.

The revised Housing Strategy was underway. A Lead Member Steering Group had been established with regular meetings being held to provide input into the emerging Strategy.

Following in-depth discussion, the following points were raised:

- The issue of monies which had been drawn down by Social Landlords over the past 9 years was brought into question as a majority of accommodation

provided had been flats and/or houses in multiple occupation. These problems were not being addressed and Councillors agreed questions needed to be asked as the registered social landlords had not been performing particularly well.

- Was there Member involvement with the Lead Member Steering Group? It had been confirmed Members were able to put forward any comments/questions to the Lead Member Steering Group but could not attend as members of the Group. It was clarified to Members that the Housing Strategy was to address strategy for the whole of the county and not just social landlords and affordable housing. The Strategy would be presented at Communities Scrutiny and then to Full Council.
- The Housing Revenue Account (HRA) had been removed from the Council Briefing Forward Work Programme for 2 November but consensus of opinion was taken and it was agreed to reinstate the HRA to the Forward Work Programme on that date.

Modernising the Council to be efficient & improve services for customers. Services will continue to develop and improve was “Good”. More flexible and effective workforce supported by cost efficient infrastructure was “Acceptable”.

The Council were working to use technology to improve efficiency and reduce costs. There had been investment in hardware and software that would enable staff to work in new ways to better enhance the customer experience. One thing was flexible working to enable work from any location. This would improve the benefits of work/life balance and eventually be more economical with office space.

The Service Manager, Safeguarding & Reviewing Team, Colin Tucker, explained to Members the success of flexible working within his Team. Staff were able to “hotdesk” which meant less time was taken up with travelling. Staff were able to work on their equipment whilst attending appointments and the appointment times were more conducive for the children and families as they could be seen after school hours.

Qualitative quality was to be introduced and the monitoring of performance of staff would take place. The intelligence would then be used to assist with training, developing new skills and to become a more qualified member of staff.

Both the Chair and the Lead Member for Social Care, Adult and Children’s Services, Councillor Bobby Feeley, thanked the Head of Business Improvement & Modernisation and his Team for all their work on the excellent report and case studies.

Proposed by Councillor Julian Thompson-Hill, seconded by Councillor Barbara Smith.

Vote took place by a show of hands – unanimously in favour of the recommendation.

RESOLVED that subject to any agreed changes, Members approve the draft 2014-15 Annual Performance Review to enable translation and publication before 31 October 2015.

7 COUNTY COUNCIL FORWARD WORK PROGRAMME

The Chair introduced the Council's Forward Work Programme (previously circulated).

It had been agreed earlier in the meeting to reinstate the Housing Revenue Account (HRA) to the Council Briefing being held on 2 November 2015.

RESOLVED that subject to the above, the Council Forward Work Programme be approved and noted.

The meeting concluded at 12.35 p.m.

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priority. The intention of the Housing Strategy is to provide a clear statement of the Council's vision and aims for housing in the County for the next 5 years.

- 4.2 It sets out the key challenges and issues affecting the County and what various Council teams intend to do to help overcome these challenges. The Housing Strategy aims to express the multi-disciplinary corporate approach to housing issues and delivery in the County, providing the framework for other more detailed strategies, policies, procedures etc and relevant Business Plans. The emerging Strategy reflects the full range of housing issues and provision: council, registered social landlords, private rented and owner-occupied and the need to address the concerns of the Wales Audit Office with regard to the delivery of affordable housing.
- 4.3 The Strategy identifies 5 "Themes" which are priority areas for action to be addressed and these form the core of the Strategy. These themes are:
 1. More homes to meet local need and demand
 2. Creating a supply of affordable homes
 3. Ensuring safe and healthy homes
 4. Homes and support for vulnerable people
 5. Promoting and supporting communities
- 4.4 For each theme issues, challenges, actions, desired outcomes are clearly identified, along with indicators of success. Examples of current projects and good practice are highlighted under each theme.
- 4.5 Detailed statistics and background information are attached as an accompanying document but a summary of the appropriate contextual information relevant to each theme is included in the main text for each of the "themes". The aim is for a clear, succinct, usable and sustainable Strategy.
- 4.6 The Strategy will be accompanied by an Action Plan. It is anticipated that this will be a living document, subject to regular monitoring and review by relevant Lead Members and Scrutiny. The Action Plan sets out in more detail the actions the relevant teams within the Council will focus on and how it will work with partners over the next 5 years to help to realise the Council's vision. It is important to prioritise actions which will have the greatest impact whilst also being realistic about what can be delivered with limited resources. The Action Plan has identified 4 measurable outcomes that should be achieved in the short term.
- 4.7 Work on the emerging Housing Strategy has been steered by a group of Lead Members with responsibility for an area of housing within their portfolios. The group comprised Councillors David Smith (planning, empty homes, housing enforcement, private sector housing & grants), Julian Thompson-Hill (council housing, finance & Housing Revenue Account), Bobby Feeley (extra care, older people, social care and well-being) Hugh Irving (homelessness & gypsies & travellers) and has been chaired by Councillor Barbara Smith, who has overall responsibility for delivering the Housing Strategy.

- 4.8 Once adopted, the Housing Strategy will be a key corporate document and the Strategic Planning and Housing Team have been working with officers across the Council to develop the Strategy and accompanying Action Plan, including those with responsibilities for community development, neighbourhood development, empty homes, private rented sector, enforcement, energy efficiency, disabilities and extra care, supporting people, public protection and planning, homelessness and housing stock. Officers have attended a Community Support Services team meeting and a workshop was held for staff from housing, maintenance, homelessness and youth services on 17th August, to ensure that they had an input to the Strategy. Output from this workshop has formed a key input into the draft Strategy. The Team has also met with Registered Social Landlords who are active in the County. The Strategic Partnership Board reviewed and discussed the proposed Strategy outline and has provided helpful contributions. Input from Senior Leadership Team has helped to frame both the Strategy and its accompanying Action Plan. Successful delivery of the Strategy will be dependent on input from a number of Council services, together with external partners.
- 4.9 An Affordable Housing Task and Finish Group was set up in response to concerns amongst Members about affordable housing policy and delivery. The Task and Finish Group started meeting in September 2014 and held 7 meetings in total. It considered a range of affordable housing issues in depth, and final recommendations were discussed at Communities Scrutiny Committee on 28th May 2015 and agreed by Cabinet on 30th June 2015. These recommendations have been incorporated into the Strategy, predominantly under Theme 2.

What happens next?

- 4.10 Once adopted, the Housing Strategy will be reformatted to reflect other corporate strategies and will be published on the Council's website and all partners notified. Newsletter updates on the delivery of the Housing Strategy: Action Plan will be sent to all Members and the Council's Senior Leadership Team (SLT). Updates on progress will also be provided to the multi-agency Strategic Partnerships Board. The intention is for the Action Plan to be a living document, regularly updated and reviewed. The Council's three Scrutiny Committees will have a key role in monitoring the Strategy and more importantly progress in relation to the Action Plan, as will Lead Members. Local issues can of course be picked up by Member Area Groups.

5. How does the decision contribute to the Corporate Priorities?

- 5.1 Denbighshire's Housing Strategy will contribute to the following corporate priorities:
- Developing the local economy – development within the County will contribute towards securing local employment opportunities in the construction sector

- Ensuring access to good quality housing – successful delivery of the proposed actions will enable improved provision of additional affordable and market housing across Denbighshire to meet the County’s needs.
- Vulnerable people are protected and are able to live as independently as possible

6. What will it cost and how will it affect other services?

6.1 Successful delivery of the actions identified in the Housing Strategy and accompanying Action Plan will be dependent on a partnership approach within the Council.

7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report.

7.1 The Housing Strategy and accompanying Action Plan aim to address the particular needs of those with protected characteristics, such as age and disability and it is anticipated that adoption the Housing Strategy and delivery of the Action Plan will have a positive impact on these groups. It is not anticipated that the adoption of the Strategy will have a disproportionate negative impact on any of the protected characteristics, however the Housing Strategy and accompanying Action Plan will be monitored and reviewed on a regular basis and amendments made if necessary. The completed Equality Impact Assessment template is attached as Appendix 4.

8. What consultations have been carried out with Scrutiny and others?

8.1 Communities Scrutiny Committee previously reviewed the recommendations of the Affordable Housing Task & Finish Group. These recommendations have been reflected in the Housing Strategy. The draft Housing Strategy was subsequently reviewed by Communities Scrutiny Committee on 5th November and the key points raised are included in the Consultation Report attached as Appendix 3. The Committee expressed overall support for the Strategy and the need to progress delivery of the outcomes. It resolved to recommend that the Council should approve and adopt the Draft Housing Strategy and associated Action Plan and that Scrutiny should periodically monitor the delivery of the Strategy’s outcomes.

9. Chief Finance Officer Statement

9.1 The full cost implications of specific proposals that are developed as part of the Strategy will have to be assessed to ensure they are affordable and sustainable.

10. What risks are there and is there anything we can do to reduce them?

- 10.1 The delivery of the Housing Strategy is a key priority for the Council including improving the delivery of affordable housing as required by Wales Audit Office. Failure to progress the Strategy would miss the opportunity to provide a clear approach to housing issues in the County and the Council would have no way of demonstrating to Wales Audit Office that its concerns over the delivery of affordable housing are being addressed.

11. Power to make the Decision

Local Government Act 2000. The following Housing Acts set out the Council's role with regard to the functioning of the housing market and production of a housing strategy:

- Housing Act 1985 (S8) - requiring Local Authorities to consider housing conditions/needs in their locally
- Housing Act 2004 (S8) requiring Local Authorities to keep housing conditions in the private sector housing in their area under review
- Local Government Act 2003 (S87) - requiring Local Authorities to produce a local housing strategy

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Denbighshire County Council Housing Strategy 2016 – 2021 Summary



Local Context

Population & Households

 **94.5k**

2013 mid-year population estimates for Denbighshire

 **41k**

2013 mid-year estimate of Denbighshire households

 **1.1k**

Forecasted increase in households 2015-2020

 **£23.8k**

Median household income in Denbighshire 2014

 **£1.5k**

Decrease in median household income since 2007

 **21%**

Population in Denbighshire aged 65 and over

 **24%**

Population in Denbighshire with an activity limiting illness or disability

 **64%**

Increase in full homelessness decisions awarded in 2014/15 from 2013/14

 **14%**

14% of Denbighshire is classed as being in top 10 of the most deprived areas in Wales (Welsh Index of Multiple Deprivation - WIMD)

Housing Market

 **176**

New properties completed 2014/15 up 17 on 2013/14

 **50%**

Population cannot afford a 2 bedroom open market house in Denbighshire

 **1.1k**

Forecasted increase in households 2015-2020

 **37%**

Households in Denbighshire who own their homes outright

 **32%**

Households in own properties with a mortgage

 **732**

Properties purchased under Right-to-Buy between 2000 and 2014.

Rental Market (Based on 2011 Census)

 **3.2k**

Households in Denbighshire renting from council in 2011 (decrease of 0.5k from 2001)

 **2k**

Households renting from housing associations in (increase of 0.5k from 2001)

 **6.4k**

Households renting in the private sector (increase of 1.5k from 2001)

Why do we need a Housing Strategy?

Ensuring access to good quality housing is a key priority for the Council and fundamental to the well-being of Denbighshire's residents. The Housing Strategy provides the framework for addressing this.

The intention of the Housing Strategy is to provide a clear statement of the Council's vision and aims for housing in the County for the next 5 years. It sets out the key challenges and issues affecting the County and what the Council intends to do to help overcome these challenges.

Our strategic vision:

"Everyone is supported with pride to live in homes that meet their needs, within the vibrant and sustainable communities Denbighshire aspires to."

Our key themes:

1. More homes to meet local need and demand
2. Creating a supply of affordable homes
3. Ensuring safe and healthy homes
4. Homes and support for vulnerable people
5. Promoting and supporting communities

Underlying principles:

- **Supporting the local economy** - through house building and regeneration
- **Reducing inequalities** - by aiming to ensure that decent homes are available for all and vulnerable people are supported
- **Engagement and involvement** - with partners to help to collectively deliver decent homes and with residents in the regeneration of their neighbourhoods
- **Sustainability** - supporting a sustainable housing market and delivering sustainable communities
- **Welsh Language & culture** - consideration & promotion in new development
- **Monitoring & review** - an annual review report will be produced to outline progress and any changes to agreed actions

- **Outcome focussed** – the strategy will focus on the delivery of the identified outcomes

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Theme One: More Homes to Meet Local Need and Demand

We need to ensure that sufficient suitable homes are provided to meet local needs and demands. Housing need and demand is largely identified through the statutory Local Housing Market Assessment (LHMA). This must be carried out every two years from 2016 onwards. This enables the strategic planning of housing development/supply across the County. Increasing the supply of homes includes all types of accommodation:

- open market housing and low cost ownership schemes,
- private, intermediate and social rented accommodation
- gypsy and traveller pitches.

Our desired outcomes:

1. An increased supply of new homes of all types and tenures to meet the needs and demands of households and communities in Denbighshire as defined by the two-yearly Local Housing Market Assessment, which provides current need and demand data for the county.
2. Better use of the existing housing stock by continuing to target empty homes across the county.
3. Gypsies and Travellers accommodation needs are identified and addressed

Issues and Challenges

New Homes

- A two yearly completed Local Housing Market Assessment is a statutory requirement
- Population profile of older people is increasing currently 21% of Denbighshire's residents are aged 65 or over
- Expected increase in number of households and consequently a need for approximately 1000 new dwellings to be built by 2020.
- Decrease in in the number of new build dwellings since 2007
- Low levels of planning applications for residential development
- Delivering the allocated housing sites within the Local Development Plan.
- Decrease in volume of house sales in the county since 2007 and static house prices.

Empty Homes

- Approximately 600 residential empty properties in Denbighshire

- Difficulty in engaging owners to bring empty homes back into use
- Complexity of legislation and the risk of additional costs to the council

Gypsy & Travellers

- The Housing (Wales) Act 2014 makes it mandatory for all councils to carry out an assessment of Gypsy & Traveller accommodation needs, and take action on the findings.
- We have regular unauthorised Gypsy & Traveller encampments although generally small, indicating there is some need
- We have no authorised Gypsy & Traveller sites in the County

Key Actions

- 1 Develop Site Development Briefs , Supplementary Planning Guidance and Site Directories to provide clarity and information about allocated housing sites for developers and investors
- 2 Develop housing need and demand data to produce an up to date Local Housing Market Assessment
- 3 Review Local Development Plan housing policies and land allocations
- 4 Investigate the use of a reduced commencement period on planning conditions, to discourage land-banking
- 5 Take action to bring forward stalled sites in the County
- 6 Produce an Infrastructure Plan for Denbighshire to identify and address infrastructure issues
- 7 Update and implement the Empty Homes Delivery Plan and continue to innovate to bring the dwellings back into use
- 8 Undertake an up-to-date Gypsy & Traveller accommodation needs assessment

Theme Two: Creating a Supply of Affordable Homes

A significant proportion of Denbighshire's residents are unable to afford general market housing (either for sale or rent). We need to ensure that the supply of affordable housing is improved to meet these needs.

Our desired outcomes:

1. Improved supply of affordable housing of all types and tenures across the county
2. Working with partners to maximise affordable housing development
3. An increase in applicants registered on the affordable housing register

Issues & Challenges

Affordable Housing

- Personal income levels in Denbighshire have fallen in recent years, with severe deprivation identified in areas of Rhyl, Denbigh and Henllan
- Levels of affordable housing development have fallen
- Significant gap between affordable housing need and supply
- Affordable Housing provision through planning obligation has reduced to 10%
- Financial challenges being faced by the Council and partners
- Low turnover of Council/Housing Association stock
- Welfare Reform changes combined with a changing population profile necessitating a need to build smaller properties
- Public perception of affordable housing

Funding and Registered Social Landlords

- Lack of financial certainty for Council & Housing Associations partners
- Reduction in public funding for affordable housing through Social Housing Grant (accessible to Housing Associations only)
- Increasing costs for building
- A limited range of partners able to access funding which the Council currently work with

Affordable Housing Register

- Negative perception of affordable housing
- Lack of awareness of different affordable housing schemes
- Complexity of application process

Key Actions

- 1 Establish an affordable housing delivery / investment programme
- 2 Review of Local Development Plan policies such as affordable housing in rural areas and commuted sums
- 3 Undertake a review of public landholdings, working with partners, to identify suitability and availability for affordable housing
- 4 Investigate alternative mechanisms for the funding and delivery of affordable housing
- 5 Investigate developing a council protocol for the disposal of council land and property assets to consider best value
- 6 Active promotion of the affordable housing register to increase applications, as more applicants will evidence demand to developers. Review registration process
- 7 Publicise successful affordable housing schemes

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Theme Three: Ensuring Safe & Healthy Homes

We need to ensure that our residents are able to live in safe and healthy homes. This needs to be addressed across all types of accommodation: affordable housing, private rented accommodation and owner occupied homes including mobile home sites.

Our desired outcomes:

1. Council and Housing Association accommodation is brought up to and is maintained at the Welsh Housing Quality Standard (WHQS)
2. Improved standards in the Private Rented Sector
3. Accommodation will be of good quality and will be adaptable to residents changing needs
4. Limited financial assistance to support the Private Housing Sector
5. Properties will be more energy efficient helping the environment and improving housing quality
6. Controls over the use of holiday caravan parks for residential purposes are improved

Issues & Challenges

Welsh Housing Quality Standards

- 4% of Council properties have not been renovated to Welsh Housing Quality Standards
- Maintenance of homes to the recommended standards

Enforcement & Licensing

- Challenges in developing good relationships with landlords
- Establishing an accurate database of landlords in the County.
- Poor quality multi-occupation dwellings (particularly in the north of the county)
- Improving the quality of private rented sector stock

Planning

- Response to the changing demographic of the county (smaller household size, disabilities and increasing older person profile)

Regeneration

- Large scale regeneration projects such as Rhyl West End

Private Sector Grant Scheme

- Capital grant schemes reducing

- Need to introduce more innovative schemes including offering different loans
- Raising awareness on what is available
- **Energy Efficiency**
- Challenges with securing funding to support projects
- No dedicated capital budget
- The reduction of fuel poverty requires funding for energy efficiency
- **Caravans**
- Occupation of holiday caravans as permanent homes
- Some are longstanding and/or include unsuitable accommodation
- Pressure on local public services as they are not being funded

Key Actions

1. Welsh Quality Housing Standards are achieved by all social housing providers in Denbighshire
2. Implement Landlord Licensing Scheme
3. Develop and implement an Energy Conservation Delivery Plan
4. Establish a priority database of people affected by fuel poverty
5. Develop a Private Rented Sector Action Plan
6. Establish relevant data of all caravan parks within the county
7. Develop a regulatory procedure for holiday caravans
8. Sharing intelligence across departments

Theme Four: Homes & Support for Vulnerable People

This theme aims to address the issues surrounding vulnerable people, their housing choices and what is needed and offered in housing related support. In this theme we also concentrate on the homelessness services that are available and what changes need to be taken, in light of the Housing (Wales) Act 2014 and the Renting Homes (Wales) Bill, which is currently being debated in Welsh Government and expected to be passed as legislation in early 2016.

Our desired outcomes:

1. A range of housing choices for older people
2. A range of housing choices and support placements for younger people
3. Vulnerable people are assisted to lead independent lives in appropriate accommodation to meet their needs
4. Suitable accommodation options are available for the prevention of homelessness
5. Those that are declared homeless are provided with appropriate temporary accommodation and assisted in finding suitable long term accommodation
6. A Common Housing Waiting List (Single Access Route to Housing SARTH) is introduced to simplify the accommodation process for those in housing need
7. Fuel poverty is targeted and affected residents are assisted

Issues & Challenges

Accommodation for older people (Supported Independent Living, Extra Care, Residential & Nursing Homes)

- There is now more emphasis on people retaining independence by remaining in their own homes.
- Older people require a greater range of housing options to meet their varied needs.

Vulnerable Adults accommodation & placements

- Lack of availability of community living schemes
- Reactive housing options rather than proactive
- Financial insecurity for supporting organisations, due to the reduction the Supporting People budget

- Need for varied work and care placements for vulnerable adults of all ages

Supporting People

- Financial insecurity for the organisations providing advice and support
- Welfare Reform challenges such as introduction of the benefit cap, and Universal Credit
- Increase in personal debt levels

Homelessness

- Availability and suitability of emergency accommodation
- Additional duties on placed on local authorities through the Housing (Wales) Act 2014, regarding homelessness prevention measures
- Shortage of appropriate affordable housing across all tenures

SARTH

- IT capability to manage new allocations method
- Staff resources to manage triage system to begin process

Fuel Poverty

- Targeting people affected by fuel poverty

Key Actions

1. Two Extra Care Facilities in development by 2017
2. Review Supported Independent Living provision and demand
3. Investigate the formation of a social lettings agency
4. Investigate options for homelessness emergency accommodation
5. Develop a pre-move programme for vulnerable people to maximise successful placements
6. Implement SARTH by December 2016

Theme Five: Promoting and Supporting Communities

Housing has a key role in creating and maintaining sustainable local communities. We will be working with housing and third sector partners to develop communities where people want to live and work, which have a sense of ownership by the people who live there.

Our desired outcomes:

1. Neighbourhood based activities help people remain safe and independent
2. Sustainable communities are maintained through innovative 'eyesore' site projects with partners
3. Council housing estates are regenerated to help create and sustain desirable neighbourhoods
4. Community initiatives are supported and maintained with partner organisations

Issues & Challenges

Neighbourhood Development

- Contacting and involving hard to reach groups, such as young people
- Neighbourhood disputes between residents
- Keeping resident's interest in projects and helping them take ownership of them.

Eyesore Sites

- Viability of sustainable schemes
- Challenges in engaging owners to enable a solution to be found.
- Council Estate Regeneration & Rhyl West End Regeneration
- Capacity & ability of residents to participate
- Achieving commitment from residents and sustaining the projects without external involvement
- Prioritisation of areas to be regenerated
- Partnership working

Key Actions

1. Development of Neighbourhood Engagement Strategy
2. Prioritisation of the areas to be regenerated
3. Building a business case for funding from the Housing Revenue Account
4. Review Resident Inclusion Strategy
5. Tackling housing sites and empty properties

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Denbighshire County Council

Denbighshire's Housing Strategy

Draft Action Plan

Denbighshire's Housing Strategy: Draft Action Plan

Introduction

The Housing Strategy is the amalgamation of all of our actions concerned with housing and housing related support. As a result the implementation of the Strategy will be undertaken by several different departments, in many instances working with partner organisations.

The relevant actions will be included in each service business plans as appropriate and will be monitored by the relevant Lead Members and Heads of Service. The overall lead on the Housing Strategy is the Lead Member for Housing. The Housing Strategy is based around 5 key themes:

1. **More homes to meet local need and demand**
2. **Creating a supply of affordable homes**
3. **Ensuring safe and healthy homes**
4. **Homes and support for vulnerable people**
5. **Promoting and supporting communities**

The Action Plan sets out the key actions required to deliver the desired outcomes for each key Theme. For each Action we have identified outcomes & benefits, potential resources and partners required to deliver the action, indicative timescales and the Lead Member and Head of Service responsible for ensuring the action is delivered.

The key outcomes for the Council over the next 12 months are:

- **We will increase our social housing stock by a minimum of 7 units over the next 12 months**
- **We will provide an improved standard of temporary homeless accommodation solutions, from within DCC housing stock and/or private options**
- **We will bring a minimum of 5 empty properties back into use as affordable housing**
- **By working with our Council tenants we will develop a coherent resourced action plan with timescales to improve the neighbourhoods in which they live**

Regular newsletter updates on the delivery of the Housing Strategy: Action Plan will be sent to all Council Members, Senior Leadership Team (SLT) and relevant partners. Updates on progress will also be provided to the multi-agency Strategic Partnerships Board. The intention is for this Action Plan to be a living document, regularly updated and reviewed. The Council's 3 Scrutiny Committees will have an important role in monitoring the Strategy and more importantly progress in relation to the Action Plan, along with Lead Members and Member Area Groups for more local issues.

We continue to welcome comments and suggestions to improve the Strategy and enhance delivery over the next five years.

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
THEME 1: More homes to meet local need and demand							
1.1	Develop site development briefs for key development sites allocated for housing in the LDP	Short term	This will ensure that detailed site information and guidance is readily available to potential developers. This will help to speed up the planning process and accelerate delivery of housing on sites allocated in the LDP.	LDP Members Steering Group Officer time	Strategic Planning & Housing Team Development Management Finance, Assets and Housing Service, Registered Social Landlords, Landowners, Developers	Complete work programme by December 2016 (individual Briefs will be adopted in this timescale)	Cllr David Smith Graham Boase
1.2	Develop appropriate Supplementary Planning Guidance	Short term	This will ensure that appropriate and clear guidance is readily available to potential developers. This will help to speed up the planning process and contribute to accelerated delivery of housing on sites allocated in the LDP.	LDP Members Steering Group Officer time	Strategic Planning & Housing Team Development Management	Complete work programme by December 2016 (individual SPGs will be adopted in this timescale)	Cllr David Smith Graham Boase

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
1.3	To develop and publicise a sites prospectus to promote allocated housing sites across the County	Short term	This will ensure that detailed site information is readily available to developers (including Registered Social Landlords). Accelerate delivery of housing on sites allocated in the LDP and publicise available sites.	Officer time	Strategic Planning & Housing Team Finance, Assets and Housing Service	Complete by February 2016	Cllr David Smith Graham Boase
1.4	Update Local Housing Market Assessment incorporating housing need and demand data. Current assessment was completed in 2015.	Medium term	Housing need and demand data for the County is updated and clarified. This is a statutory requirement and will provide up to date information on Denbighshire's housing market with an analysis of current and future housing needs. This will help to inform policy decisions.	Officer time Statistical information	Strategic Planning & Housing Team	Timescale to link to LDP review	Cllr David Smith Graham Boase
1.5	Review LDP housing allocations and policies as part of statutory LDP Review	Medium term	Contact relevant landowners to advise them of the Council's approach before the review. Accelerate delivery of housing on sites allocated in the LDP and avoidance of land banking.	Officer time Legal advice	Strategic Planning & Housing Team Landowners Developers	LDP Review to start by June 2017	Cllr David Smith Graham Boase

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
1.6	Investigate use of reduced commencement period conditions on planning permissions (i.e. shorter than current standard requiring development to start within 5 years) Lobby Welsh Government to change legislation to require completion of development within defined time periods.	Short term	Accelerate delivery of housing on sites with planning permission and avoidance of land-banking.	Officer time Legal advice	Strategic Planning & Housing Team Development Management Team Legal Services	By February 2016	Cllr David Smith Graham Boase
1.7	Bring forward development on sites with unimplemented planning permission through a clear programme of action	On-going	Analysis of reasons for stalled sites & intervention & influence to facilitate development, where possible, through a package of measures.	Officer time	Strategic Planning & Housing Team Finance, Assets and Housing Service Registered Social Landlords	Develop programme by June 2016	Cllr David Smith Graham Boase
1.8	To develop an Infrastructure Plan for Denbighshire	Short term	Identification of infrastructure issues and requirements to enable housing growth and development	Officer time	Strategic Planning & Housing Team Highways, Education	By June 2016	Cllr David Smith Graham Boase

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
					Infrastructure providers (including DCWW, BCUHB, etc)		
1.9	Develop the Council's Empty Homes Delivery Plan, investigate innovative mechanisms for bringing empty homes back into use and work with partners to develop new initiatives.	Short term	Better use of existing housing stock by continuing to target empty homes across the County. There is potential for new initiatives.	Officer time Funding Legal advice	Built Environment Public Protection Strategic Planning & Housing Finance, Assets and Housing Service RSLs Developers	Minimum of 5 empty properties brought back into use & Delivery Plan by December 2016	Cllr David Smith Graham Boase
1.10	Undertake a Gypsy and Traveller accommodation needs assessment. Support delivery of appropriate accommodation if a need is identified.	Short term	This is a statutory requirement and will provide up to date information on gypsy & traveller accommodation needs in Denbighshire. This will help to inform policy decisions. Work with other North Wales authorities to address any identified needs.	Officer time Financial support for needs assessment Funding for site provision if required	Strategic Planning & Housing Team Finance, Assets and Housing Service Welsh Government	Complete accommodation needs assessment by February 2016 Site delivery (if needed) will require	Cllr Hugh Irving Graham Boase

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
						separate timescale	
1.11	Remove the requirement for rural buildings to be converted to affordable housing (after economic use is proved unfeasible), in preference for market housing.	Short-medium term	LDP policy changes can only be carried out through the formal LDP Review process, however we have revised the Supplementary Planning Guidance on conversion of redundant rural buildings. This has allowed market housing if affordable housing is shown to be unviable.	Officer time	Strategic Planning & Housing Team	Revised SPG adopted by Planning Committee May 2015 LDP Review to start by June 2017	Cllr David Smith Graham Boase
1.12	Increase access to training opportunities and employment for local people in the construction / housebuilding sector	Short term	Development of a protocol for use in Section 106 planning agreements to require access to training opportunities for local people. Encourage Registered Social Landlords, developers and other partners to offer apprenticeships, work placements, mentoring/ coaching opportunities to local people.	Officer time Legal advice	Strategic Planning & Housing Team Economic & Business Development Team Legal services Registered Social Landlords Other partners	Develop protocol by June 2016	Cllr David Smith Graham Boase/ Rebecca Maxwell

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
1.13	Ensuring mix of appropriate housing to meet local needs, including development of good quality intermediate and market rented homes. Implement regular case conferences for housing proposals.	Short term	Ensure a mix of housing is provided through negotiations on planning applications. Improved joint working at an early stage in scheme development. Potential for Registered Social Landlords/ Council to develop homes for market rent or manage homes developed by others to increase supply of good quality homes in the private rented sector.	Officer time Funding Legal advice	Strategic Planning & Housing Finance, Assets & Housing Service RSLs	Implement case conferences by January 2016	Cllr David Smith/ Cllr Julian Thompson Hill Graham Boase /Jamie Groves
THEME 2: Creating a supply of Affordable Homes							
1.1	Establish and implement an affordable housing delivery / investment programme to enable resources to be targeted to priority sites and actions	Short term	A clear programme for delivery of affordable housing. This will contribute to an improved supply of affordable housing of all types and tenures and ensure that we bring together and take full advantage of available funding streams.	Officer time	Strategic Planning & Housing Team Finance, Assets & Housing Service Registered Social Landlords	By June 2016	Cllr David Smith Graham Boase

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Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
2.2	Review both Council and HRA landholdings to determine suitability and availability for affordable housing development and establish a clear programme for delivery	Short term	List of sites which may be available for affordable housing development. Influence delivery and make best use of assets to deliver new housing, including affordable and specialised housing.	Officer time	Strategic Planning & Housing Team Finance, Assets and Housing Service	By June 2016	Cllr Julian Thompson-Hill Jamie Groves
2.3	Following a review of HRA landholdings, investigate selling HRA assets in areas where there is little or no housing need. Capital receipts to be used to contribute to the delivery of affordable housing in areas of identified need.	Short term	This would enable acquisition of land and investment in those areas with identified housing needs. This would form part of the Affordable Housing Delivery Programme.	Officer time	Strategic Planning & Housing Team Finance, Assets and Housing Service	By June 2016	Cllr Julian Thompson-Hill Jamie Groves
2.4	Investigate developing a council protocol for the disposal of Council land and property assets to ensure they are first offered to HRA , then if not required by the HRA to sell at below market value to maximise affordable housing delivery, only if not required for affordable housing it should be offered to open market at full market	Short term	Adoption of a protocol to allow for sale of Council land at reduced value would allow for delivery of additional affordable housing on these sites	Officer time Legal & financial advice	Strategic Planning & Housing Team Finance, Assets and Housing Service	By December 2016	Cllr Julian Thompson-Hill Jamie Groves

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
	value						
2.5	Work with other public sector agencies (including BCUHB, WG, police etc) to review other public landholdings, to determine suitability and availability for affordable housing development	Medium term	List of sites which may be available for affordable housing development. Influence delivery and make best use of public sector assets to deliver new housing, including affordable and specialised housing.	Officer time	Strategic Planning & Housing Team Finance, Assets and Housing Service Other public bodies	Scoping report by June 2016	Cllr David Smith/ Cllr Julian Thompson-Hill Graham Boase /Jamie Groves
2.6	To maximise Housing Revenue Account (HRA) funding to deliver more affordable housing and establish a development fund within the HRA	Short term	This would enable acquisition of land / existing buildings and investment in those areas with identified housing needs. This would form part of the Affordable Housing Delivery Programme.	Officer time Legal & financial advice HRA funding	Strategic Planning & Housing Team Finance, Assets and Housing Service	Minimum of 7 properties delivered and establish a fund by December 2016	Cllr Julian Thompson-Hill Jamie Groves
2.7	Establish a targeted programme for spending affordable housing commuted sums , including the possibility of pooling to form a central fund	Short term	Revised commuted sum policy and clear programme for spending. This will set out how and where the Council will spend the money required from developers for affordable housing. A larger number of smaller amounts are expected	Officer time Legal & financial advice	Strategic Planning & Housing Team Finance, Assets and Housing Service Legal Services	By December 2016	Cllr David Smith/ Cllr Julian Thompson-Hill Graham Boase /Jamie

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
			to be received in future and a revised policy, with a wider range of options, will maximise the benefit secured and minimise unspent sums being returned to developers. If possible, pooling all sums received would enable a more strategic approach to spending commuted sums and assist the Council in building its own affordable homes. It would also ensure effective use of smaller sums collected.				Groves
2.8	To maximise use of Social Housing Grant, Housing Finance Grant and other funding available to deliver additional affordable housing.	Short term	Ensure that the potential to deliver affordable housing is maximised in those areas with identified housing needs. This would form part of the Affordable Housing Delivery Programme.	Officer time Financial advice	Strategic Planning & Housing Team Finance, Assets and Housing Service	Affordable Housing Delivery Programme by June 2016	Cllr David Smith/ Cllr Julian Thompson-Hill Graham Boase /Jamie Groves
2.9	To fully investigate utilising a wider range of affordable housing funding & delivery mechanisms, e.g. joint venture, establishing a	Short term	A clear understanding and assessment of potential delivery options to inform the development of the affordable housing delivery programme.	Officer time Legal advice Financial advice	Strategic Planning & Housing Team Finance, Assets and	By June 2016	Cllr David Smith/ Cllr Julian Thompson-Hill

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
	housing delivery company				Housing Service Registered Social Landlords		Graham Boase /Jamie Groves
2.10	To develop a business plan to ensure more Council homes are provided	Short term	Contribution to an improved supply of affordable housing in the County. This should involve new build and potentially buying existing houses, some of which could have been lost through right to buy.	Officer time Legal & financial advice	Strategic Planning & Housing Team Finance, Assets and Housing Service Registered Social Landlords	By April 2016	Cllr Barbara Smith Jamie Groves
2.11	Develop a standard Section 106 legal agreement / clauses for securing affordable housing through planning applications. Ensure that this meets mortgage providers requirements	Short term	Template s106 legal agreements, or template clauses to be included in SPG and publicised on website. This will reduce the length of time taken to negotiate the terms of s106 agreements prior to planning permission being granted and remove barriers for securing mortgages on properties subject to S106 agreements.	Officer time	Strategic Planning & Housing Team Development Management Team Legal Services	By June 2016	Cllr David Smith Graham Boase

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Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
2.12	Test a range of methods for calculating financial contributions towards affordable housing, with the aim of reducing the number of calculations currently used.	Medium term	Potential to simplify the calculations for commuted sums for affordable housing, whilst ensuring that contributions are maximised without jeopardising development viability.	Officer time	Strategic Planning & Housing Team Finance, Assets and Housing Service	By June 2017	Cllr David Smith Graham Boase
2.13	Involvement of the Council's Finance, Assets & Housing Service in assessing viability of planning proposals and involvement in negotiations with developer and applicants	Short term	Revised planning process to include consultation and involving the Finance, Assets & Housing Service in negotiations where the provision of affordable housing is affecting overall site delivery. This will ensure better informed and more robust negotiations.	Officer time	Strategic Planning & Housing Team Development Management Team Finance, Assets and Housing Service	By March 2016	Cllr Julian Thompson –Hill/ Cllr David Smith Graham Boase/ Jamie Groves
2.14	Introduce a mechanism to secure financial contributions for affordable housing following scheme completion, where viability has improved beyond that originally projected ('clawback').	Short term	Revised Supplementary Planning Guidance on affordable housing. Where housing developments are delivered over a long time period, or the wider economic climate subsequently changes, the resultant scheme may have been able to deliver more affordable housing than agreed at the time of planning	Officer time Legal advice	Strategic Planning & Housing Team Legal Services	By June 2016	Cllr David Smith Graham Boase

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
			permission being granted. Introducing a mechanism to assess development viability after completion will ensure the Council can claim a contribution towards affordable housing, which would previously have been lost.				
2.15	Test a range of approaches to calculating the value of affordable properties, to ensure this is set at an appropriate level.	Medium term	Inclusion of any new approach in a revised Supplementary Planning Guidance document. An appropriate value should be genuinely affordable to those in need but not so low as to be economically unviable for developers. Clarity regarding the particular circumstances of self-build affordable housing and avoiding situations where the calculated value for affordable homes is more expensive than market housing	Officer time	Strategic Planning & Housing Team Finance, Assets and Housing Service	By June 2017	Cllr David Smith Graham Boase
2.16	Review the current approach and thresholds for affordable housing requirements in LDP policies relating to affordable	Medium term	Revised LDP policies and Supplementary Planning Guidance on affordable housing. To ensure that affordable	Officer time Funding for viability testing of policy	Strategic Planning & Housing Team Finance,	LDP Review to start by June 2017	Cllr David Smith Graham Boase

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
	housing through the statutory LDP Review process (currently 10% requirement but could be increased if viability justified a higher affordable housing contribution)		housing requirements are balanced against viability of site delivery and the amount of affordable housing being delivered by private developers is maximised without impacting overall housing delivery. Requirements for rural affordable housing, and the Council's approach, will also be reconsidered to ensure this supports sustainable rural communities.	approaches	Assets and Housing Service		
2.17	To ensure good partnership working with Registered Social Landlords	Short term	Ensure that the potential for Registered Social Landlords to deliver affordable housing is maximised in those areas with identified housing needs. Develop the Affordable Housing Delivery Programme in partnership with RSLs. Work together to promote improved quality and management of existing stock. Implement regular liaison meetings.	Officer time	Strategic Planning & Housing Team Registered Social Landlords	Implement programme of regular liaison meetings from January 2016	Cllr David Smith Graham Boase
2.18	To identify a wider range of development partners to	Short term	This could include both public and private sector partners and	Officer time Legal &	Strategic Planning &	By June 2016	Cllr David Smith

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
	assist in increasing the supply of affordable housing		would contribute to achieving the affordable housing delivery programme.	financial advice	Housing Team Registered Social Landlords		Graham Boase
2.19	To increase applicants registered on the affordable housing register or equivalent. Review current process for registration.	Short term	Revised simplified process for registration which is consistent across the region. This should make it easier for people to register. Wider promotion of the register will lead to improved awareness and take up by those in need of affordable housing, with an increase in applicants registered on the affordable housing register.	Officer time Input from Registered Social Landlords	Strategic Planning & Housing Team Registered Social Landlords	By March 2016	Cllr David Smith Graham Boase
2.20	To develop a communications campaign to ensure successful affordable home schemes are fully promoted	Short term	Promotion of successful schemes. This will help to improve negative public perceptions and improve take up of development. Encourage registration on the Affordable Housing Waiting list.	Officer time	Strategic Planning & Housing Team Registered Social Landlords Communications and Marketing Team	By March 2016	Cllr David Smith Graham Boase

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
THEME 3: Ensuring Safe and Healthy homes							
3.1	To ensure Council accommodation is maintained to meet the Welsh Housing Quality Standard	Medium term	Welsh Government requires that all social housing meets Welsh Housing Quality Standard by 2020. The Council met this standard in 2014 but ongoing maintenance is required to sustain this.	Investment in Welsh Housing Quality Standard	Finance, Assets and Housing Service	By December 2017	Cllr Barbara Smith Jamie Groves
3.2	Private rented sector stock condition/issue survey	Medium term	To support the implementation of an action plan for private rented sector properties, issues need to be researched to ensure resources are effectively targeted	Officer time	Public Protection Private landlords	By December 2017	Cllr David Smith Graham Boase
3.3	Support implementation & enforcement of Welsh Governments "Rent Smart" scheme, including a comprehensive database of all private landlords Landlord Licensing Scheme	Short term	New legislation is introducing the requirement for all private landlords to register. The scheme is being administered by Cardiff City Council.	Officer time	Public protection Private landlords	By October 2016	Cllr David Smith Graham Boase
3.4	To develop an Energy Conservation delivery plan and establish a database to prioritise those in fuel poverty	Short term	Will focus on targeting action at the properties with the worst energy efficiency. To work with households to move them out of fuel poverty – Welsh Government funding secured. Policy developed and	Officer time	Built Environment Strategic Planning & Housing Welsh Government	Delivery Plan & database by August 2016.	Cllr David Smith Graham Boase

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
			implemented to support energy efficient housing within the Council's stock		Bangor Univ. Public Protection		
3.5	<p>To develop a multi-agency private rented sector action plan & toolkit working with partners such as the Health Board to help to improve the standard of the poorest quality housing in the private rented sector. To include:</p> <ul style="list-style-type: none"> • A specific action plan for dealing with poor quality accommodation above commercial premises. • Environmental issues such as refuse and fly-tipping • Working with the Built Environment department to improve properties through utilising energy conservation measures 	Medium term	The private rented sector is a significant growing element in the tenure options available in the County. Engaging & developing a good relationship with private rented sector landlords is crucial.	Officer time	Public Protection Private landlords Housing Solutions	By December 2017	Cllr David Smith Cllr Hugh Irving Graham Boase
3.6	Continue to implement mandatory HMO licensing & explore potential for future expansion of additional licensing schemes and	Medium term	Raise standards of properties & their management	Officer time	Planning & Public Protection Private landlords	Complete condition survey & report on additional	Cllr David Smith Graham Boase

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
	introduction of selective licensing schemes					licensing by December 2017	
3.7	Use of planning and housing powers, including enforcement regarding new build and unauthorised HMOs & conversion to flats	Medium term	Raise standards of accommodation in the private rented sector. Internal procedure and checklist to assess properties prior to action.	Officer time	Planning & Public Protection	By April 2017	Cllr David Smith Graham Boase
3.8	Establish the extent to which holiday caravans are being used as permanent residences & develop a regulatory procedure to take targeted action.	Short term	Many people are living in caravans which do not have planning permission for permanent residency. Some caravans provide poor housing conditions and this will ensure that people are not living in unsuitable accommodation. Shared intelligence across Council services.	Officer time	Business improvement and modernisation Development Management, caravan park owners/ Managers Public protection	By April 2016	Cllr David Smith Alan Smith Graham Boase
3.9	Develop & engage with private rented sector landlords & tenants through	Medium Term	Engaging & developing a good relationship with private rented sector landlords & tenants is	Officer time	Public protection Private	By December 2016	Cllr David Smith Graham

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
	alternative methods and routes.		crucial. Implement programme of drop-in surgeries for private rented sector landlords and tenants.		landlords		Boase
Theme 4: Homes and support for vulnerable people							
4.1	To ensure additional extra care facilities are provided in Denbighshire & to maximise potential for specialist housing for vulnerable adults	Long term	More housing options are needed for older people and vulnerable adults. Denbighshire and public/private partners are examining a range of ways forward including exploring an extra care model of housing for adults with complex disabilities	Extra care project Manager Officer time Procurement and legal advice	Community Support Services Registered Social Landlords Finance, Assets and Housing Strategic Planning & Housing Strategy Procurement and Legal services	2 schemes to be in development by December 2017	Cllr Bobby Feeley Phil Gilroy
4.2	Review supported Independent Living provision and demand	Medium term	This will enable a review of the appropriateness of some existing schemes given their age and location. Viability of redeveloping sheltered housing schemes owned by the Council	Community Support Services	Registered Social Landlords Community Support	By June 2017	Cllr Bobby Feeley Phil Gilroy

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
4.3	<p>To finalise a homelessness strategy by December 2017, including ensuring that RSLs also provide for homeless people</p> <ul style="list-style-type: none"> • Survey the homelessness issue & draft a homelessness strategy by June 2017 • Consultation to be completed by August 2017 • Amendments made & final strategy to be adopted by the Council by December 2017. 	Long term	Welsh Government have introduced legislation requiring the development this strategy. This will ensure that the Council has a clear and co-ordinated approach to addressing homelessness issues.	Housing Solutions	Planning & Housing Strategy Housing Solutions Registered Social Landlords	To finalise the Strategy by December 2017	Cllr Hugh Irving Phil Gilroy Graham Boase
4.4	To provide better quality emergency accommodation for those who have been made homeless in the County.	Medium term	Ensure good quality, well managed accommodation for homeless people, including possible direct provision by the Council.	Officer time Funding	Housing Solutions Team Housing Management Planning and Public Protection Registered Social Landlords	By December 2017	Cllr Hugh Irving Phil Gilroy Jamie Groves
4.5	Provide good quality, well	Medium	Ensure good quality, well	Officer time	Housing	By	Cllr Hugh

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
	managed temporary accommodation solutions whilst housing needs are being assessed prior to permanent accommodation solutions being found. This includes options such as the Council providing it directly from its own housing stock	term	managed accommodation for homeless people. Work will be undertaken to identify appropriate options within Council and private housing stock.	Funding	Solutions Housing Management Planning and Public Protection Registered Social Landlords	December 2017	Irving Phil Gilroy Jamie Groves
4.6	Develop and implement a Private Rented Sector tenants accreditation scheme	Short term	Training and awareness raising for potential Private Rented Sector tenants to enable them to become 'good' and better able to access accommodation and maintain tenancies.	Officer time	Housing Solutions Community Support	By December 2016	Cllr Hugh Irving Phil Gilroy
4.7	Investigate options on the formation of a Social Lettings Agency	Short term	Social Lettings Agencies are non-profit organisations, which can provide a more affordable route to private rented sector accommodation	Officer time	Housing Solutions Public Protection Housing	By June 2016	Cllr Hugh Irving Phil Gilroy
4.8	Promote and develop the 'Denbighshire Housing' website & 'Let's Help You' online accommodation finder	Short term	This will provide a digital route for providing Housing Options advice and accommodation to help those in need of accommodation, which landlords will also be able to utilise and use as a marketing tool.	Officer time Funding	Housing Solutions Planning & Public Protection Private landlords	By June 2016	Cllr Hugh Irving/ Cllr Barbara Smith Phil Gilroy / Jamie Groves

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
4.9	Develop a portfolio of private rented sector landlords with good quality accommodation to assist people with private rented sector accommodation. Working with Public Protection to ensure that the accommodation meets at least the minimum standards set in Housing Hazards and Safety Rating Scheme (HHSRS) legislation & that landlords meet the “fit and proper” test	Short term	Engaging & developing a good relationship with private rented sector landlords is crucial.	Housing Solutions Public Protection	Housing Solutions Planning & Public Protection Private landlords	By June 2016	Cllr Hugh Irving Cllr David Smith Graham Boase Phil Gilroy
4.10	To develop a pre-move programme for vulnerable adults to maximise successful placements	Short term	Housing need for adults with complex needs is recorded and updated regularly. Voids in accommodation are kept to a minimum Placements will be more successful Issues are dealt with consistently Tenants and their families are prepared for placements, helping to ensure a positive	Officer time	Community Support Housing management Registered Social Landlords	By June 2016	Cllr Bobby Feeley Phil Gilroy

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
			outcome.				
4.11	Implement the single access route to housing (SARTH)	Short term	The project will provide a single waiting list and better housing option advice to ensure applicants are realistic about the housing options available to them.	Officer time	Housing Solutions Finance, Assets & Housing	By December 2016	Cllr Barbara Smith Cllr Hugh Irving Jamie Groves Phil Gilroy
4.12	To monitor and respond to accommodation and support requirements for refugees	Short term	Address and meet requirements for support for refugees	Officer time	Registered Social Landlords Private Rented Sector Landlords	Respond to needs on demand	Cllr Bobby Feeley Phil Gilroy
Theme 5: Promoting and supporting communities							
5.1	To develop a Tenant Engagement Strategy for Council tenants	Short term	Improvements to the approach to engaging Council tenants in decision making and in monitoring performance of the Housing Service	Officer time	Finance, Assets and Housing	By June 2016	Cllr Barbara Smith Jamie Groves
5.2	Develop a strategic asset management plan for the Council's housing stock	Short term	This will prioritise areas of Council housing to be regenerated and funding from the Housing Revenue Account.	Officer time Funding	Finance, Assets and Housing	By May 2016	Cllr Barbara Smith Jamie Groves
5.3	Implement environment toolkit to assist in improving the environment for our tenants	Short term	The toolkit has been developed and is currently being implemented with small projects. The toolkit enables	Officer time	Finance, Assets and Housing Countryside	By April 2016	Cllr Barbara Smith Jamie Groves

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
			tenants to become involved in improving and maintaining their local environment and contribute to promoting and supporting sustainable communities.		Services		
5.4	Develop a schedule to enhance open space/ play assets within Council stock	Long term	Environmental improvements and on-going maintenance will contribute to promoting and supporting sustainable communities.	Officer time	Finance, Assets and Housing	By October 2018	Cllr Barbara Smith Jamie Groves
5.5	To develop an apprenticeship scheme for property maintenance service	Short term	Maintaining the Council stock now it has reached Welsh Housing Quality Standard is crucial. Many of the current workforce are over 50 and these are needed in terms of developing younger people	Officer time	Finance, Assets and Housing	Appoint 3 apprentices by June 2016	Cllr Barbara Smith Jamie Groves
5.6	Continue working with police, registered social landlords & other partners on focused neighbourhood management in West Rhyl	Short term	Environmental improvements and on-going maintenance through partnership working.	Officer time WG funding	Cooperative West Rhyl Community Land Trust North Wales Housing Pennaf Welsh Government Police	Private rented Sector toolkit by December 2017 Regular partnership meetings with RSLs by	Cllr David Smith Rebecca Maxwell Graham Boase

Ref	Action	Timescale	Outcomes & benefits	Resource requirements	Identified partners	Target	Lead Member/ Head of Service
					Planning and Public Protection	January 2016 Area based pilot project in West Rhyl complete by April 2016	
5.7 Page 68	Develop individual locality based neighbourhood strategies for areas of Council stock	Medium term	A focussed approach to environmental improvements within the Council's stock.	Officer time	Finance, Assets and Housing	Action plan by December 2016 and local strategies by September 2017	Cllr Barbara Smith Jamie Groves

Denbighshire County Council Housing Strategy 2016 -2021 Consultation Report



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Consultation Report for the Housing Strategy

Housing Strategy Consultation May 2013 – December 2014

Consultation for the Housing Strategy started on 5th June 2013 at a public consultation event arranged at the Eirianfa Centre in Denbigh. The venue was chosen as it is in a central point in the County, had level access and good parking facilities are available. The event was also supported by the services of a Welsh translator.

The event was held in conjunction with Glyndŵr University, who had been engaged to write the Housing Strategy. At the event, the vision for the Strategy and its proposed three themes of Construction, Consolidation and Communication were first discussed with the public and developed further. A full report on this event was seen by Communities Scrutiny on 4th July 2013.

<https://moderngov.denbighshire.gov.uk/mgChooseDocPack.aspx?ID=4721&LLL=0>

Following the public consultation event a draft version of the Housing Strategy was drawn up and made available for general consultation from 26th September 2013 to 10th February 2014. The Strategy was distributed to the Town & Community Councils, over 60 organisations and individuals were contacted by email and letter advising them of the consultation. Copies of the document were available on request or available digitally through the Denbighshire County Council website. Press announcements were also issued and were picked up by the Daily Post, Denbighshire Free Press & Rhyl Journal.

Survey Monkey was also employed as a digital response to the Housing Strategy which was also publicised through DCC's website, Corporate Facebook and Twitter accounts.

Copies of the Housing Strategy were also provided at the Tenant Resource Centres with tenant organisations briefed on the main elements of the Strategy and its themes.

Three additional public consultation events were held in January 2014 in Wellington Road Community Centre, Rhyl, DVSC Offices in Ruthin and the Maes Pengwern, Tenant Resource Centre in Llangollen. At all these venues the services of a Welsh translator and had level access and parking available nearby.

Response

The main concerns received during the consultation period were:-

- A greater emphasis required in utilising Empty Homes as a housing resource
- Tackling poor quality accommodation and landlords in the Private Rented Sector was seen as a top priority

- The possibility of the Council building more homes was also queried and whether this would be something that could be considered in the future.

Responder	Response	Recommendation
Cllr Colin Hughes	Concerned that there is no specific plan for increasing incomes in deprived wards such as Upper Denbigh	Economic & Community Ambition Strategy 2013 - 2023 is specifically responsible for affecting improvements in Denbighshire's economy. The Housing Strategy feeds into this by enabling development, more jobs are created in the locality, construction etc. Comments noted and no action required
Lindsay Havaland Community Transport Association	Any new developments takes into account ease of access to reflect the higher needs of disabled people in Denbighshire and the ageing population	Sustainability is a key issue when planning applications are considered. This includes aspects such as availability of public transport and Lifetime Homes guidance wherever possible. Comments noted and no action required
Helen Prince DVSC	Not enough information on community engagement in West Rhyl and what DCC are doing about tackling absentee landlords	New theme 5 on Supporting communities gives greater emphasis to this. Theme three address the changes in legislation which require registration of landlords will help to address poor landlord management. Comments noted and amendments made.
Supporting People	Would like it addressed in the Strategy that due to ever shrinking budgets, greater partnership working will be required in order to provide successful outcomes to clients	The final version of the Housing Strategy clearly states that Housing and Housing related support is a Council responsibility, not just that of one department. The monitoring of the strategy will ensure that this aims are achieved, Comments noted and no action required
Tenant Groups	No feedback from what the previous Housing Strategy had achieved, more Council houses should be built and it was felt there was not enough emphasis on the	Page added to the Housing Strategy showing previous achievements and West Rhyl Land Trust work expanded on. Comments noted and amendments made.

	West Rhyl Community Land Trust work	
9 responses received via Survey Monkey questionnaire	Broadly supportive of the Housing Strategy and its aim to increase construction of home building in the County but most wondered how realistically achievable it is.	The Housing Strategy involves all departments across the Council and elements of it will feed into departmental business plan. This in turn will be monitored by Heads of Service, Lead Members and Scrutiny Committees. This will ensure that the Strategy is implemented and achievable. Comments noted and no action required
Planning & Public Protection	Detailed response received regarding a request for more information on Affordable Housing, Empty Homes and feedback that the Communication theme wasn't developed enough and seemed the weakest of the three themes. Typos, abbreviations and grammar mistakes also commented on.	Good points made around the Planning aspect of Housing and the quality of the draft Strategy. Comments noted and amendments made
AONB	Had concerns that any new building in AONB areas would not take into account the topography and existing built materials in the area.	AONB are consulted as part of the planning process, so individual applications are discussed on merit and according to planning policy. Comments noted and no action required

Housing Strategy Consultation February 2015 – December 2015

In December 2014 the Strategic Planning and Housing Strategy departments merged. The restructure of departments led to a refocussing of the Housing Strategy and direct input from the January meeting of the SLT leadership team on the structure and content of the Housing Strategy

Date	Department	Action/Comments	Response	Recommendation
6/2/15	Head of Housing (Paul McGrady)	Preliminary meeting to discuss the Housing Strategy and Housing business plans	Keen to ensure alternative methods of funding affordable housing are researched as part of the Strategy and also to be aware that Housing is not just bricks and mortar	Alternative mechanisms form a key part of theme two and supporting and regenerating communities is the focus of theme five. Comments noted and no action required
27/2/15	Affordable Housing Task & Finish Group – session 7	Final session to agree recommendations of what should be agreed in the affordable housing section of the Housing Strategy	The recommendations from the task and finish group, should be the basis of theme two.	Comments noted and no further action required
17/3/15	Strategic Partnership Board	Seeking input from partner organisations.	Key aspect of the Strategy should be about	Recognised that Housing is not solely the responsibility of the

			partnership working	Council, RSL's & private landlords have a role to play too. This is reflected in the Strategy Comments noted and no further action required
2/4/15	SLT	Update on progress and seek input into the Action plan	Meetings needed with each section head to ensure everyone has input to the Strategy.	Meetings and feedback arranged with departmental managers and relevant staff.
13/4/15	Cabinet briefing	Information meeting advising of key findings of the Affordable Housing Task & Finish Group and the draft Housing Strategy.	Cabinet updated on progress of the Housing Strategy	No action required
14/4/15	Council briefing	Information meeting advising of key findings of the Affordable Housing Task & Finish Group and the draft Housing Strategy. Proposals for future governance suggested.	Council updated on progress of the Housing Strategy	No action required
14/4/15	Community Support Services SLT meeting	Input sought from Community Support Services into the Strategy & Action Plan	Advised direct input needed from departmental managers	Meetings and feedback arranged with departmental managers and relevant staff.
17/4/15	Built Environment Manager - Gareth Roberts	Input sought on Empty Homes, grants and energy efficiency.	Energy efficiency rather than Fuel Poverty as they are separate	Information included throughout the Strategy. Comments noted and amendments made.

			issues. Empty Homes action is not just about providing affordable homes, regeneration of areas is also involved. Greater focus on loans than grants.	
22/4/15	Greenspace Development Officer Heather Battinson-Howard	Input sought on on-going & future projects being carried out within the Neighbourhood Development Team	Environmental Improvement Toolkit has been developed and residents are able to apply for money to fund community development projects	Information included as part of theme five. Comments noted and no further action required
23/4/15	Commissioning & Contracting Officer, Community Support Services. -Jeni Andrews	Input sought on the housing and support issues concerning Community Support Clients. Actions and timelines sought for the Action Plan.	Growing problem with accommodation and work placements for vulnerable adults. Social Services and Well-being (Wales) Act has led to a change in how client	Information included as part of theme three. Comments noted and amendments made.

			focused services are provided	
27/4/15	Public Protection Manager – Emlyn Jones	Input sought on issues affecting Public Protection and actions to be included in the Action Plan.	New landlord licencing scheme to be included along with work around raising standards in poor quality rented accommodation in the County	Information included as part of theme three. Comments noted and amendments made.
29/4/15	RSL's	Development managers meeting where summaries of the Strategy were handed out and input sought from their respective organisations.	Positive feedback on Strategy themes. Queries over whether Council would be building homes soon.	Comments noted and no further action required
5/5/15	Energy Conservation Officer – Martyn Smith	Discussion of actions	Information received on how the Energy Conservation project operates	Information included as part of theme three. Comments noted and amendments made.
6/5/15	Commissioning & Contracting Officer, Community Support Services. -Jeni Andrews Extra Care Sheltered Housing Project Officer - Eileen Woods	Input sought on the housing and support issues concerning Community Support Clients and Extra Care development. Actions and timelines sought for the Action Plan.	Community Services Commissioning Strategy and Position Statement provided. Extra Care needs discussed, also a	Information included as part of theme three. Comments noted and amendments made.

			useful way of accommodating vulnerable adults with older parents	
18/5/15	Lead Members meeting	Themes 1 & 2 discussed and feedback taken	Themes discussed and amendments suggested	Comments noted and amendments made.
26/5/15	Lead Members meeting	Themes 3, 4 & 5 discussed and feedback taken	Themes discussed and amendments suggested	Comments noted and amendments made.
28/5/15	Communities Scrutiny	Update on progress given to Communities Scrutiny committee	Themes discussed and amendments suggested	Comments noted and amendments made.
15/6/15	Lisa Williams – Health & Social development Officer DVSC , Sophie Haworth - Booth – Supporting People , Heidi Gray – Strategic Planning Officer DCC , Liz Green – Principal Health Impact Assessment Development Officer , Delyth W Jones – Principal Public Health Officer, Public Health Wales , Lara Griffiths – Senior Officer Strategic	Health Impact Assessment carried out on the draft Housing Strategy.	Health Impact Assessment carried out on the draft Housing Strategy.	Information included as part of the Strategy. Full report included as Appendix (A) Comments noted and amendments made.

	Planning & Housing, Sophie Howarth-Booth – Supporting People			
15/6/15	Sophie Howarth-Booth – Supporting People	Discussion on current Supporting People projects,	Supporting People Local Commissioning Strategy provided for information for the Strategy	Information included as part of the Strategy. Comments noted and amendments made
16/6/15	Comments received from Business Improvement & Modernisation.	Comments noted	Comments received regarding consistency with abbreviations and terminology. Sustainability of new development with regards not just to energy efficiency but also homes meeting changing future resident needs. Reference made to corporate ABC approach to services and the need to refer to Homes rather Houses.	Information included as part of the Strategy. Much of the comment applies to Planning Policy, i.e. Open Space being provided on new developments etc. Comments noted and amendments made

25/6/15	Paul Mead – Planning Manager Emlyn Jones – Public Protection Manager	Discussion concerning caravan site management and future HMO action for inclusion in the Housing Strategy.	Information provided regarding caravan site enforcement and private rented sector housing standards	Information included as part of the Strategy. Comments noted and amendments made
15/7/15	Catrin Roberts – Strategic Planning & Housing; Welsh Language Champion	Discussion regarding the Welsh Language Impact on the Housing Strategy.	Impact on the Welsh Language Assessment undertaken.	Information included as part of the Strategy. Comments noted and amendments made
30/7/15	Lead Members Meeting	Update on progress of the drafting of the Housing Strategy.	Themes discussed and amendments suggested	Comments noted and amendments made.
17/8/15	Housing Strategy Workshop with Housing, Repairs & Maintenance, Homelessness, Youth Services, Head of Service – Jamie Groves & Cllr B Smith	Half day workshop held with Housing department to gain their input, insight into the issues they are encountering and feel should be addressed.	Workshop facilitated on the Housing Strategy themes and actions.	The majority of comments related to issues covered in the Strategy, but some additional comments were made regarding the wording and focus of theme 5 which have been included as part of the Strategy. Full report included as Appendix (B) Comments noted and amendments made

11/9/15	Senior Officer Housing Solutions (Homelessness) – Stephen Convill	Discussion on Homelessness issues & actions being progressed in light of the Housing (Wales) Act 2014.	Information provided regarding housing solutions work with the private rented sector and proactive work in preventing homelessness	Information included as part of the Strategy. Comments noted and amendments made
22/9/15	Lead Members Meeting	Draft Action Plan discussed	Themes discussed and amendments suggested	Comments noted and amendments made.
6/10/15	Meeting with Group Leaders	Housing Strategy discussed.	Themes discussed and amendments suggested	Comments noted and amendments made.
3/11/15	All Councillors	Cllr Barbara Smith has made a copy of the draft Housing Strategy available on Moderngov and sent a personal email to all councillors inviting comments on the document which could be put forward to Scrutiny Committee for discussion.	No feedback received	No further action required
5/11/15	Communities Scrutiny	Discussion on draft Housing Strategy.	Issues regarding Empty Homes, HMO's, housing waiting lists, hamlet development, Young People, cradle to grave	Comments related to issues covered in the Strategy. Full report in Appendix (C) Comments noted and amendments made

			approach to housing, tenant engagement and partnership working with Housing Associations	
10/11/15	Meeting with Lead Members	Feedback from Communities Scrutiny	Themes discussed and amendments suggested	Comments noted and amendments made.
16/11/15	Meeting with Phil Gilroy, John Sweeney, Gwynfor Griffiths	Input into draft Housing Strategy & Action Plan	Draft Action Plan discussed and amendments suggested	Comments noted and amendments made.
18/11/15	Workshop with SLT members	Input into draft Housing Strategy & Action Plan	Draft Action Plan discussed and amendments suggested	Comments noted and amendments made.

Appendix (A) Health Impact Assessment

Rapid desktop Health Impact Assessment of Draft Housing Strategy

The draft Strategy was Health Impact assessed looking at how the actions in the plan were likely to affect vulnerable groups:

Vulnerable groups considered:

- Children and young people
- Learning disability – specialist
- General population
- Gypsy and travellers – (needs assessment been undertaken)
- Carers
- Asylum seekers
- Transient community
- Domestic abuse – groups affected
- Children’s services – children with learning disabilities
- Homeless people
- Armed forces
- Ex-offenders
- Individuals with chronic conditions
- BME

Groups affected:

- Private landlords and the business sector
- Employees who are carers

Lifestyles

Positives/opportunities	Negatives or unintended consequences/gaps or opportunities	Action:
<p>Allotments – older people and exercise – less falls/intergenerational work which has led to less anti-social behaviour</p> <p>Support individuals to change their current lifestyle choices</p> <p>More disposable income to support healthy living (e.g. fuel poverty)</p> <p>Engagement with communities – provides opportunities for improvement in healthier lifestyles</p> <p>Reduction in potential harmful behaviours on developing sites eg HWB</p> <p>Less illness – access to NHS services</p> <p>Better school attainment</p> <p>Additional Licensing Scheme in place</p>	<p>Publicity – try and ensure that more of this is shared</p> <p>Accessibility of house – individuals unable to get around</p> <p>Heat or eat.</p>	<p>Look at good practice from elsewhere re: publicity</p> <p>DFG – scope?</p> <p>Maximise energy efficiency funding available – targeting individual households most in need</p>

Social and community influences

Positives/opportunities	Negatives or unintended consequences/gaps or opportunities	Action:
<p>Promotes social inclusion</p> <p>Individuals getting to know their neighbours and feeling a sense of belonging</p>	<p>House sharing – for anyone... a potential opportunity – e.g. Llangollen – card in window.</p> <p>Supporting individuals to stay in their own homes but in rural areas there is a reduction in facilities and services – may lead to social</p>	<p>Explore House sharing</p> <p>Linking in with ABCD (corporate work)/Community Led conversations (Social Services) project which is</p>

<p>Reduction in perception of fear of crime and disorder Building neighbourhoods - influence where this is social housing Welsh language</p>	<p>isolation and sense of community – How can Housing department facilitate this with other departments and facilities? How does this strategy influence the larger developments e.g. Bodelwyddan. How can we influence on some of our larger estates – e.g. Myddleton Park... - ? facilitate open forums and conversations Potential to include the requirement for community cohesiveness, sense of place, neighbourhood... in brief for developers of large sites... Place planning a potential – start with the community/ ?links with Town and Area Plans</p>	<p>been led by DVSC on behalf of Wellbeing Plan Delivery plan will influence new developments Addressing isolation on larger estates – community cohesion – could adopt ABCD approach and links with Ageing Well strategy... Place planning – further discussion on this issue in Authority</p>
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Living and environmental conditions affecting health

Positives/opportunities	Negatives or unintended consequences/gaps or opportunities	Action:
<p>Less illness – less access to NHS Improved housing standards – contribute to improved health Energy efficiency work – impact on all on lower incomes Individuals who live in caravans – will be identified and supported to secure a permanent dwelling Lifetime homes - supports specific groups with disability – e.g. wheel chair access etc. Lifetime homes - reduction in care home access Empty homes strategy – reduces eyesores Ageing Well plan – supports this work</p>	<p>Maintaining achieved quality standard of WHQS (covered) Adaptations – e.g. wheel chair access more of a challenge in private rented sector market for accessible properties – no evidence available to support this held centrally Landlords selling property if standards are enforced, may lead to abandoned property Welsh Agent and Landlord Licensing Schemes – potential reduction in stock available to rent</p>	<p>Build relationships with private landlords Promotion of WALLS to current landlords – SARTH project could take forward Strategy to be developed to address needs of caravan occupants</p>

Theme 5 supports this priority Accessibility a norm as they are built – conform with life time homes if built by DCC	Impact on local economy of individuals from caravan parks who may need to move owing to new DCC approach – displacement and where they go. Will have an impact on those on lower income	
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Economic Conditions affecting health

Positives/opportunities	Negatives or unintended consequences/gaps or opportunities	Action
Local jobs for local people – apprenticeships Local affordable housing more disposable income – local growth May encourage individuals into work	Limiting household income – 23K benefit cap - Bedroom tax – support to date for individuals to remain in property – outlook is that this will change in the future and could lead to homelessness	Continued monitoring of situation

Access and quality of services

Positives/opportunities	Negatives or unintended consequences/gaps or opportunities	Action
Actively facilitating creation of housing in rural areas Home Buy scheme – deposit provided –rural areas/veterans/current social tenancy/specialist needs Mechanisms for conversations with partners specifically on local services e.g. health/schools – large developments Apprenticeships Links with Digital Denbighshire	Lack of access to transport could have an impact on the more rural areas Infrastructure Plan – needs to be highlighted Single Access Route to Housing – implementation required early 2016	Infrastructure Plan – needs to be referenced in introduction Single Access Route to Housing – implementation required early 2016 Reflect work undertaken by Supporting People on Domestic Violence

Macro-economic, environmental and sustainability factors

Positives/opportunities	Negatives or unintended consequences/gaps or opportunities	Action
Strategic equality plan – supports Economic development in the county Apprenticeships Creates jobs Reduced density housing/green spaces increased - Rhyl	Registration Welfare reform – benefit cap Needs more reference in the first section to Wellbeing plan etc. – integration into themes Environmental changes/climate change needs referenced Sensitive – AONBs/SSSIs/flood risk	Reference in the Strategy to the environmental changes and sensitive as above

Appendix (B) Housing Strategy Workshop 17/8/15

Introduction

On August 17th 2015, a Housing Strategy workshop was held at the Pavilion Theatre in Rhyl, to give housing staff an opportunity to comment and influence the Housing Strategy which is currently in development.

Methodology

All members of the department were invited and 34 people attended on the day. The workshop was independently facilitated by Sian Owen, and everyone was encouraged to make a contribution. Participants were divided into 5 groups with experience from all aspects of Housing reflected in the groups. The five themes of the Strategy were discussed by each group, with comments being captured in the form of ‘post-its’ on flipchart paper for each theme; each theme was passed around each group for input. There was a final session which collated the main comments that had come out of the session and any additional feedback, which the staff felt was important.

This report summarises the comments and input received on the day and how the information will be used to inform the Housing Strategy.

Theme One: More Homes to Meet Local Need & Demand

No.	Comment	Response
1	Shortage of available Denbighshire owned land.	Review of all public land holdings in Denbighshire. (HS - Theme 2, Page. 35)
2	Do we consider the need / demand with the welfare reform?	The change in housing needs due to the impact of Welfare Reform is addressed in (HS - Theme 4, Page. 43)
3	In rural stock, there are issues with employment and transport.	The Economic & Community Ambition Strategy deals with DCC’s approach to this and is referenced throughout the Strategy (HS - Local Context. Page 14, Underlying Principles Page.18 & Theme 1. Page 20. Appendix (ii) Key Local Plans & Strategies. Page 98)

4	Too similar to the “Affordable Homes theme” – same issues.	Justification- although many key issues overlap, there is a key focus on delivering more affordable homes in DCC and so has been included as a separate theme. (HS - Underlying Principles Page. 17)
5	There is a stigma associated with social/affordable housing.	Recognised as a barrier to affordable housing (HS Theme 2, Page 31). Comment noted as an issue for social housing.
6	Is local need assessed against demand in the correct way?	Housing Need is assessed and monitored on a two-yearly basis, through the Local Housing Market Assessment (LHMA). This is a statutory requirement by WG and follows a set methodology to compile it. (HS-Theme 1, Page 20, 22 & 26)
7	Review DCC garage sites.	The review of public land holdings, council land and property assets will include reviewing garage sites (HS - Theme 2: Page 35)
8	Denbighshire are breaking the law by not providing a provision for Gypsies and Travellers.	The Gypsy & Traveller Accommodation Needs Assessment is currently being undertaken as the previous one is now outdated. Action/inclusion on its findings will be taken by DCC and forms part of the Strategy (HS -Theme 1. Page 25)
9	The demand for Council housing is strong.	Affordable Housing includes Council Housing and options to increase stock are being investigated and form part of the Strategy (HS - Theme 2, Page 33) Prioritisation for allocation of Council Housing has been dealt with under the SARTH project which is due to be implemented in 2016 and forms part of the HS (HS - Theme 4. Page 54)
10	There is a lack of one and four bedroom properties in current stock.	The LHMA shows evidence for smaller properties across Denbighshire due partly because of the change in demographic; lots of smaller households emerging and Welfare Reform effects. The study has not found any need for larger properties and actually states there is an oversupply of larger properties in Denbighshire. This is consistent with previous independent surveys carried out by Glyndwr University. (HS Theme 1. Page 22)

11	There is currently only one empty homes officer (x2)	Only one Empty Homes Officer employed by DCC but there is also an Empty Homes Officer employed by North Wales Housing who works closely with the DCC officer and Strategic Planning & Housing. Referred to in the Strategy (HS Theme 1. Page 24/ Theme 5. Page 60)
12	Home/tenancy for life guarantee - Denbighshire	Comments noted- issue for business plan for housing? Or vision for housing? With limited resources difficult to meet this commitment.
13	CPO's should be utilised more often	Compulsory Purchase Orders are part of an LA's arsenal in dealing with problematic properties, however they are costly and a very lengthy process and should only be undertaken as a last resort, if there are health & safety or other significant considerations.
14	Good management	Unclear of the relevance of this comment to the theme
15	Nimbyism	New homes are needed across the county, the 5 year land supply identified in the Local Development Plan (LDP, consulted on and identified where these properties could be built. Development Briefs are being drawn up for larger sites, in which the local people have an opportunity to feed into the planning process (HS - Theme 1. Page 23)
16	Re-classification of sheltered housing. (Supported Independent Living - SIL)	There is a review of SIL accommodation and support planned as part of the Strategy (HS -Theme 4. Page 56)
17	Re-classification opens up right to buy issues (could lose this stock)	WG have introduced restrictions on the discounts available for RTB and in the next parliament are planning legislation to rescind RTB altogether in social stock (HS - Theme 2: Page 33)
18	Security of tenure	See point 12
19	Empty homes officer to work more with the PRS- (Housing Solutions) team	Empty Homes work is limited by engagement of householders, so choice of housing is restricted, but the department works with Strategic Housing & Planning to identify the most suitable properties. Properties which are rented out through the loan scheme are rented via an RSL. (HS - Theme 1. Page 25)

20	Analysis of waiting lists required.	Operational issue - The introduction of SARTH will help address this. Also each year a whole county list is compiled, which is used strategically by Strategic Housing & Planning
21	There is a lack of re-designation of DCC stock	See response to point 16 and review of council assets in point 7
22	Redevelop existing types of properties into new homes - using the existing footprint.	This approach is being looked at as part of the options now open due to the change in the HRA subsidy system (HS- Theme 5. Page 62)
23	Offer incentives for moving into more suitable accommodation.	Operational issue - Incentives and management moves are currently possible under existing departmental processes, better promotion to tenants?
24	Guaranteed rents for empty homes brought back into use.	Operational issue- Is there budget available for paying for 'void' periods?
25	7500 new homes planned	Local Development Plan has identified that 7500 homes need to be built in Denbighshire during the period 2006-2021 referenced in: (HS - Theme 1. Page 23)
26	Break down of stereo typical views of Gypsies and Travellers to facilitate and ease development. How will a site be acquired in absence of finance - if Denbighshire do not own land to make	Decisions regarding the provision of a Gypsy & Traveller site will be made once the outcome of the Accommodation Needs Assessment is known. (HS Theme 1 Page 25)

	available – private finance?	
27	We need to look at and include within this temporary accommodation for homeless people that is good standard and affordable	Accommodation for people affected by homelessness is dealt with comprehensively in (HS Theme 4. Page 51- 53)

Theme Two: Creating a Supply of Affordable Notes

Comment	Response
Develop shared living options, intensive investigations mean increased costs	Shared living arrangements are currently being investigated. (HS Theme 4, Page 52). Not sure what second part of the sentence relates to?
Is home share a possibility?	(HS Theme 4, Page 52)
Discussion with options to sustain tenancy / offer other solutions at the application stage	The introduction of SARTH will introduce the practice of giving relevant housing options information at the time of applying to go onto the housing waiting list. (HS Theme 4, Page 55)
There is a big difference in the look of affordable homes compared to more expensive properties on a new build estate – e.g. 10 x 5 bed houses and 2 x 2 bed semi-detached houses.	Comments noted - the LHMA gives us information on the kind of affordable houses that are required, developers build out to make the most profit, however increased efforts are being made at planning stage to influence the developer’s plans when building out sites.

Bring in incentives for people to give up social housing to purchase	The affordable housing Homebuy scheme prioritises social housing tenants, for this reason. Affordable Housing Schemes will be promoted and marketed as part of this Strategy (HS Theme 2, Page 34)
More shared ownership / low cost home ownership initiatives developed by RSLs with private finance?	Through the change in HRA financing this is now something the Council will also be able to do. (HS Theme 2, Page 31)
DCC – adopt shared ownership 30/40 plus assisted home purchase	Affordable Housing schemes already have assisted ownership schemes. (HS Theme 2, Page 31)
It is vital to assess the demand and housing need	Local Housing Market Assessment does this. (HS-Theme 1, Page 20, 22 & 26)
Is there a need for attracting large scale institutional investment to expand the range and options within the Private Rented Sector	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.
Communal flats and young families require support	Supporting people programme provides a tenancy support service for a diverse range of people. Additional support may be sourced through Housing Services, through tenant liaison, neighbourhood development and neighbourhood officers. (HS Theme 4, Page 49)
There is an identified need, but there is a lack of single person accommodation for younger people.	(HS Theme 4, Page 52)
It is vital to work with others throughout the process	The action points in the Housing Strategy fall under several different departments and external partners such as RSL's.

Need to proactively market affordable housing – people are unaware of it	Addressed in the Strategy. (HS Theme 2, Page 31)
Develop or redevelop existing stock to meet the need – Stock across the Council, not just housing	Addressed in the Strategy (HS Theme 5, page 62) Query over what is meant by stock across the council- not just housing?
Don't allow owner occupiers with substantial equity to be allocated social housing and use the owned property as a cash cow	Current allocations policy and the new policy proposed under SARTH are based on housing need. If the current property is unsuitable for someone and they have a high housing need then we have a statutory duty to address that. Current UK legislation would not allow us to put a second charge on someone's home or force them to sell in these circumstances. (HS Theme 4, Page 55)
Employment makes homes and living affordable	Neighbourhood development is investigating opportunities to give tenants work skills by working with different delivery partners. (Operational issue in Housing) Generally in the County stimulating employment and the economy falls under the Economic & Community Ambition Strategy.
Define affordable – is it really affordable	Affordable housing rent/sale price is calculated by using median point of local incomes and local market data. The affordable housing definition has been approved by Council and is based on the definition set down by Welsh Government. (HS Theme 2, page 27)
There is a lack of knowledge as to who lives in our properties and if the housing stock is being used appropriately	Operational issue regarding tenant and stock profiling, now part of Housing's business plan.
Tenants require support to manage their money	Supporting people programme provides a tenancy support service for a diverse range of people. Additional support may be sourced through Housing Services, through tenant liaison, neighbourhood development, income officers and neighbourhood officers. (HS Theme 4, Page 49)

There is a lack of suitable land in appropriate places	DCC is asset poor in relation to suitable housing land but the review of public land holdings, council land and property assets may discover some suitable sites. (HS - Theme 2: Page 35)
Corporate land mapping is vital and up to date information is required.	DCC is asset poor in relation to suitable housing land but the review of public land holdings, council land and property assets may discover some suitable sites. (HS - Theme 2: Page 35)
Houses are allocated by need not by what they want, a more balanced approach is needed	Operational issue - Housing is a very scarce resource and unfortunately opportunities for giving choices are very limited.
Buy into shared home ownership	Through the change in HRA financing this is now something the Council will also be able to do. (HS Theme 2, Page 31)
DCC buy properties and have shared ownership with people wishing to purchase a property (as mortgages are more affordable than rent) and is “affordable” with no deposit. DCC will not lose the money as the property is jointly owned	Through the change in HRA financing this is now something the Council will also be able to do. (HS Theme 2, Page 31)
There is a concern that some private landlords will not take vulnerable tenants and a lack of support is available	Private landlords generally are in business to make a profit. Work from the Housing Choices team with landlords has been on-going to see what inducements can be offered to encourage landlords to take on more difficult/vulnerable tenants. (HS Theme 4, Page 52).
DCC could look into the opportunity for co-housing / shared housing e.g. using a three bed property for three single people	Addressed in the Strategy, with regards to council stock this could be an operational opportunity (HS Theme 4, Page 52).

Incentive schemes / social letting agencies – support for private landlords needed	Addressed in the strategy (HS Theme 4, Page 52).
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Theme Three: Ensuring Safe & Healthy Homes

Comment	Response
The first outcome should be modified to read ‘Council and housing association accommodations is brought up to Welsh Housing Quality Standards and maintained ’	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.
How will the WHQS be maintained	Addressed in the Strategy (HS Theme 3, page 36)
What are WHQS’s, are they English	Welsh Housing Quality Standards – no, they are not English (HS Theme 3, page 36)
Safe and Healthy homes are more than just bricks and mortar and extends to the surrounding area	Regeneration programme and Eyesore sites project works extensively working on affecting neighbourhoods through development. There are also local safety groups which Housing personnel contribute to (HS Theme 3, page 39 & Theme 5, page 62)
Pressure on enforcement to visit all PRS properties	The private rented sector makes up 16% of the accommodation available in Denbighshire. This would be in excess of 6384 properties to be visited and not feasible with staffing levels and data about rental properties known at this time. The introduction of the Landlord registration will help to focus work in this area. (HS Theme, page 37)
Engagement is needed from all tenures	Neighbourhood development & RSL’s are working across all tenures. (HS Theme 5, page 51)

What is the point of the fuel poverty database, action is needed to be more clear and focused	Fuel poverty database forms part of the overall fuel poverty strategy which is monitored by corporate. Without establishing a baseline work can't be targeted where it is needed most. (HS Theme 3, page 40)
Landlords will be lost, which will affect supply	Private landlords generally are in business to make a profit. Work from the Housing Choices team with landlords has been on-going to see what inducements can be offered to encourage landlords to take on more difficult/vulnerable tenants. (HS Theme 4, Page 52).
Housing could provide advice to private landlords on what WHQS are and what is expected from us by Welsh Government.	WHQs are only applicable to the public sector. Private sector housing falls under the HHSRS – Housing Health & Safety Regulatory System. The introduction of the Landlord Registration Scheme will assist in enforcing standards. (HS Theme 3, page 38)
Homes should fit individual needs to help them feel safe	Operational issue - Allocations process review for social housing? Adaptions grants and loans are available for the private sector (HS Theme 3, page 39)
Mapping and enforcement is required of holiday parks and their licences	Addressed in the Strategy (HS Theme 3, page 41)
Departments need to share data and information	Issues about sharing relevant data- Data Protection Act. Information can only be collected for a specific purpose and shared with permission from the persons concerned. However, the legal department recently ran a course explaining what data could be shared and will answer any queries on this.
Multi agency working needs to be improved, both internal and external	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.
Look at life time homes and approach new developments	All new social housing already incorporates the lifetime homes guidance as part of the requirements under Design Quality Regulations, required by WG. Not enforceable for open market housing, although the space standards we have for properties are very generous. (HS Theme 3, page 39)

How will standards be streamlined across all tenures	Design standards are monitored in the planning stages of developments (HS Theme 3, page 39)
A whole area approach is required from housing officers on estates – not just council stock	Redevelopment of council estates will be following a full review and this will be taken account of (HS Theme 5, page 62)
Open space should be provided where necessary / needed	Open Space provision/contribution is a requirement at the planning stage of all developments and is calculated according to national policy
Procurement on a larger scale should be open to the private sector	Procurement is controlled by UK/WG legislation. Project on-going within the Council to review our processes
Registered landlords “healthy homes” Good practice in Liverpool	Healthy Homes scheme is very similar to the ‘Prevention of Falls within the Home’ multi-agency project currently being piloted in Denbighshire (HS Theme 4, page 47)
Housing solutions team already underway on developing PRS action plan to prevent homelessness. If developing wider PRS action plan should link up to this. Housing solutions with WG grant has invested in “lets help you”	Comments noted – Amendments made following input from Housing Solutions (Stephen Convill/John Sweeney).
Parking and lighting needs to be improved	‘Safer by design’ are addressed in planning stage for new developments on older council housing type estates, we are restricted due to dwelling density and layout, but redevelopment of areas will take this into account. (HS Theme 5, page 62)
There should be a whole council approach	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.

(environmental health etc.), not just housing	
Better / improved housing enforcement orders are needed	Clarification needed from poster, what do you think is wrong with the system/department now?
PRS to have a housing standard	HHSRS system exists for the PRS; anything more would require legislative change.
Charge for service to PRS	Comments noted- what services are proposed?
Look at what is being undertaken by housing solutions with PRS	Comments noted - Input required from Housing Solutions (Stephen Convill/John Sweeney) on what their plans are and how other departments can assist.
There is the option of housing to supply temporary accommodation for better standards than PRS etc.	Accommodation for people affected by homelessness is dealt with comprehensively in (HS Theme 4. Page 51- 53)
Support landlords in the PRS with new WAG registration and regulations	Operational issue for Enforcement department, comments noted to check for actions surrounding this
All new PRS properties to be inspected by enforcement	The private rented sector makes up 16% of the accommodation available in Denbighshire. This would be in excess of 6384 properties to be visited and not feasible with staffing levels and data about rental properties known at this time. The introduction of the Landlord registration will help to focus work in this area. (HS Theme, page 37)

Theme Four: Homes & Support for Vulnerable People

Comments	Response
Homes must be affordable and have easy access, how	Social and Intermediate Housing are the most affordable types of housing rents are the lowest available and can offer advice and support is offered through the landlord

to access support – money, home help etc.	function. Private Rented Sector tenants and Owner Occupiers can approach the Council directly or advocates such as CAB to receive signposting regarding advice and support issues
Joined up working with other departments and agencies is required.	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.
Need to engage with vulnerable people – how can we do this? Sometimes people don't want to engage with us because we are the 'Council'	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.
There are different types of engagement	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.
Housing solutions are already working on Social Letting Agency Development (Let Me Help You investment)	Comments noted - Input required from Housing Solutions (Stephen Convill/John Sweeney) on what their plans are and how other departments can assist.
We need to support and educate people in SIL to assist with independence	There is a range of housing accommodation options for older people. Community Support Services have been adapting their services in line with the principles in the Social Services & Well-being Act 2014 and have introduced a greater focus of Independence, reablement and Choice for older and vulnerable people. (HS Theme 4, page 44)
We need to make links to the financial inclusion agenda and digital inclusion issues.	Operational issue – Neighbourhood development are active in this area. Financial Inclusion training has been undertaken by all frontline staff and the principles should be incorporated in aspects of the day-to-day job. Digital Inclusion is being progressed on a strategic level through the Economic & Community Ambition Strategy. (HS Theme 5, page 58 & Theme 4, page 50)

Too quick to label people as older (x2)	To take action strategically for specific problems or issues it is necessary to use recognised demographic profiling terms. The Strategy demonstrates that we are aware that no 'one size fits all approach' can be used with any section of society. (HS Theme 1, page 22)
Extra care where?	Suitable sites are still being sought (HS Theme 4, page 46)
There need to be flexible county boundaries and types of accommodation	Collaborative working with other authorities and third party organisations is undertaken wherever possible as part of the Modernising Government programme (Corporate Plan). Flexible types of accommodation (HS Theme 4, page 51)
All themes on page cross generations.	It is recognised that the themes cut across all demographics, the themes relate to the focus of work to achieve the goals.
Use existing hard to let stock to support homeless people including support networks	Operational issue- has been approached before and not been successful, comments noted and passed onto housing managers to review.
Long term support is needed for sustainable tenancy, not just short term for 6 weeks etc. Stop repeat homelessness.	Supporting people programme provides a tenancy support service for a diverse range of people. Additional support may be sourced through Housing Services, through tenant liaison, neighbourhood development, income officers and neighbourhood officers. (HS Theme 4, Page 49)
Support is needed, not hand holding and reliance	Supporting people programme provides a tenancy support service for a diverse range of people. Individual support plans are made for each client to reflect support need. Additional support may be sourced through Housing Services, through tenant liaison, neighbourhood development, income officers and neighbourhood officers. (HS Theme 4, Page 49)
Existing infrastructure e.g. schools and employment	New housing development is required to make contributions to education, health and open space facilities. Whilst other public services review their own provision for suitability and sustainability, i.e.: Llangollen community hospital has been closed but a new health centre has been built to replace it.
Should we work more with vulnerable 'target' groups in	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.

the community / housing etc.	
Cross county approach to development is requires, residents in the South of the County feel more isolated	Comments noted , however housing development is led by the private sector so tends to be where most viable. Steps being taken by Strategic Housing & Planning to stimulate development countywide. (HS Theme 1, page 23)
SARTH / simplification of the application process for all social housing is vital. *ADOPT* Single allocation policy already approved by Cabinet at DCC	Operational issue - SARTH requires additional ICT and extra staffing resources to implement it (HS Theme 4, page 54)
SARTH early 2016?	Operational issue - SARTH requires additional ICT and extra staffing resources to implement it (HS Theme 4, page 54)
There is discrimination from the wider community towards people with certain needs.	Equalities issues underpin everything we do in the council, and we support any attempts to further the agenda for this important principle. Supporting people programme provides a tenancy support service for a diverse range of people. Individual support plans are made for each client to reflect support need. Additional support may be sourced through Community Support Services, Housing Services, through tenant liaison, neighbourhood development, income officers and neighbourhood officers. (HS Theme 4, Page 49)
Vulnerable people have complex needs	Supporting people programme provides a tenancy support service for a diverse range of people. Individual support plans are made for each client to reflect support need. Additional support may be sourced through Community Support Services, Housing Services, through tenant liaison, neighbourhood development, income officers and neighbourhood officers. (HS Theme 4, Page 49)
People with learning disabilities require supported accommodation	Specific housing opportunities are sourced with RSL's and third party organisations as detailed in (HS Theme 4, page 47) Supporting people programme provides a tenancy support service for a diverse range of people. Individual support plans are made for

	each client to reflect support need. Additional support may be sourced through Community Support Services, Housing Services, through tenant liaison, neighbourhood development, income officers and neighbourhood officers. (HS Theme 4, Page 49)
There should be trigger points for procurement and group working should be encouraged. There should be better communication between DCC departments	Procurement is controlled by UK/WG legislation. Project on-going within the Council to review our processes
Youth services should be involved regarding 'community engagement' for youths and families.	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.
Multiply support agencies need to work together to support residents.	Supporting people programme provides a tenancy support service for a diverse range of people. Individual support plans are made for each client to reflect support need. Support is delivered through a variety of agencies dependent on the lead need. Additional support may be sourced through Community Support Services, Housing Services, through tenant liaison, neighbourhood development, income officers and neighbourhood officers. (HS Theme 4, Page 49)

Theme Five: Promoting & Supporting Communities

Comments	Response
Should the name of the theme be changed to Housing's role in promoting and supporting to build resilience?	Comments noted and have been passed onto the relevant departmental staff. Name of theme changed to reflect comments

Training and support needs to be right and sustainable.	Supporting people programme provides a tenancy support service for a diverse range of people. Individual support plans are made for each client to reflect support need. Support is delivered through a variety of agencies dependent on the lead need. Additional support may be sourced through Community Support Services, Housing Services, through tenant liaison, neighbourhood development, income officers and neighbourhood officers. (HS Theme 4, Page 49)
Rural communities need access to transport for work (subsidised)	Infrastructure and sustainability falls under the Economic & Community Ambition Strategy, but it is considered as part of the planning process for all new build developments particularly in rural areas.
Private landlords need to be engaged as community partners and players.	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.
Buy in needed from all of DCC to support project	Which project? If this is the Housing Strategy, all departments have helped develop it and have action/inclusions in their business plans to enable it.
Profiling together with Youth Service	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.
Luncheon Clubs, Fun days?	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.
Partnership working with registered social landlords.	Affordable housing development is currently undertaken strategically with RSL's but community development work needs to be more collaborative. - Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.
Raise aspirations. Work to change people's perceptions of the council and support, train and educate to make better places.	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.
Spend money improving gardens and historical un-	Small scale environmental improvements are being carried out in conjunction with the Neighbourhood Community Development section, which includes a green space officer. Land has already been repurposed (HS Theme 5, page 62)

useable outdoor space when let.	
Develop an integrated community.	Addressed in the strategy (HS Theme 5)
Don't think of just tenants, think of the families too.	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.
Engage the community in what they need/want to improve this life experience e.g. through 'people to people' present part of the well-being plan.	Addressed in the strategy (HS Theme 5)
Create a partnership with empty homes officers.	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.
Explore external funding opportunities, not just HRA - Improvement grants etc. No longer have traditional council estates, most are 60/40 split. Need to change approach.	Through the change in HRA financing this is now something the Council will also be able to do. (HS Theme 2, Page 31)
RSLs and other Landlords to maintain properties.	RSL's are required to meet and maintain properties to WHQs. Private sector housing falls under the HHSRS - Housing Health & Safety Regulatory System. The introduction of the Landlord Registration Scheme will assist in enforcing standards. (HS Theme 3, page 38)
Effective private renting strategy. Both landlords and tenants to mitigate business risk / provide more stability and reduce turnover.	Comments noted - Input required from Housing Solutions (Stephen Convill/John Sweeney) on what their plans are and how other departments can assist.

Engage the community - young and old.	Addressed in the strategy (HS Theme 5, page 60)
Buy back former RTB properties on open market	Through the change in HRA financing this is now something the Council will also be able to do. (HS Theme 2, Page 31)
Link the corporate ABCD approach and people to people initiative.	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.
Use volunteering strategy to help people in community contribute towards community well-being.	Addressed in the strategy (HS Theme 5, page 57)
Utilise community centres better - youth education and life skills.	Addressed in the strategy (HS Theme 5, page 60)
Use resource centres and youth services to lead on activities in community areas.	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.
More joined up working and initiatives.	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.
More effective NHS hospital discharge planning for homeless patients.	Comments noted - Input required from Housing Solutions (Stephen Convill/John Sweeney) on how their plans to work with the NHS have progressed, on-going project.
Tenant liaison must include the wider community	Addressed in the strategy (HS Theme 5, page 57)
Get people from the community to work on projects to gain skills for work opportunities	Addressed in the strategy (HS Theme 5, page 57)

What does an estate need to support community, all services, shops, nursery, and transport – not just houses?	New housing development is required to make contributions to education, health and open space facilities. Whilst other public services review their own provision for suitability and sustainability, i.e.: Llangollen community hospital has been closed but a new health centre has been built to replace it.
Housing services to be part of the community profiling in order to understand what resources are in communities: people, buildings, community assets.	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.
Develop young people's engagement in community as part of the housing strategy – education	Comments noted and have been passed onto the relevant departmental staff for further action/inclusion.
Conversional re-designation of sheltered accommodation – extra care light.	There is a review of SIL accommodation and support planned as part of the Strategy (HS –Theme 4. Page 56)
Emotional and psychological 'buy in' thus feeling well connected.	Community Development work aims to achieve this (HS Theme 5, page 57)
Lack of engagement with the NHS in respect of enablement.	Comments noted - Input required from Housing Solutions/SIL (John Sweeney) on how the plans to work with the NHS have progressed, on-going project.

The workshop developed several ideas which have been incorporated in the Strategy

Appendix (C) Draft Housing Strategy discussion at Communities Scrutiny – 5th November 2015

The Lead Member for Modernisation and Housing introduced the Strategic Housing and Planning Manager's report and presented the Council's Draft Housing Strategy and associated Delivery Plan for members' observations, prior to its presentation to the Lead Members' Steering Group the following week. The Strategy, which would support the delivery of a number of the Council's Corporate Priorities, would be presented to County Council in December 2015 for approval and adoption. The progress in delivering a number of the Strategy's actions would also likely feature in the Wales Audit Office's (WAO) Corporate Assessment of Denbighshire County Council, due to take place in the autumn of 2016.

During the discussion on the Strategy and Delivery Plan members raised the following points:

- more stringent enforcement of planning and licensing conditions in relation to holiday caravans sites in the county, as proposed in the earlier report on the Committee's business agenda on 'Better Regulation of Caravans Sites Project', could potentially impact on the Housing Strategy's proposed delivery plan;
- now that the Council had voluntarily withdrawn from the Welsh Government's (WG) Housing Revenue Account (HRA) arrangements it would be expected to utilise the former HRA monies for the purpose of house building. These new arrangements provided the Council with opportunities to maximise the benefits from the utilisation of the former HRA monies ;
- the restrictions of the current Hamlets Policy were highlighted i.e. the fact that some hamlets did not want affordable housing as there were no employment prospects or local services available to attract people who needed affordable housing in those areas - no local schools or bus services. This was further underlined by the fact that three local housing associations that had been approached by a landowner with a view to developing on land in an area which was within the Local Development Plan (LDP) had refused the offer on the grounds that they would not be able to deliver any development on it due to the constraints of the Hamlets Policy;

- the availability and use of Council owned land also needed to be included in the Strategy's delivery plan;
- the need to ensure that the Council Housing waiting list was up to date, and the numbers waiting for council housing was regularly checked and verified. There was also a need to make sure that the Council's Affordable Housing register was current and to promote it across the county;
- The Lead Officer - Community Housing was asked to consider keeping the housing 'walkabouts' at which local members accompanied housing officers visiting housing estates, as councillors were of the view that these were beneficial and useful

Responding to members' points the Lead Member for Modernisation and Housing and officers outlined the aims of each of the five themes in the Strategy and explained the how each theme complemented each other. They advised that:

- the constraints of the Hamlets Policy had been discussed by the Steering Group and action 1.5 of the Strategy's Delivery Plan for 2015 - 2020 was aimed at addressing the difficulties caused by the Hamlets Policy;
- Council owned land would be discussed as part of the actions to deliver the Delivery Plan once the Strategy had been approved and adopted by County Council,. The actions in the Delivery Plan would be incorporated into each Service's business plans;
- with respect to the Council Housing list there were circa 3K applicants on the list at present, the current validity of these figures were checked on a regular basis, but it was an onerous and time consuming process as it had to be undertaken manually;
- there were also other people in the communities who would not register for council housing as there was not any such housing available to them in the areas they wanted to reside. The same was true of the Affordable Housing list. Reference was made to work underway with Llandyrnog Community Council with a view to promoting the

Affordable Housing list in that particular area. This was also a manual time consuming process. The Lead Member emphasised that local elected members had a role to play in promoting the availability of this list in their areas and the benefits to all concerned from promoting the list's existence;

- they synergy between the five different themes in the Housing Strategy were outlined and the need for effective cross-service and cross-sector work in order to realise the Strategy's outcomes;
- work was required in a bid to understand why developers were still reluctant to come forward to develop sites already identified under the LDP – whether there were any underlying economic or other factors contributing to this reluctance;
- the WAO was keen to know whether the Council was putting sufficient pressure on Registered Social Landlords (RSLs) to develop affordable housing. It was also enquiring regarding the Council's intentions for its HRA monies;
- there was a need to secure the development of appropriate housing for residents, to meet all vulnerable individuals' needs;
- confirmed that the well-established Tenants Forum was still operating and there was a good level of tenant engagement with the Council. However, there was always scope for improvement. Generally tenant dissatisfaction seemed to stem from very local issues;
- there may be a need to review Theme 5 of the Strategy, 'Sustainable Communities', with a view to strengthening it with respect to dealing with anti-social behaviour (ASBO);
- the Council's Corporate Executive Team (CET) were currently exploring governance options for the Strategy's delivery. The preference was not to have a Board oversee it. There would definitely be a role for scrutiny in monitoring the Strategy's delivery, in particular with respect to the delivery of the expected outcomes.

Members acknowledged that all councillors had been given ample opportunity to contribute towards the draft strategy. They would also have an important role in ensuring its delivery. With a view to initiating the monitoring of the

Strategy's outcomes once adopted members agreed to seek advice from the Head of Business Improvement and Modernisation on the most appropriate time for commencing the monitoring role, having regard to the forthcoming Corporate Assessment.

The Strategy would give the Council an opportunity to develop the full range of housing opportunities to suit residents' needs from cradle to grave and improve the quality of life across the county. The Committee:

Resolved: - *subject to the above observations and completion of the listed actions to*

- (i) recommend that County Council, at its meeting in December 2015, approve and adopt the Draft Housing Strategy and associated Delivery Plan for the period 2015-2020; and***
- (ii) that Scrutiny should periodically monitor the delivery of the Strategy's outcomes.***

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Draft Denbighshire Housing Strategy November 2015

Equality Impact Assessment

Local Housing Strategy Document

Contact: Strategic Planning and Housing
01824 706916
Updated: November 2015

1. What type of proposal is being assessed?

A strategic or service plan

2. Please describe the purpose of this proposal

The strategy has been written to identify the strategic direction of housing and housing related services in Denbighshire for 2016-21

3. Does this proposal require a full equality impact assessment? *(Please refer to section 1 in the toolkit above for guidance)*

Yes	This strategy will impact employees of Denbighshire County Council and residents of Denbighshire.
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4. Please provide a summary of the steps taken, and the information used, to carry out this assessment, including any engagement undertaken *(Please refer to section 1 in the toolkit for guidance)*

The strategy has involved an extensive range of different consultation mechanisms. Appendix 3 of the Full Council report 1 December 2015 provides further details regarding the engagement undertaken. The conclusions from the Affordable Housing Task & Finish Group and the Draft Housing Strategy were also considered by the Council's Communities Scrutiny Committee at their meetings in April and June 2015.

Development of the Strategy has been based on comprehensive evidence and information relating to housing issues and demography in Denbighshire and the strategy has included an update on the statistical profile of Denbighshire, to ensure that all demographic groups are taken into account. A summary of the background evidence and statistical information is attached as a background document to the Housing Strategy.

We have also used the Corporate Equality Impact Assessment toolkit to ensure that the implementation of the housing strategy will not have a detrimental impact on the employees and residents of Denbighshire. By ensuring appropriate research and formal consultations, we are confident that we have all that is reasonable to ensure that the implementation of the revised strategy will not have a negative impact on any protected characteristics.

Protected Groups - Facts and Figures

Information collected from people who apply for or receive services, from surveys and other research, and from secondary data sources such as the census, national statistics, provides a clear profile of the housing customers and others who are potentially in housing need in the county.

Population and Age

The 2011 census showed the population of Denbighshire to be 93,724. Population projections by the ONS estimate that the county population will be in the region of 98,000 by 2021. The combined groups from 65 onwards now represent an estimated 20,579 individuals, compared with 18,831, 11 years ago. With an estimated total population rise of 996 individuals in this period, the rise in this combined age group alone is 1,748. The 22% increase in the size of the 65 to 74 age group represents the majority of this rise at the expense of every other category size except the 50 to 64 year olds.

Council Tenants

The Council owns 3,454 council properties and had completed tenant profiling for 40.54% as of 26/11/13. Further work on this is proposed. There are approximately 1,800 applicants on the council waiting list as of April 2015. There are currently 1,200 units of DCC Sheltered accommodation and 139 units in Extra Care, spread over 3 schemes in the county. There are 2254 properties classed as general needs accommodation owned by DCC. Clwyd Alyn own 189 units of accommodation for older people with varying degrees of support. Grwp Cynefin own 113 units of accommodation for older people. Wales and West have 58 units of accommodation.

Ethnicity

According to the 2010 figures published by Welsh Government, 96.49% of the population of the county is White British. The entire Black and Minority Ethnic population is an estimated 3.5%

Long Term Health Problem or Disability

The Census 2011 data relating to the limiting of day to day activities by long term health problems or disabilities shows 23% of the population of the County is limited, to some extent in their ability to undertake these activities:

	Denbighshire Population	Percentage of the population
Day-to-Day Activities Limited a Lot	11,350	12%
Day-to-Day Activities Limited a Little	10,645	11%
Day-to-Day Activities Not Limited	71,739	77%

Sexual Orientation

There is very limited information held on residents of Denbighshire for this category, however housing need is not normally driven by this consideration.

5. Will this proposal have a positive impact on any of the protected characteristics?

(Please refer to section 1 in the toolkit for a description of the protected characteristics)

The needs of those with protected characteristics, such as age and disability are addressed by the associated action plan. A wide range of groups have been considered as part of this assessment. This strategy will be displayed on our website for members of the public to access.

6. Will this proposal have a disproportionate negative impact on any of the protected characteristics?

The Strategy and accompanying Action Plan aims to address the particular needs of groups identified above and it is not anticipated that the adoption of the Strategy will have a disproportionate negative impact on any of the protected characteristics. The strategy will be available on the internet and intranet, however other alternative formats can be requested.

7. Has the proposal been amended to eliminate or reduce any potential negative impact?

No	The strategy has been updated to ensure that it is relevant in identifying housing and housing related services in Denbighshire.
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8. Have you identified any further actions to address and / or monitor any potential negative impact(s)?

No	The Housing Strategy and accompanying Action Plan will be monitored and reviewed on a regular basis.
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Action(s)	Owner	Date

9. Declaration

Every reasonable effort has been made to eliminate or reduce any potential disproportionate impact on people sharing protected characteristics. The actual impact of the proposal will be reviewed at the appropriate stage.

Review Date:	16/11/15
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Name of Lead Officer for Equality Impact Assessment	Date
Sue Lewis	December 2016 (1 year after adoption)

Please note you will be required to publish the outcome of the equality impact assessment if you identify a substantial likely impact.

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Report To: Full Council

Date of Meeting: 1st December 2015

Lead Member / Officer: Barbara Smith / Jamie Groves

Report Author: Geoff Davies – Lead Officer - Community Housing

Title: Community Housing Policy - Updates for approval

1. What is the report about?

The report accompanies three policy documents relating to the Community Housing service. The policies are the Allocations Policy, Anti-Social Behaviour Policy and the Introductory Tenancy Policy.

2. What is the reason for making this report?

A decision is required to approve revisions to the three policies.

3. What are the Recommendations?

It is recommended that Council approve the attached policies.

4. Report details

The Community Housing service is required to have up to date policies to set out our approach to allocating and managing our housing stock and how we will act within legislation and relevant codes of practice.

In this case the following policies are presented for approval, having recently been reviewed:

Allocations Policy

The Allocations policy was due for review and needed to be updated to reflect new legislation and a new code of practice issued by Welsh Government.

These are:

- Housing (Wales) Act 2014
- Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness – Welsh Government April 2015

The new Head of Service, commissioned Whiteheads solicitors via our internal legal department, to review existing Housing policies and procedures to ensure policies were up to date with current legislation; and to advise the service on our legal obligations in respect of the policies referred to in this report.

Whilst the updated policies will ensure we comply with legal requirements we are mindful that on 14th January 2014 Cabinet approved adopting SARTH the 'Single Access Route to Housing', which incorporates a move away from the current allocations points system to a housing need "banding" system. This policy is therefore an interim measure to ensure we comply with our legal obligations pending the implementation of SARTH in Denbighshire.

A further updated policy reflecting SARTH will be brought to council for approval in 2016 / 17, in the meantime it is important our existing policies are up to date with current legislation. Revisions have been made with SARTH in mind.

In summary the changes that affect this policy are as follows:

- Adoption of schedule of who is ineligible for Housing (3.3 & Appendix 1 of the Policy) as detailed in the Code of Guidance.
- Ensuring compliance with the requirement to award "additional preference". This supports some clarity on the "management points" awards in our current practice (4.2 of the policy).
- Clarity on terminology used to decide on Reduced Preference due to unacceptable behaviour as detailed in the Anti-Social Behaviour and Crime and Policing Act 2014 (7.0 of the policy).
- Acknowledgement that homeless households will be assessed under the Housing (Wales) Act 2014. (12.0 of the policy).

The changes made to the policy will not fundamentally change our approach to allocations. The changes reinforce clarity on our current practice.

Anti-Social Behaviour Policy

This policy has been updated to reflect the introduction of the Anti-Social Behaviour and Policing Act 2014. Again there are no fundamental changes to our approach on dealing with nuisance behaviour however common legal remedies such as the Anti-Social Behaviour Order (ASBO) have been replaced. Our policy has been updated to reflect these changes and all powers can be considered as part of our enforcement activities.

Due to the new management arrangements in Community Housing a further review of how we deliver anti-social behaviour services will be undertaken in 2016 / 2017. Full consultation will be carried out with Members, customers and stakeholders as this review progresses. Consultation has not been carried out with customers for this policy update as the changes are to reflect legislation and are mandatory.

In summary the changes to this policy are:

- Update powers available as "Civil Injunction" replaces Anti-Social Behaviour Order (ASBO) and Anti-Social Behaviour Injunction (ASBI) (3.1 of the policy)
- Update powers available as "Criminal Behaviour Order" replaces Anti-Social Behaviour Order on conviction (3.2. of the policy).

- Introduction of Absolute Grounds for Possession (3.4.5 of the policy). This would only be pursued in extreme cases where previous court action has been breached or a serious offence has occurred at the property.
- Reflect terminology of the new tenancy agreement which came into force in April 2015 (5.0 of the policy).

Introductory Tenancy Policy

This policy has been written with support from Whiteheads Solicitors to improve the clarity of the current policy and procedure; whilst ensuring we comply with legislation.

This document formalises our established practice with Introductory Tenancies which have been used for all new tenants to the Council since 2007. Extensive consultation was carried out prior to their introduction.

In summary the use of Introductory Tenancies allows the council to monitor and support tenants through the first 12 months of their tenancy. Should the tenant's behaviour not be in accordance with their tenancy agreement and interventions to address this have failed, then the council can apply to the County Court to end the tenancy at the end of the 12 month period.

The grounds for possession are "mandatory" and the court would not have to consider the reasonableness of the council's application subject to an interval appeals process being correctly followed.

If the introductory tenancy is completed satisfactorily the tenant will become a secure tenant on completion of the 12 months. The main impact of this is that the council would have to prove to a court that it was reasonable to end a tenancy due to unacceptable behaviour and the decision would be "discretionary" and subject to the opinion of the court.

5. How does the decision contribute to the Corporate Priorities?

These policies underpin the delivery of services which contribute to the corporate priorities of "Ensuring access to good quality housing and "To promote strong and sustainable neighbourhoods"

6. What will it cost and how will it affect other services?

These policy's reflect current practice and will be delivered within existing resources. No additional costs are expected as a result of these policies.

7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision?

An Equality Impact Assessment (EIA) has been carried out for each of the 3 policies. These policies are intended to contribute positively to promoting equality and fairness and to address discrimination.

An action plan for each policy area has been developed to monitor data to ensure that fair access is provided to each service area and that there is no negative impact on groups with the protected characteristics.

A copy of the summary Equality Assessment is attached for each of the three policies presented for approval.

8. What consultations have been carried out with Scrutiny and others?

The Lead Member for Modernisation and Housing has been consulted on the updates to these policies.

These policies have previously been subject to full consultation and as these amendments reflect legislation changes only no formal consultation is required.

The Allocations Policy and Anti-Social Behaviour policy will both be subject to review during 2016/ 2017 and full consultation will take place if any significant changes are proposed.

9. Chief Finance Officer Statement

There are no direct additional cost implications associated with the policies. All costs must be contained within existing resources.

10. What risks are there and is there anything we can do to reduce them?

The updating and implementation of these policies helps mitigate risk.

The risks are:

Failure to adhere to a prescribed Allocations Policy and appropriate legislation could lead to a legal challenge from a customer. The updated policy seeks to ensure we set out our policy clearly in line with our legislative duties.

Failure to follow the appropriate legislation when taking action against a perpetrator of anti-social behaviour. Any defence could succeed if policy was not adhered to or appropriate legislation not complied with. These policies seek to ensure we act in accordance with our powers.

11. Power to make the Decision

Amendments are made to these policies to ensure that the Council complies with legislation in carrying out our housing management functions. In this case the legislation and guidance are:

- Housing (Wales) Act 2014
- Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness – Welsh Government April 2015
- Anti-Social Behaviour and Policing Act 2014.

Denbighshire County Council

Community Housing Services

Allocations Policy

Document reference number	
Date agreed & Implemented:	
Agreed by:	
Review Date:	
Frequency:	

1.0. ALLOCATION POLICY - Introduction

Ensuring access to good quality housing is a corporate priority for Denbighshire County Council. This means that the housing market in Denbighshire will offer a range of types and forms of housing in sufficient quantity and quality to meet the needs of individuals and families. This will be through a mix of council, social landlord, private rent and owner occupied property.

The Council is committed to providing a fair and comprehensive service to all persons in need of housing.

Denbighshire aims to ensure that social housing within our own stock and that of local registered social landlords is allocated to those households with the greatest underlying need for long term settled accommodation.

The aims of the Allocations Policy are:

- To ensure applicants in housing need are given preference.
- To contribute to strong and sustainable communities where people want to live and feel safe.
- To ensure that no group or individual is discriminated against as a result of this policy and to create fair access to our services.

This policy has been developed with regard to the Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness

2.0. EQUALITY AND DIVERSITY

Denbighshire County Council is committed to equality in service provision. The Council recognises the diverse nature of the county and endeavor's to ensure that customers are treated with dignity and respect.

The Council opposes all forms of discrimination and undertakes not to discriminate unfairly on the grounds of age, disability, gender, race or ethnic origin, religion or belief, sexual orientation, health, marital status, responsibility for dependents, social or economic status or criminal record.

Every possible step will be taken to take into account the diverse nature of individuals and ensure that they are treated fairly and decisions are based on objective criteria.

An Equality Impact Assessment has been carried out for this policy and an action plan developed to ensure that groups with protected characteristics are given fair access to housing and that this is monitored effectively.

3.0. THE HOUSING WAITING LIST

3.1 Points based system

Denbighshire County Council Housing Waiting List contains details of all those persons who are in need of housing. Allocations for Council properties and nominations for Housing Association accommodation will only be made to those persons who qualify and have applied to be placed on the waiting list.

Denbighshire County Council currently operates a points based system. Points are awarded based on the housing need of the applicant. Details on how points are awarded is given to all applicants for housing.

The point's scheme is detailed in appendix 2.

The Council will therefore allocate the housing available within a framework which reflects its legislative duty and which ensures that offers of accommodation are made to those with the greatest need and which maximises the use of limited resources.

3.2. SARTH - Single Access Route to Housing

The council is committed to adopting SARTH and this current Allocations policy and points system will remain in operation until SARTH, which includes a move to a banding system, is implemented.

3.3. Who can apply for housing?

Denbighshire County Council holds an open register to which anyone over 16 who is entitled to apply as determined by section 160A Housing Act 1996 "Allocation to Eligible persons (Wales)".

The council will adhere to the "Code of Guidance for Local Authorities on the Allocation of Accommodation" published by Welsh Government in April 2015 in order to determine if an applicant is deemed to be ineligible for accommodation.

Appendix 1 details who is ineligible for housing accommodation.

3.4. Prospects advice

The Council provides information when practicable and reasonable, to explain the position and priority on the waiting list and when an offer of suitable accommodation might be made. An indication is given as High, Medium or Low priority based on the number of points awarded and based on the supply of suitable accommodation in the desired area.

An applicant has the right to be informed of any decision about the facts of their case which is likely to be taken into account when considering whether to allocate housing to

them.

4.0. ASSESSMENT OF HOUSING APPLICATIONS

Applications are received via the standard housing application form. All applicants will receive a letter detailing the areas they have selected, their points total and type of property for which they have been considered within 28 days of receiving all information and a fully completed application form.

4.1. Reasonable Preference

The Housing Act 1996, Homelessness Act 2002 and Housing (Wales) Act 2014 state that the following categories of applicants in housing need be given reasonable preference in determining allocations of Council housing and nominations to Housing Associations.

- People who are homeless (within the meaning of Part 7 of the 1996 Act or Part 2 of the Housing (Wales) Act 2014)
- People who are owed any duty by a local housing Authority under section 66, 73 or 75 of the Housing (Wales) Act 2014
- People who are living in unsanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions
- Applicants who need to move on medical or welfare grounds
- Those who need to move to a particular locality in the district where failure to meet that need would cause hardship to themselves or others.

4.2. Additional Preference

The points system includes management awards for 'additional preference' in exceptional cases providing they have assessed urgent housing needs. The code of guidance states that the following should be considered for additional preference:

Those owed a homelessness duty as a result of violence or threats of violence likely to be carried out and who as a result require urgent rehousing, including :

- Victims of domestic or other abuse
- Victims of hate incidents.

- Witnesses of crime, or victims of crime, who would be at risk of intimidation amounting to violence or threats of violence if they remained in their current homes.

Those who need to move because of urgent medical reasons. Including where an applicant's (or a member of their household's) -

- Condition is expected to be terminal and re-housing is required due to unsuitable accommodation or to provide a basis for the provision of suitable care.
- Condition is life threatening and the applicant's existing accommodation is a major contributory factor.
- Planned discharge from hospital is imminent and there is no accommodation available to them that it is reasonable for them to occupy.

An applicant with a reasonable prospect of an accommodation offer within a relatively short period who suddenly loses their existing home as a result of a disaster.

Any applicant who needs to move to suitable adapted accommodation because of a serious injury, medical condition or disability which he or she, or a member of their household, has sustained as a result of service in the Armed Forces.

People needing accommodation as a result of leaving the Armed Forces and the loss of military accommodation.

People under-occupying social housing and wanting to transfer to a smaller property, particularly in light of Welfare Benefit changes and the under-occupancy charge.

5.0 STATEMENT OF CHOICE

Applicants are able to specify up to 3 community areas within Denbighshire where they would accept an offer of accommodation. Areas of choice may be changed at the request of the applicant.

Properties are allocated on the appropriateness of the size and type of accommodation which is available according to the needs of the household. The criteria for this is provided to all applicants for housing.

The Council reserves the right to not offer a property which could potentially cause financial hardship to a household due to factors such as the housing benefit under occupation reduction.

The Council is committed to extending choice to applicants for housing including considering other housing options. However there is exceptional high demand for most

types of property available especially family houses.

In these circumstances it is not possible to extend free choice to every applicant and homeless applicant owed a duty under Section 75 of the Housing (Wales) Act 2014 will be made one reasonable offer which may not be in their preferred locality unless there are special circumstances.

6.0 RENEWAL OF APPLICATIONS

Each application on the waiting list will be renewed annually near to the anniversary of its entry on the list. Failure to return the renewal form within the specified reasonable period will result in the application being removed from the list.

7.0. SUSPENSIONS FOR UNACCEPTABLE BEHAVIOUR (REDUCED PREFERENCE)

This will apply if the applicant (or joint applicant) or a member of the household has been guilty of unacceptable behaviour serious enough to make them unsuitable to be a tenant of the Council and for which the Council could have obtained (if the applicant was a secure tenant of the Council) an outright order to obtain possession of the property.

This behaviour can include:

- Rent arrears outstanding.
- Nuisance or annoyance caused by applicants, family members or visitors.
- Conviction for using the property for illegal or immoral purposes.
- Making a false statement to get a tenancy.
- Conviction for an indictable offence
- Nuisance or annoyance caused by the applicant, family members or visitors, to the landlord or person employed by the landlord in exercise of their housing management functions, and that is directly related to or affects those functions.
- The conditions contained in the new absolute ground for possession as per section 94 of the Anti-Social Behaviour Crime and Policing Act 2014 which inserted the new 84A into the Housing Act 1985. These conditions refer to an earlier court deciding that the individual concerned is in breach of a Criminal Behaviour Order or an Injunction or has been convicted of a serious offence, breach of an abatement notice or order or, a closure order has been in force for over 48 hours.

The Council does not operate a blanket exclusion policy on categories of applicants. Each application will be assessed on its own merits and a decision regarding eligibility

will be made accordingly. Anyone subsequently excluded from the register will be able to appeal against the decision. Decisions on cases will be made by a panel of officers. Decisions can include outright suspension or time-limited, or conditional, reduced preference.

If at any time, the Council obtains information that leads us to believe that an applicant who is already on the waiting list is ineligible we will write to the applicant. The applicant will have 21 days to prove eligibility. If they do not reply during this period, or if they do reply but the Council remains of the view that they are ineligible, they will be removed from the list.

8.0. APPEALS

If a decision is made to suspend an applicant from the waiting list on the grounds of being ineligible they will be informed in writing giving the reasons for the decision. The letter will include an opportunity for the applicant to request a review on the decision.

The appeal will be conducted during a 21 day period and a written decision, including the grounds for the decision will be made to the applicant.

9.0. COMPLAINTS

An applicant who is not satisfied with the quality of service they receive, may register a complaint with the Council's complaint procedure. All complaints will be acknowledged and investigated in accordance with the procedure.

A complaint may also be made to the Local Government Ombudsman if he / she believe maladministration has taken place.

10.0. MAKING AN OFFER

The Lettings Officer will select applicants who may receive an offer in accordance with the points system and suitability for the vacant property. A short list will be drawn up and applicants will receive a home visit at this or an earlier stage in the process.

All offers will be made in writing to the prospective tenant.

11.0. NOMINATIONS TO HOUSING ASSOCIATIONS

Denbighshire works closely with Housing Associations working within the area. The Council usually has at least 50 per cent nominations to new schemes and vacancies arising. Nominations are made on the basis of highest housing need in accordance with the points scheme.

12.0. HOMELESS OR THREATENED WITH HOMELESSNESS

Denbighshire takes a preventative and options based approach to applicants who are potentially homeless.

All homeless applications will be thoroughly investigated and decisions made in accordance with the Housing Act 1996, Homelessness Act 2002 and Housing (Wales) Act 2014).

Where a duty to assist a household is accepted under homelessness legislation the household will be placed on the Housing Waiting List and appropriate points awarded.

Homeless applicants who are owed a final housing duty by the Council will be made one reasonable offer of either a council, RSL or private tenancy.

If the offer is unreasonably refused the Council will discharge its homeless duty and the applicant will be given notice to leave their temporary accommodation. All applicants have the right to request a review of this decision.

Whether or not a Homeless Applicant accepts an offer of permanent accommodation they have the right to request a review of the suitability of the accommodation they have been offered within 21 days. If the review is successful they will receive an alternative offer as soon as is practicable.

13.0. ACCOMMODATION FOR OLDER PEOPLE

Throughout the County there are properties specifically for older people. These are usually bungalows and flats. These properties may also be let to people who have a disability and require adapted or easily accessible accommodation.

The Council will always try to let all its designated sheltered housing properties to older people over the age of 60 or who have accommodation related medical needs or a disability. There are some properties especially but not entirely in rural areas where this may not be possible. In such cases the property may be re-classified as general needs and 'mature' applicants under 60 will be offered the accommodation.

14.0. ADAPTED ACCOMMODATION

The Council has very few properties purpose built for severely disabled people. However, adaptations can be made where this is reasonably practical and the Council work closely with Housing Associations to provide suitable property.

The Specialist Housing Group involving Housing Allocations, Social Services (Children's Service's and Community Support Services) will meet with local housing associations to ensure that adapted accommodation can be matched to meet to households in need of adapted accommodation. Offers of accommodation will result from this joint approach.

15.0. TRANSFERS

Existing council tenants who need to move will be subject to the points system but specific points are available for tenants to facilitate transfers to tenants in need of a new home.

16.0 LOCAL LETTINGS POLICIES

Section 167(2E) of the 1996 Housing Act enables Local Authorities to allocate accommodation to people of a particular description, whether or not they fall within the reasonable preference categories, provided that overall the Local Authority is able to demonstrate compliance with the requirements of s.167. This is the statutory basis for 'local lettings policies'.

Local Lettings allows the council to develop locally based policies to support developing mixed or sustainable communities. These will be developed as required according to the needs of a particular community.

Appendix 1 - Allocation to eligible persons

The Housing Act 1996 states: Section 160A – [Wales]

- (1) A local housing authority [in Wales] shall not allocate housing accommodation—
 - (a) to a person from abroad who is ineligible for an allocation of housing accommodation by virtue of subsection (3) or (5);
 - (b) to a person who the authority have decided is to be treated as ineligible for such an allocation by virtue of subsection (7); or
 - (c) to two or more persons jointly if any of them is a person mentioned in paragraph (a) or (b).
- (2) Except as provided by subsection (1), any person may be allocated housing accommodation by a local housing authority [in Wales] (whether on his application or otherwise).
- (3) A person subject to immigration control within the meaning of the Asylum and Immigration Act 1996 (c. 49) is (subject to subsection (6)) ineligible for an allocation of housing accommodation by a local housing authority [in Wales] unless he is of a class prescribed by regulations made by the Secretary of State.
- (4) No person who is excluded from entitlement to [universal credit or] housing benefit by section 115 of the Immigration and Asylum Act 1999 (c. 33) (exclusion from benefits) shall be included in any class prescribed under subsection (3).
- (5) The Secretary of State may by regulations prescribe other classes of persons from abroad who are (subject to subsection (6)) ineligible for an allocation of housing accommodation, either in relation to local housing authorities [in Wales] generally or any particular local housing authority [in Wales].
- (6) Nothing in subsection (3) or (5) affects the eligibility of a person who is already
 - (a) a secure or introductory tenant;
 - (b) an assured tenant of housing accommodation allocated to him by a local housing authority [in Wales].
- (7) A local housing authority [in Wales] may decide that an applicant is to be treated as ineligible for an allocation of housing accommodation by them if they are satisfied that—
 - (a) he, or a member of his household, has been guilty of unacceptable behaviour serious enough to make him unsuitable to be a tenant of the authority; and

(b) in the circumstances at the time his application is considered, he is unsuitable to be a tenant of the authority by reason of that behaviour.

(8) The only behaviour which may be regarded by the authority as unacceptable for the purposes of subsection (7)(a) is—

(a) behaviour of the person concerned which would (if he were a secure tenant of the authority) entitle the authority to a possession order under section 84 of the Housing Act 1985 (c. 68) on any ground mentioned in Part 1 of Schedule 2 to that Act (other than ground 8); or

(b) behaviour of a member of his household which would (if he were a person residing with a secure tenant of the authority) entitle the authority to such a possession order.

(9) If a local housing authority [in Wales] decide that an applicant for housing accommodation—

(a) is ineligible for an allocation by them by virtue of subsection (3) or (5); or

(b) is to be treated as ineligible for such an allocation by virtue of subsection (7), they shall notify the applicant of their decision and the grounds for it.

(10) That notice shall be given in writing and, if not received by the applicant, shall be treated as having been given if it is made available at the authority's office for a reasonable period for collection by him or on his behalf.

(11) A person who is being treated by a local housing authority [in Wales] as ineligible by virtue of subsection (7) may (if he considers that he should no longer be treated as ineligible by the authority) make a fresh application to the authority for an allocation of housing accommodation by them.

Appendix 2 - THE POINTS SYSTEM

Points will be allocated in the following way:

Residency

1 point per year up to a maximum of 15 points for residency in Denbighshire.

This includes any period of residence including before the application is made and applies to all categories of applicants including tenants of the Council requesting a transfer.

Length of Application

1 point per year for every calendar year on the waiting list up to a maximum of 10 points.

Local Community Areas

Applicants will be able to choose up to 3 areas as choices for rehousing based on the following local communities.

- Rhyl
- Prestatyn & Meliden
- Dyserth
- Rhuddlan
- Bodelwyddan
- St Asaph
- St Asaph rural area (Tremeirchion, Waen, Rhuallt, Cwm, Cefn Meiriadog, Trefnant)
- Denbigh & Henllan
- Ruthin
- Vale Villages (Aberwheeler, Bodfari, Llandyrnog, Llanrhaeadr YC, Prion, Saron, Peniel, Nantglyn, Llanynys, Gellifor, Rhewl, Llanbedr, Clocaenog, Cyffylliog, Bontuchel, Llanfair, Graigfechan, Clawddnewydd, Derwen, Pwllglas, Llanelidan)
- Ial Villages - Eryrys, Llandegla, Llanferres, Graianrhyd, Llanarmon Yn Ial
- Corwen
- Corwen & Dee Valley areavillages – Cynwyd, Llandrillo, Carrog, Glyndyfrdwy, Gwyddelwern, Bettws GG, Melin Y Wig, Bryneglwys
- Llangollen & Llantysilio

Medical

Up to 25 points are available to an applicant whose household includes a person with a serious illness or disability which is made significantly worse by their current living conditions and who would benefit from re-housing within Denbighshire.

Serious Medical Need - 25 points

Where the applicant suffers extreme ill health, which will deteriorate rapidly if they remain in their present home.

Medium Medical Need - 15 points

Where the applicant's present accommodation is having a significant impact on normal life and may cause a major deterioration of the applicant's health in the long term but which could improve through better / more suitable housing.

Lower or Long Term Medical need - 10 points

Where the applicants present accommodation is having an impact on normal life and may cause a deterioration in the long term OR

Where the applicant's ability to lead a normal life is significantly impaired but the medical condition is not likely to get worse.

Low Medical Need – 5 points

Where medical problems associated with your current accommodation exist but the medical condition is unlikely to get worse.

If no medical points are awarded:

This is not to say that a medical condition does not exist, it merely reflects the fact that the property is not directly affecting the condition.

Overcrowding

Separate room is required for the following,

- Couples
- Single parents
- 2 children aged 1 to 7
- 2 children aged 8 to 15 of the same sex
- Extra bedroom required for carer where it is a proven medical need
- 2 adults of the same gender who are related
- 5 points will be awarded for each extra bedroom required

Condition and Amenities of Property

Where an applicant shares amenities points will be awarded as follows,

- Kitchen-2
- BathorShower-2
- InternalWC-2
- Livingroom-2

N.B these points are not awarded if sharing with immediate families i.e. non related separate households will be awarded these points.

If the property of the applicant is in poor condition and this has not been reflected in the points above, additional points may be awarded in one of the following categories,

Properties where an improvement notice, prohibition or demolition order has been served by the Public Protection Department – 10, 15 or 20 points.

Property is in poor state of repair and the disrepair is due to a lack of maintenance by the Landlord.

- General disrepair – 3 or 6 points depending on severity.
- Dampness – 3 or 6 points depending on severity.
- Dangerous supply of electricity and/or gas supply – 6points.

Families with Children under the age of 12 who are living in flats above ground floor – 5 points

These points will be cancelled on the 12th birthday of the youngest child.

Under Occupation

Social Housing tenants - for each bedroom unoccupied in family houses – 5

This is to ensure best use of scarce social housing.

Other tenures - applicants aged 55+. For each bedroom unoccupied – 3

Financial Hardship

Difficulty with rent / mortgage payments or upkeep of property. This is subject to production of documentary evidence and availability of Housing Benefit

Renovation Grants, Disabled Facilities Grants, Mortgage Rescue schemes etc

The main factor to consider is the ratio of income to legitimate outgoings. Other factors include housing benefit entitlement (e.g. an expensive overly large property will not receive points). These points are assessed by a panel of Officers. 5, 10 or 15 points.

Homelessness Legislation

Only awarded to applicants assessed under the Homelessness legislation and any subsequent amendments.

Applicants who have been assessed as homeless, in priority need and unintentionally homeless and owed a 'final' duty under Section 75 of the Housing (Wales) Act – 25 points (in total)

(Applicants only additionally receive residence points. In the event of two or more applications being indistinguishable the date of homelessness application will be the deciding factor.)

If applicants who qualify as above and have been living in temporary accommodation for a continuous period of more than 1 year – 10 points.

If applicant has been assessed as priority need but intentionally homeless 5 points for a period of 6 months following the homeless decision.

Insecurity of Tenure

If an applicant has no fixed abode or is living with no security of tenure and received a notice to quit or informal notice to leave – 15. (Not awarded if placed in accommodation by any other Local Authority). These may be withdrawn if the notice is in force over a prolonged period of time.

Social and Community Factors

To enable a greater degree of choice, 5 points per application will be awarded on receipt of proof from the applicant if accommodation is required near to:-

- Place of permanent employment.
- Specialist schools.
- Enable applicants to give or receive support from older, disabled or other family members.
- Have other links with the community e.g. involvement with voluntary, sporting or cultural groups and the applicant and / or the community would benefit from rehousing in the local community.
- Families who are intending to foster or adopt children known or in the care of the Local Authority.

Management Points (Additional Preference)

These points will be awarded by a panel of Senior Officers appointed by the Head of Housing Services and only be awarded where housing issues are outside of this points scheme and securing alternative accommodation is in the best interests of the applicant, the estate or the community. This includes:

- Allocations within the Council's housing stock which release a property for which there is a particularly high demand e.g. family house, or an adapted property occupied by a tenant who no longer requires the adaptations.
- Where there is a matter of urgency but this is not reflected in the points scheme. This will be in accordance with the Code of Practice section relating to Additional Preference)

Maximum 50 points (bands of 10, 20, 30, 40, 50 points)

Re-housing from Support Projects

10 points will be awarded in the following circumstances:

Where a young person is assessed by the Denbighshire Move On Panel as needing to move to more appropriate accommodation.

Supported Housing projects where reciprocal arrangements or Service Level Agreements are in place with Denbighshire County Council and partners agree that the applicant has successfully completed the objectives of the support plan and acquired suitable tenancy skills.

Reduced Preference

When the Council has determined that an applicant has been guilty of unacceptable behaviour which does not justify suspending an application, but should be taken in to consideration 20 points will be deducted to reduce the applicant's priority on the waiting list. Examples can include anti-social behaviour, deliberately worsening of own circumstances to gain points, outstanding rent arrears to any landlord or when financial resources exist and can be used to provide an applicant's own accommodation.

In the case of rent arrears points will only be reinstated when the rent arrears are paid or an acceptable agreement has been made to pay the arrears over a period which is acceptable to the Head of Housing Services.

In other cases the applicant will be advised to provide evidence of improvement at the time of annual renewal or sooner if appropriate.

ALLOCATIONS POLICY

16th November 2015

Equality Impact Assessment

Allocations Policy

Contact: Geoff Davies - Lead Officer - Community Housing
Updated: 16th November 2015

1. What type of proposal / decision is being assessed?

A new or revised policy

2. What is the purpose of this proposal / decision, and what change (to staff or the community) will occur as a result of its implementation?

This is a revised policy to take into account recent changes in legislation namely Housing (Wales) Act 2014 and the revised code of guidance on Allocations of Accommodation from Welsh Government.

3. Does this proposal / decision require an equality impact assessment? If no, please explain why.

*Please note: if the proposal will have an impact on people (staff or the community) then an equality impact assessment **must** be undertaken*

Yes

<If no, briefly summarise the reasons for this decision here, and skip ahead to the declaration at the end>

4. Please provide a summary of the steps taken, and the information used, to carry out this assessment, including any engagement undertaken

(Please refer to section 1 in the toolkit for guidance)

A review of the existing Equality Impact Analysis completed in 2010 has been undertaken.

5. Will this proposal / decision have a positive impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?

(Please refer to section 1 in the toolkit for a description of the protected characteristics)

The policy details how the Council will manage applications for housing and how

we allocate homes. It is vital that we provide fair access to our housing for all protected characteristic groups.

The policy takes into account the needs of certain groups such as young people, older people and people with disabilities for example and the positive impact this will have on meeting housing needs and addressing discrimination people may face in the housing market.

6. Will this proposal / decision have a disproportionate negative impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?

The policy is not intended to have a negative impact however monitoring will be required to ensure that there is fair access to the service and that no group is negatively impacted. Examples will be to ensure that there is fair access to customers whose first language is not Welsh or English and the written application process is not a barrier for groups with certain disabilities..

7. Has the proposal / decision been amended to eliminate or reduce any potential disproportionate negative impact? If no, please explain why.

No	<If yes, please provide detail>
----	---------------------------------

8. Have you identified any further actions to address and / or monitor any potential negative impact(s)?

Yes	<If yes please complete the table below. If no, please explain here>
-----	--

Action(s)	Owner	By when?
Regular monitoring of equality and diversity data to ensure fair access to housing waiting list. Measure by comparison of customer baseline data and Denbighshire County wide population data.	Geoff Davies	31 st March 2016
Regular monitoring of data to measure rehousing profile and offers, refusals and new tenancies by characteristics to ensure fair treatment.	Geoff Davies	31 st March 2016
Monitor provision of services to assist people with disabilities to manage written paper application process.	Geoff Davies	31 st March 2016
Compliance with Welsh Language Commissioners standards.	Geoff Davies	31 st March 2016
<Unrestrict editing to insert additional rows>	<Enter Name>	<DD.MM.YY>

9. Declaration

Every reasonable effort has been made to eliminate or reduce any potential disproportionate impact on people sharing protected characteristics. The actual impact of the proposal / decision will be reviewed at the appropriate stage.

Review Date:	16 th November 2016
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Name of Lead Officer for Equality Impact Assessment	Date
Geoff Davies	16 th November 2015

Please note you will be required to publish the outcome of the equality impact assessment if you identify a substantial likely impact.

DENBIGHSHIRE COUNTY COUNCIL

COMMUNITY HOUSING

ANTI-SOCIAL BEHAVIOUR POLICY

Document reference number	
Date agreed & Implemented:	
Agreed by:	
Review Date:	
Frequency:	

INTRODUCTION

The Anti-Social Behaviour Act 2003 (Section 12) requires that every Social Landlord prepares and publishes a policy and procedure to detail specifically how they will deal with anti-social behaviour.

The Welsh Government has issued a Code of Guidance on how Social Landlords should prepare and review their ASB policies and procedures, Denbighshire County Council have produced this statement and summary of policy and procedure with regard to this Code and in accordance with s208A (7) of the Housing Act 1996.

General Policy Statement

Denbighshire County Council's Housing Services aims to respond proactively to deal effectively with complaints and to reduce levels of anti-social behaviour and engage in collaborative work with our partners to support the overall crime & disorder strategy to reduce ASB within Denbighshire.

As a Landlord:

1. We will not tolerate ASB and will take firm action to challenge and change unacceptable behaviour.
2. We will give a responsive, targeted service to our residents and respond within set time scales.
3. We will actively work in partnership with statutory and voluntary agencies to prevent ASB.
4. We will support Witnesses/Complainants by taking a Victim centred approach to resolving ASB problems.
5. We will consult with and seek the support and active involvement of the local community to direct our responses to ASB.
6. Serious ASB will be dealt with quickly and enforcement action taken to protect victims.
7. Eviction will be seen as a last resort BUT in cases of serious or long-standing ASB/criminal activity we will take eviction proceedings and the perpetrator(s) may be treated as ineligible or given no preference according to our allocations policy, if they seek to apply for housing with this Authority.
8. We will share information with relevant agencies in accordance with section 115 Crime & Disorder Act 1998 & Data Protection Act 1998.
9. We will provide training for our staff, Councillors and our tenants. We will build on good practice case management and benchmark our services against other providers.
10. In consultation with our tenants we will seek to improve by design the security/safety of the local area via the environmental improvement

schemes.

11. We will in partnership with other agencies offer support to witnesses to enable them to feel confident, safe and secure in giving evidence.
12. We will use legal services to ensure that swift and appropriate measures are put in place to deal with ASB and protect witnesses/Complainants.
13. We will use a variety of informal and formal resolution/enforcement methods to deal with ASB, all cases will have a response which is proportionate, dependent on the type and nature of the ASB.
14. We will in partnership with other agencies offer support to perpetrators to enable them to change their behaviour to allow them to remain within the community and adopt/demonstrate the norms of acceptable behaviour which the community can reasonably expect.
15. All complaints will be treated confidentially and the identity of the complainant will not be disclosed without permission.

Strategic Framework

Denbighshire County Council Housing Services recognises that anti-social behaviour is not just a social housing issue it can occur in any community from any tenure of property.

We will work with partners to tackle and deter behaviour that causes a nuisance to others.

This policy has been written with regard to current legislation:

- HOUSING ACT 1985 (as amended by the Housing Act 1996)
- RACE RELATIONS ACT 1976 AND THE RACE RELATIONS (amended) ACT 2000
- CHILDREN ACT 1989
- ENVIRONMENTAL PROTECTION ACT 1990
- HUMAN RIGHTS ACT 1998
- CRIME AND DISORDER ACT 1998
- REGULATION OF INVESTIGATORY POWERS ACT 2000
- LOCAL GOVERNMENT ACT 2000
- POLICE REFORM ACT 2002
- HOMELESSNESS ACT 2002
- THE ANTI-SOCIAL BEHAVIOUR ACT 2003
- HOUSING ACT 2004
- THE CLEAN NEIGHBOURHOODS & ENVIRONMENT ACT 2005
- RACIAL AND RELIGIOUS HATRED ACT 2006
- THE HOUSING & REGENERATION ACT 2008
- EQUALITY ACT 2010
- POLICE AND JUSTICE ACT 2006
- ANTI-SOCIAL BEHAVIOUR CRIME AND POLICING ACT 2014

SECTION 1

DEFINITION OF ANTI-SOCIAL BEHAVIOUR

Denbighshire County Council recognises that to provide a quality housing service we must be effective and committed to addressing the problems caused by ASB and breaches of tenancy.

Definition from: Section 1 (1)(a) Crime and Disorder Act 1998:

“Acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household”.

A non-exhaustive list of examples of ASB :

- Verbal abuse
- Intimidation
- Violence
- Noise nuisance
- Harassment
- Foul language
- Graffiti
- Threatening behaviour
- Fly-tipping and littering
- Hate behaviour
- Criminal activity
- Domestic abuse
- Vandalism and damage
- Abandoned vehicles
- Fouling of public places
- Car repairs
- Drug misuse

Anti-social behaviour can be perpetrated by individuals, groups, families, adults and children.

LANDLORD’S OBLIGATIONS

We will meet our Landlord Obligations by developing:

Approaches to detect, deter and deal effectively with incidents of anti-social behaviour and the fear of crime.

Denbighshire County Council Housing Services will investigate complaints of ASB from our homes or within our communities and we will work in partnership with other Council departments, North Wales Police, Registered Social Landlords and other agencies to ensure a responsive, appropriate service is being provided.

We will use a range of prevention, intervention and enforcement actions to counteract anti-social behaviour and to respond in the most appropriate manner.

Action will always be proportional to the type and severity of the anti-social behaviour occurring. Many cases of ASB can be resolved quickly and permanently by utilising prevention and intervention procedures but enforcement is a tool which is used and will continue to be used where the intervention has failed or the behaviour is too serious or long-standing.

We will tackle anti-social behaviour based on 3 overlapping approaches:

- Prevention
- Intervention
- Enforcement

1.PREVENTION

We will work to identify any activities that support a preventative approach to deterring nuisance behaviour. Some examples are:

1.1 Introductory Tenancies

The council will give all new tenants an Introductory Tenancy for 12 months which allows the council to support new tenants and also closely monitor behaviour. A secure tenancy would only be granted following satisfactory completion of the introductory tenancy.

1.2 Tenancy Support

The council will seek to identify any support services where available to support vulnerable tenants, such as those with disabilities, drug/alcohol dependency, former prisoners and those with mental health support needs to enable them to adhere to their tenancy conditions.

1.3 Diversionary Projects

We will work in partnership to support multi-agency approaches to provide projects that involve young persons in activities that contribute to reducing the likelihood of incidents of nuisance behaviour in our communities.

1.4 Multi-Agency Partnerships

The council will work with other council services and with external partners to take a collaborative approach to developing preventative approaches whether supporting or educating individuals, groups or communities to prevent behaviour that causes a nuisance to others.

1.5 Design and Security.

Where resources allow or can be identified the council will work to provide physical improvements in our communities that can support the prevention of anti-social behaviour.

2. INTERVENTION

Where necessary we will act to provide intervention measures to deter or prevent further incidents of nuisance behaviour. Some examples are:

2.1 Acceptable Behaviour Contracts (ABC's)

This is a contract which highlights unacceptable behaviour and is signed by an individual who agrees to not act in an anti-social way. This is a joint agency approach involving the individual, parent (if appropriate), Denbighshire Housing and North Wales Police. In addition other agencies can be requested to support e.g.. Social services, education, youth services.

ABC's have been seen to successfully change unacceptable behaviour and therefore alleviating the nuisance to others without further more costly intervention.

2.2. Multi-Agency Case Conferencing

Case conferencing forms an effective tool to engage agencies in the support of both victims and perpetrators in order to facilitate a result which is acceptable to the victim and enables the perpetrator to modify their behaviour, and prevents re-offending.

In accordance with the Equality Act 2010 we discuss ways in which vulnerable perpetrators (in terms of disabilities, drug/alcohol abuse or dependency, mental health) can be supported so they and their families can retain their homes, prevent homelessness and prevent legal action remedies being required.

Where a change of behaviour does not occur or the person does not engage with the support/intervention method, enforcement action will be taken to deter the unacceptable behaviour.

2.3 Mediation Services

Some cases, particularly low level disputes involving neighbours, can be resolved by involving impartial mediation services. Both parties have to be agreeable to the process.

This can be successful in raising awareness of the impact of behaviour on others.

2.4 Restorative Justice

We will work with North Wales Police where appropriate to support individuals to recognise how their behaviour affects others and to find positive solutions to disputes. It also encourages individuals to face up to their actions.

3. ENFORCEMENT

Where prevention or low level intervention fails to achieve the necessary outcome or in cases where behaviour is sufficiently serious, enforcement action will be the appropriate approach to take: Some examples are:

3.1 Civil Injunctions

These are orders of the court which compel someone to do something or restrict someone from doing something. These are very useful as alternatives to possession proceedings.

Section 1 Anti-social Behaviour Crime and Policing Act 2014 (“ASBCPA”) “Civil injunction”. This replaces the Anti-social Behaviour Injunction under the Housing Act 1996 and the Anti-Social Behaviour Order under the Crime and Disorder Act 1998.

The Authority may apply for an injunction against a person over the age of 10 years of age, if the following test is made out;

Where a person has engaged or threatened to engage in anti-social behaviour AND it is just and convenient AND the behaviour must directly or indirectly affect the Association’s housing management functions.

In this context anti-social behaviour means;

- (a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person
- (b) conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises, or
- (c) conduct capable of causing housing-related nuisance or annoyance to any person

The injunction is a civil order which can restrict someone from doing something, for example; not to contact their neighbour as well as require them to do something, including take part in an activity, for example; to attend anger management training.

A power of arrest may be attached to a term of the injunction in cases where;

- Person has engaged or threatens to engage in ASB which consists of use or threats of violence against another OR,
- There is significant risk of harm to another
- A person may be excluded from their home if they are over 18, and the following test is met;
- Person has engaged or threatens to engage in ASB which consists of use or threats of violence against another OR,
- There is significant risk of harm to another

Injunctions against under 18 year olds will take place in the Youth court and the Youth Offending Team must be consulted unless it is a without notice injunction.

These tools are very useful when protection of people or property is needed. They can be obtained ‘without notice’ to the individual concerned, for example; where notification may result in a deterioration in behaviour or where the application is urgent. Breach of an order is contempt of court and which could lead to imprisonment and/or a fine.

3.2 Criminal Behaviour Orders

Section 22 Anti-social Behaviour Crime and Policing Act 2014 (“ASBCPA”) “criminal behaviour order” (“CBO”) This replaces the Anti-social Behaviour Order on conviction under the Crime and Disorder Act 1998.

This is available to the Police and Local Authority on sentencing an offender or ordering a conditional discharge. This is an order compelling someone to do something or restrict them from doing something.

This will be ordered where the court is satisfied beyond reasonable doubt that the offender has engaged in behaviour that caused or was likely to cause harassment alarm or distress to any person AND that the court considers that it will help prevent that person from engaging in such behaviour.

The CBO can restrict someone from doing something, for example; not to contact their neighbour as well as require them to do something, including take part in an activity, for example; to attend anger management training.

This is available to those aged 10 years plus and the prosecution must find the views of the Youth Offending Team where it involves an under 18 year old. Breach of the order without reasonable excuse is a criminal offence.

3.3 Demoted Tenancies

Section 14 of the Anti-Social Behaviour Act 2003 amends the Housing Act 1985 (Housing Act 1996) to allow a secure tenancy to be brought to an end by a demotion order granted by the Court. The Council can only apply for demotion of tenancy on grounds of Anti-Social Behaviour and evidence must be presented in court, the court does not have to grant an order.

In effect a demoted tenancy is then akin to an introductory tenancy, it is a 12 months probationary tenancy where if no further legal action is taken the tenancy reverts to a secure tenancy at the end of the 12 month period. A demotion order removes security of tenure and restricts the tenant from certain benefits enjoyed by secure tenants notably they are denied the Right to Buy or Mutual Exchange.

This action would be taken by Denbighshire County Council to control offending ASB behaviour without initially depriving the tenant of their home, in order to give them the opportunity to obtain support, change their behaviour and comply with tenancy conditions.

Or where the perpetrators of the ASB were not the tenant but family members or visitors to the property and where demonstrable action is being taken to prevent any further occurrences of unacceptable behaviour.

This action also allows Housing Services to seek ancillary orders e.g. CBO, Civil injunction against the tenant or someone joined in the proceedings.

This also returns the tenant’s security of tenure, as a secure tenant after the expiry of 12 months, therefore, acceptable behaviour is rewarded.

If this action fails to ensure the unacceptable behaviour ceases possession

proceedings would be sought immediately.

3.4 Possession & Eviction

Possession and resulting eviction is seen as last resort as every effort is made to bring about a change in unacceptable behaviour, to provide supportive interventions and give effective warnings to enable the tenant to remain in their home and live in an acceptable manner within the community BUT where these interventions have been unsuccessful, where the behaviour continues, or the risks to the victim or community are too great because of the seriousness or long-term nature of the offending behaviour Denbighshire County Council WILL seek possession.

The process for gaining possession and evicting a tenant depends on the type of tenancy they have.

3.4.1 Demoted Tenancy

If a demoted tenant does not comply with the conditions of the demotion order the tenancy can be brought to an end by application to court for possession and subsequent eviction. Possession is mandatory.

Possession is mandatory therefore the Authority will work within the appropriate legal provisions including;

- The Pre-Action Protocol for Possession
- The Human Rights Act 1998
- The Equality Act 2010.

3.4.2 Introductory Tenancy

Denbighshire County Council operate Introductory Tenancies which are probationary tenancies for 12 months, breaches of tenancy can result in the Local Authority serving a notice and obtaining a court order to evict the tenant. Possession is mandatory.

Possession in cases where the tenancy is **subject to Mandatory Possession** is now mitigated by the Supreme Court Judgement on Proportionality. In certain cases a defence under the Human Rights legislation is permissible.

Possession is mandatory therefore the Authority will work within the appropriate legal provisions including;

- The Pre- Action Protocol for Possession
- The Human Rights Act 1998
- The Equality Act 2010.

3.4.3 Non-Secure Tenancies

Non-secure tenancies are sometimes used within Council stock for very limited situations notably to provide temporary accommodation. The non-secure tenancy can be terminated by serving a 'Notice to Quit' and application to Court, possession is mandatory.

Possession in cases where the tenancy is **subject to Mandatory Possession** is

now mitigated by the Supreme Court Judgement on Proportionality. In certain cases a defence under the Human Rights legislation is permissible.

Possession is mandatory therefore the Authority will work within the appropriate legal provisions including;

- The Pre- Action Protocol for Possession
- The Human Rights Act 1998
- The Equality Act 2010.

3.4.4 Secure Tenancies

Discretionary Grounds for Possession

Schedule 2 of the Housing Act 1985 as amended. This schedule contains the grounds for possession. Ground 2 relates to anti-social behaviour and convictions for indictable offences by the tenant, household member or visitor. This has been amended following the ASBCPA to include causing nuisance and annoyance to the landlord or employees in connection with their housing management functions and that it is directly related to those functions.

This is a discretionary ground which means the court must consider it reasonable to grant possession.

The ASB Act 2003 (section 16) requires the Court to give particular consideration to the effects the ASB has had on the victims and the wider community when deciding whether it is reasonable to grant a possession order on the grounds of nuisance and annoyance.

Therefore for any proposed legal action to be successful the evidence must be commensurate with the legal action requested. As outlined in this policy document, Housing Services will support witnesses/complainants/victims to provide evidence, where appropriate will look at other ways in which evidence can be secured and presented.

This theme is developed more fully in other sections within this document (Supporting Witnesses, professional witnesses and covert surveillance and the use of hearsay evidence).

Ancillary legal action will be taken as appropriate when possession proceedings are taken especially to prevent the escalation of the ASB and/or to ensure that Denbighshire County Council as a responsible Landlord does not contribute to displacing the problem elsewhere. The aim of any action, where achievable, must be to abate the nuisance, control the unacceptable behaviour and prevent reoccurrence.

This may result in the perpetrators being treated as not eligible or not being given preference in accordance with our Allocations policy if they seek housing with this Authority.

We will also work in collaboration with internal and external agencies to obtain enforcement orders e.g. Noise Abatement Notices, Dispersal Powers, Closure Orders

and Parenting Orders

This action will be co-ordinated via the ASB coordinator case discussion format which represents a multi-agency response and joint accountability.

Absolute Ground for possession

Section 94 of the ASBCPA introduced a new Absolute Ground for Possession for secure tenants and inserted section 84A into the Housing Act 1985. Where one of the conditions is satisfied in this Ground the court must make an order for possession subject to the tenant's Human Rights and where the landlord has complied with the review requirements under section 85A Housing Act 1985.

These conditions relate to a previous court determining breach of a CBO or Civil Injunction, conviction for a serious offence, where a closure order was granted for more than 48 hours or a breach or abatement notice or order.

Possession is mandatory therefore the Authority will work within the appropriate legal provisions including;

- The Pre- Action Protocol for Possession
- The Human Rights Act 1998
- The Equality Act 2010.

4. POWERS CONTAINED IN THE HOUSING ACT 2004

Part 6 of the Housing Act 2004 contains a number of measures to provide Local Authorities with the legal powers to tackle anti-social behaviour by complimenting existing legislation with the following:

- Local Authorities now have the flexibility to extend introductory tenancies by a further 6 months where there are continuing problems with the tenancy.
- To withhold consent for a mutual exchange where legal action to prevent ASB has been commenced, or already taken against the assignee the assignor or a member of their family.
- The Landlord's obligation to complete a Right to Buy sale can be suspended where there are proceedings in relation to ASB. Further clarified by section 304 IN THE HOUSING & REGENERATION ACT 2008.
- The Landlord can apply to Court for an order to suspend a tenant's Right To Buy for a specific period on ground of ASB.

5. TENANTS OBLIGATIONS

All Council Tenants are subject to the Terms & Conditions of Tenancy. This is a legal contract between Denbighshire County Council and the Tenant(s) and the Tenant(s) receive a copy at the commencement of the tenancy or if/when terms of tenancy are revised.

It is not intended to reproduce the terms & Conditions of Tenancy in full, but the most relevant terms are detailed below:

A Tenant(s) is/are responsible for their own actions, for the actions of those who live with and those who visit their home and **MUST**

- Not cause or be likely to cause a nuisance, annoy or distress anyone
- Not use , or allow the dwelling and communal parts of the building to be used for any illegal or immoral activity
- Not harass the occupiers of neighbouring properties
- Not use racist behaviour or language
- Not write threatening, abusive graffiti or letters
- Not use dangerous weapons at the property or in the neighbourhood
- Not threaten or abuse a Council Officer or Members of the Council or Contractors carrying out their duties
- Ensure all refuse and unwanted household items are disposed of in a safe and hygienic manner
- Not park any vehicles which cause an obstruction
- Not drive, park or ride vehicles on communal areas
- Not allow their pets to cause a nuisance, foul the area or cause damage
- Not damage the property and must keep the property in a clean and tidy condition

6. DEALING WITH HATE CRIMES

Denbighshire County Council will not tolerate any form of harassment/hate crime and will seek in partnership with other relevant, specialised agencies to prevent racial harassment (and other forms of harassment) occurring, provide support for victims and deal with perpetrators. Housing services will take enforcement action against any tenant where the evidence supports the complaint and we will take joint action with other agencies to secure criminal or civil action as appropriate.

The Council adopts the definition of racist incident provided by the

McPherson Report of the Stephen Lawrence Inquiry 1999

“a racist incident is any incident which is perceived to be racist by the victim or any other person”

Joint reporting by all agencies of incidents and collation of data is part of the Crime & Disorder Partnership Strategy to ensure that joint action to identify and deal with racial, homophobic incidents are given due priority.

The Council will work in partnership with other agencies to prevent hate crime and deal appropriate to support and assist victims.

7. DOMESTIC VIOLENCE

We will work closely with the Police Domestic Violence Unit, Local Police, Women’s Aid and the Victim to take appropriate action to safeguard and support the victim. The witness support initiatives can offer practical support by a variety of agencies,

including extra security measures, legal advice etc. Advice and assistance via Homelessness services if required.

Action against the perpetrator will where applicable result in action being taken under ground 2A Housing Act 1996 to secure possession of the property if the perpetrator remains in occupation to the exclusion of the victim.

The tenant victim who cannot remain in occupation will be given information about options available in relation to their housing. They will be encouraged to seek their own independent advice so that they can make an informed decision knowing the consequences of making such a decision. The Authority will provide appropriate support to the tenant throughout this time.

The Authority may apply to court to recover premises where one partner has left the property following violence from the other and they are unlikely to return. This can be used irrespective of whether the alleged perpetrator remains in the property. Ground 2A schedule 2 Housing Act 1985.

8. WITNESS SUPPORT

Denbighshire County Council Housing Services is a partner within a multi-agency response network. We can arrange provision of a range of services either direct or via other agencies.

Including:

- Police (including CSO)
- Denbighshire County Council
- RSLs
- Victim Support
- Women's Aid
- Neighbourhood Wardens/community agencies

To coordinate a multi-agency response to support witnesses/complainants emotionally and practically through the evidence giving process. This may range from short-term minimal support to longer-term and/or intense support in more serious ASB cases.

The provisions include:

- Regular contact
- Named officer
- Security measures - locks, camera, etc
- Safety measures - mobile phone, alarm etc
- Translation/interpreting services
- Help and assistance to enable the witness to feel confident to give evidence themselves

- Assistance with attendance at court

The purpose is not to move the witness/complainant rather to abate the nuisance and deal effectively with perpetrators, but in exceptional cases where there is serious risk of violence, temporary or permanent re-housing options can be considered.

8.1 Witness Support/Evidence Gathering

Use of covert and/or overt surveillance and professional witnesses can be used to assist in the evidence gathering process where appropriate and justified subject to resource implications and the case circumstances. Any such surveillance will be carried out in accordance with the relevant rules in Regulation of Investigatory Powers Act 2000, obtaining the appropriate permissions and considering the Human Rights of all those involved and affected by the behaviour.

Housing (Council) Staff and Police Officers can also present hearsay evidence in Court (which thereby prevents very vulnerable/at risk witnesses having to attend) and this approach will be used where direct evidence from the witness is not possible because of fear/intimidation and their identity needs to be kept confidential.

It must be noted that whilst hearsay evidence is admissible, the Court attaches greater importance to the evidence given direct by the witness themselves.

9. INFORMATION SHARING/ DATA PROTECTION

Section 115 of the Crime & Disorder Act 1998 provides a power to exchange information where disclosure is necessary to support the local Crime & Disorder Strategy & Community Safety and the objectives outlined within the Strategic Partnership:- for the detection and prevention of crime and ASB.

Denbighshire County Council are members of the Partnership and as such are signatories to the Information Sharing Protocol which governs disclosure of information to authorised persons and is compliant with the Data Protection Act, and The Human Rights Act.

10. STAFF TRAINING

It is critical that the staff that have the responsibility for taking, investigating and resolving ASB complaints have in-depth training to equip them with the necessary skills, legal knowledge and to keep them updated on new legislation. This will be via regular in-house training updates, attendance at specialist professional seminars & training courses. Access to specialist legal advice and support if appropriate.

11. STAFF PROTECTION

Denbighshire County Council will not tolerate any abuse, threats, harassment, or violence towards staff and will take action against perpetrators.

DCC Housing Services operates a lone worker policy to safeguard and support staff. Risk assessment of situations are an integral part of the Housing Offers role and these skills are developed as part of the overall training regime.

12. VULNERABLE PERPETRATORS

Denbighshire County Council acknowledges that in some cases the perpetrators of ASB are themselves in need of support, advice and assistance; for instance where the ASB is the consequence of:

- Drug abuse/dependency
- Alcohol abuse/dependency
- Mental Health and/or
- Disability
- Family breakdown/abuse

In accordance with the Equality Act 2010 we offer support to meet the needs of vulnerable persons and ensure any policies are compliant and promote equality and diversity of opportunity. Translation/interpretation services available.

We will take a multi-agency approach to supporting vulnerable people to address the issues which affect their neighbours, to obtain the support to enable them to modify their behaviour, sustain their tenancy and remain within the community. Multi-agency risk assessments will be carried out at ASB case conferences, to action plan and if it is deemed appropriate referral to more suitable housing options can be considered i.e. supported housing projects.

If the rehabilitation route fails then Housing Services will take enforcement action to prevent any further ASB occurring and to protect the victim, witnesses and the local community.

13. PUBLICITY/COMMUNITY INVOLVEMENT

Where there is no legal restriction the Council will publicise action taken on ASB such as CBO's, Injunctions or evictions through press releases and newsletters. We will support action taken by partners within the Crime & Disorder Reduction Partnership and issue where appropriate joint publicity information.

This is to give confidence to victims, witnesses and the local community that we can effect change and address ASB with their help and support.

Also as a deterrent, to challenge perpetrators of ASB/Crime that we will not tolerate their unacceptable behaviour and have the legal enforcement tools to do so.

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Anti-Social Behaviour Policy 16th November 2015

Equality Impact Assessment

Anti-Social Behaviour Policy

Contact: Geoff Davies - Lead Officer - Community Housing
Updated: 16th November 2015

1. What type of proposal / decision is being assessed?

A new or revised policy

2. What is the purpose of this proposal / decision, and what change (to staff or the community) will occur as a result of its implementation?

This is a revised policy to take into account recent changes in legislation namely Anti-Social Behaviour and Policing Act 2014.

3. Does this proposal / decision require an equality impact assessment? If no, please explain why.

*Please note: if the proposal will have an impact on people (staff or the community) then an equality impact assessment **must** be undertaken*

Yes

<If no, briefly summarise the reasons for this decision here, and skip ahead to the declaration at the end>

4. Please provide a summary of the steps taken, and the information used, to carry out this assessment, including any engagement undertaken

(Please refer to section 1 in the toolkit for guidance)

A review of the existing Equality Impact Analysis has been undertaken.

5. Will this proposal / decision have a positive impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?

(Please refer to section 1 in the toolkit for a description of the protected characteristics)

The policy details how the Council will deal with breaches of tenancy and anti-social behaviour in our communities. The policy ensures that protected characteristics are taken in to account not only for victims of anti-social behaviour

but also for example it is important that vulnerable customers who perpetrate anti-social behaviour can be supported to change their behaviour.

The policy takes into account the characteristics of certain groups and has a positive impact to ensure that we can address discrimination people may face in homes and surrounding neighbourhoods.

6. Will this proposal / decision have a disproportionate negative impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?

The policy is not intended to have a negative impact however monitoring will be required to ensure that there is fair access to the service and that no group is negatively impacted. For example we need to ensure that we deal proactively with reports of anti social behaviour from customers who first language is not Welsh or English

7. Has the proposal / decision been amended to eliminate or reduce any potential disproportionate negative impact? If no, please explain why.

No	<If yes, please provide detail>
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8. Have you identified any further actions to address and / or monitor any potential negative impact(s)?

Yes	<If yes please complete the table below. If no, please explain here>
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Action(s)	Owner	By when?
Regular monitoring of equality and diversity data to ensure that protected groups are not adversely affected by anti-social behaviour to ensure we can proactively manage patterns or emerging trends. This will require use of comparison of customer baseline data and Denbighshire County wide population and crime data.	Geoff Davies	31 st March 2016
Regular monitoring of data to measure the profile of victims and perpetrators to ensure that all protected groups can report and access housing services and the outcomes are fair.	Geoff Davies	31 st March 2016
Monitor satisfaction with services by customer characteristic to ensure outcomes are fair and consistent for all groups and	Geoff Davies	31 st March 2016

effectiveness of policy.		
Compliance with Welsh Language Commissioners standards.	Geoff Davies	31 st March 2016

9. Declaration

Every reasonable effort has been made to eliminate or reduce any potential disproportionate impact on people sharing protected characteristics. The actual impact of the proposal / decision will be reviewed at the appropriate stage.

Review Date:	16 th November 2016
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Name of Lead Officer for Equality Impact Assessment	Date
Geoff Davies	16 th November 2015

Please note you will be required to publish the outcome of the equality impact assessment if you identify a substantial likely impact.

Denbighshire County Council

Community Housing Services

Introductory Tenancy Policy

Document reference number	
Date agreed & Implemented:	
Agreed by:	
Review Date:	
Frequency:	

Policy Statement

Denbighshire County Council Housing Services 'DCC' use introductory tenancies for all new tenants. The purpose of this policy is to ensure that they are used effectively and fairly and to promote a culture of acting responsibly. Introductory tenants do not have the same rights as secure tenants and consequently this policy should be read in line with other DCC policies including, succession and assignment, improvements to Council properties, anti social behaviour and also the Tenancy Agreement.

DCC will provide a responsive, supportive service throughout the tenancy to ensure maximum efficiency in assisting the new tenant to;

- ◆ sustain their tenancy
- ◆ integrate within the community
- ◆ understand their obligations and responsibilities in relation to their tenancy, especially to promote good community relations.

Unless there is significant change beforehand, the next review of this policy is due September 2018 and every 3 years thereafter.

Generally

An introductory tenancy is a probationary tenancy with a 12-month 'trial period' issued to all new tenants who accept the offer of a tenancy in one of DCC's properties. They will not be issued to tenants who transfer (unless they have an introductory or starter tenancy already) or, who undertake a mutual exchange. This type of tenancy enables DCC Housing Services to closely monitor the 'trial period' of a tenancy. If the tenant complies with the conditions of the tenancy agreement, they will automatically become a secure tenant after 12 months.

Responsibilities under this policy

DCC's overall objectives of this policy are to:

- ◆ Ensure that tenants understand the implications of an introductory tenancy

- ◆ Ensure that support is provided to enable new tenants to sustain their tenancy
- ◆ Ensure that effective and proportionate action is taken where new tenants breach their tenancy obligations
- ◆ Deter tenants from behaving anti-socially
- ◆ Encourage regular payment of rent
- ◆ Ensure that customers on an introductory tenancy are treated in a fair, consistent and non discriminatory way.

Equality and Diversity Implications

DCC recognise that tenants may belong to groups with diverse needs, beliefs and cultures and could be subject to inequalities and prejudice. However, in order to minimise this risk DCC Housing Services have a robust tenancy review and monitoring process in place in addition to the tenant's right to review DCC's decision to serve either a Notice of Possession Proceedings or Extension.

DCC Housing Services will strive to achieve equality and opportunity in all that it does whilst promoting positive actions by officers to overcome disadvantage and discrimination.

Sustaining Tenancies

DCC is attempting to provide housing for those in greatest need and has a commitment to support help tenants sustain their tenancies. It is important for DCC to consider any vulnerability when signing up new tenants. Every effort is made to identify any support needs in order to ensure, where possible, help is available during the course of a tenancy.

At the sign-up stage, all introductory tenants will be provided with a tenant handbook for guidance and useful information. Housing Management Staff will also discuss the tenancy with the tenant and explain the legal status of the introductory tenancy. Introductory tenants do not have the same legal

protection in a County Court as other tenure types and Housing Management Staff will make sure tenants are aware of this.

Housing Management Staff will undertake post sign-up visits within four - six weeks of the sign-up to ensure the tenant is adhering to the tenancy terms and address any issues. A further visit will be carried out between weeks 20-22. Tenants will be expected to abide by their tenancy agreement and the policies set out by DCC who will also want to ensure tenants' support needs have been adequately assessed.

If during the probationary period, there is any cause for concern; Housing Management Staff will approach the tenant in an attempt to discuss any difficulties. They will work with the tenant and other relevant agencies (if applicable) to try to resolve any breaches such as; rent arrears, anti-social behaviour or other tenancy breach. However, if they are not resolved DCC can:

- ◆ extend the Introductory Tenancy for a period of 6 months (therefore creating an 18 month introductory tenancy in total); or
- ◆ end the Introductory Tenancy.

Each case will be decided on its own merits and circumstances and this policy will be applied accordingly.

Serving Notice to end the Introductory Tenancy due to tenancy breaches

Prior to the service of notice and subsequent eviction proceedings, DCC will have been proactive in their management including; regular visits, contact and ensuring support needs are identified to assist sustaining the tenancy. DCC will have provided tenants with the opportunity to resolve all issues that lead to this action being taken.

In cases where there is sufficient evidence to warrant commencing action by serving notice on the tenant, a Notice of Possession Proceedings will be issued. This Notice can be served, where appropriate, at any time during the

course of the introductory tenancy and is the start of the possession process. Only the courts can evict the tenant. The tenancy will carry on as an introductory tenancy until the court case is determined.

Paperwork accompanying the notice, will inform the tenant of their right to request a review of DCC's decision to serve notice. The request for the review must be made within 14 days of the service of the notice. Clear written guidance will be provided to the tenant regarding this process.

Senior officers of DCC Housing Services, not involved in the decision to serve notice, will carry out the review. Where processes have been followed, eviction will be pursued if this is felt to be the most appropriate action by the review panel. Where the panel does not uphold the decision to bring eviction proceedings, Housing Management Staff will formulate a way forward with the tenant about maintaining their tenancy.

Decision to extend the probationary period of a tenancy

Housing Management Staff may choose to extend the probationary period of an introductory tenancy for a further 6 months. This will be in cases where there is sufficient evidence for concern, but where there is reason to believe the tenant should be given further opportunity to comply with the tenancy agreement.

A tenant will be served a notice of the decision to extend an introductory tenancy within the 12 month probationary period. The notice can be served no later than 8 weeks before the end of the 12 month trial period. Paperwork accompanying the notice, will inform the tenant of their right to appeal against DCC's decision to serve notice. The request for the review must be made within 14 days of the notice being served. Clear written guidance will be provided to the tenant regarding this process. Senior officers of DCC Housing Services, not involved in the decision to serve notice, will carry out the review.

If the tenancy is extended, at the end of the 18 month trial period, the introductory tenancy will automatically become a secure tenancy. However,

where breaches are not remedied or a further breach occurs, DCC may decide to commence possession proceedings and serve the Notice of Possession Proceedings.

INTRODUCTORY TENANCY POLICY

16th November 2015

Equality Impact Assessment

Introductory Tenancy Policy

Contact: Geoff Davies - Lead Officer - Community Housing
Updated: 16th November 2015

1. What type of proposal / decision is being assessed?

A new or revised policy

2. What is the purpose of this proposal / decision, and what change (to staff or the community) will occur as a result of its implementation?

This is a revised policy to ensure we maintain an up to date approach to how we manage new tenancies.

3. Does this proposal / decision require an equality impact assessment? If no, please explain why.

*Please note: if the proposal will have an impact on people (staff or the community) then an equality impact assessment **must** be undertaken*

Yes

<If no, briefly summarise the reasons for this decision here, and skip ahead to the declaration at the end>

4. Please provide a summary of the steps taken, and the information used, to carry out this assessment, including any engagement undertaken

(Please refer to section 1 in the toolkit for guidance)

A review of the existing Equality Impact Analysis has been undertaken.

5. Will this proposal / decision have a positive impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?

(Please refer to section 1 in the toolkit for a description of the protected characteristics)

The policy details how the Council will manage new tenancies. This policy will help ensure that people with protected characteristics are supported in their new tenancy and any support needs or issues within their community are identified as

part of our process of managing introductory tenancies and will help us to support new members of our communities to sustain their tenancies.

The Introductory Tenancy policy supports our approach to ensuring that we have up to date profiling information on our customers.

6. Will this proposal / decision have a disproportionate negative impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?

The policy is not intended to have a negative impact however monitoring will be required to ensure that there is fair access to the service and that no group is negatively impacted. For example we need to ensure that our approach is clearly communicated and understood when an Introductory Tenancy is awarded. This means that customers whose first language is not Welsh or English or someone who has learning difficulties fully understands their tenancy status.

7. Has the proposal / decision been amended to eliminate or reduce any potential disproportionate negative impact? If no, please explain why.

No	<If yes, please provide detail>
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8. Have you identified any further actions to address and / or monitor any potential negative impact(s)?

Yes	<If yes please complete the table below. If no, please explain here>
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Action(s)	Owner	By when?
Regular monitoring of equality and diversity data to ensure that protected groups are not adversely affected by the use of introductory tenancies. This means we will monitor to ensure the use of mandatory grounds for possession does not have a negative impact on any particular protected group.	Geoff Davies	31 st March 2016
Regular monitoring of data to measure the profile of new customers and ensure access for new tenant visits is consistent across all groups.	Geoff Davies	31 st March 2016
Monitor satisfaction with services by customer characteristic to ensure understanding of process so the policy is fair and consistent for all groups.	Geoff Davies	31 st March 2016
Compliance with Welsh Language	Geoff Davies	31 st March 2016

Commissioners standards.		

9. Declaration

Every reasonable effort has been made to eliminate or reduce any potential disproportionate impact on people sharing protected characteristics. The actual impact of the proposal / decision will be reviewed at the appropriate stage.

Review Date:	16 th November 2016
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Name of Lead Officer for Equality Impact Assessment	Date
Geoff Davies	16 th November 2015

Please note you will be required to publish the outcome of the equality impact assessment if you identify a substantial likely impact.

Report To: County Council

Date of Meeting: 1st December 2015

Lead Member / Officer: David Smith – Lead Member Public Realm

Report Author: Graham Boase - Head of Planning and Public Protection
Emlyn Jones – Public Protection Manager

Title: Proposed revised Hackney Carriage Byelaws

1. What is the report about?

1.1 The purpose of this report is to ask Members to approve the revised Byelaws in respect of Hackney Carriages.

2. What is the reason for making this report?

2.1 The reason for this report is to seek to adopt revised and up to date byelaws to ensure a fair, transparent and consistent approach when determining any hackney carriage enforcement issues.

2.2 The reason for bringing the report to Full Council is that making byelaws under s68 of the Town Police Clauses Act 1847 is a Council function (as opposed to an Executive function) under the Local Authorities Executive Arrangements (Functions and Responsibilities) (Wales) Regulations 2007.

3. What are the Recommendations?

3.1 That the Department for Transport Model Byelaws, as set out in Appendix 1, to this report, be adopted.

3.2 To allow Officers to send the Model Byelaws to the Welsh Assembly Government for confirmation.

4. Report details.

4.1 The Council, as the Licensing Authority, has the responsibility under the Town Police Clauses Act 1847, and the Local Government (Miscellaneous Provisions) Act 1976 for the licensing and enforcement of Hackney Carriages and their drivers.

4.2 Since local government reorganisation in 1996 the Council has exercised this responsibility through the Council's Hackney Carriage and Private Hire Licensing Conditions (The Blue Book) and through Byelaws relating to Rhyl and Prestatyn only.

4.3 Legal Services have advised us that the Council should adopt Byelaws which cover the whole of the County to ensure that they accurately reflect changes in legislation and to ensure a fair, transparent and consistent approach is taken when determining enforcement and other issues relating to hackney carriage vehicles and drivers.

4.4 The Department for Transport (DfT) has produced a set of Model Byelaws as a basis for local authorities to use (Appendix 1). We intend to adopt these model byelaws.

4.5 Officers presented a report to Members of the Licensing Committee in September 2014 recommending adopting the DfT Model Byelaws and consulting with all Hackney Carriage Proprietors and Drivers.

5. How does the decision contribute to the Corporate Priorities?

5.1 The policy will contribute to economic growth/developing the economy/protection of vulnerable people by regulating the hackney carriage sector in the county

6. What will it cost and how will it affect other services?

6.1 An Equality Impact Assessment has been carried out and can be viewed at Appendix 2.

6.2 The only costs associated with this review is the requirement to advertise the byelaws in the local press. The rest of the review has been undertaken within existing service budgets. The costs of implementing the byelaws will be covered within existing service budget.

7. What consultations have been carried out?

7.1 Consultation has taken place with Licensing Committee and all Hackney Carriage Proprietors and Drivers. As a result of that consultation, no representations or comments have been received.

8. Chief Finance Officer Statement

8.1 The costs of implementing the revised byelaws relating to hackney carriage enforcement issues should be maintained within exiting budgets. Robust budget monitoring arrangements are in place to ensure that this is the case.

9. What risks are there and is there anything we can do to reduce them?

9.1 By not having up to date Byelaws in place creates inconsistencies throughout the County, therefore it is important, to enable better regulation, to adopt the model Byelaws.

10. Power to make the Decision

10.1 Section 68 of The Town Police Clauses Act 1847 allows a local authority to make Byelaws for regulating the conduct of the proprietors and drivers of Hackney Carriages within their authority area.

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BYELAWS

BYELAWS made under Section 68 of the Town Police Clauses Act 1847 and Section 171 of the Public Health Act 1875 by **DENBIGHSHIRE COUNTY COUNCIL** with respect to hackney carriages in the county of Denbighshire

INTERPRETATION

1. Throughout these byelaws:-

“the Council” - means the County Council of Denbighshire and “the District” - means the County of Denbighshire

Provisions regulating the manner in which the number of each hackney carriage corresponding with the number of its licence, shall be displayed

2. (a) The proprietor of a hackney carriage shall cause the number of the licence granted to him in respect of the carriage to be legibly painted or marked on the outside and inside of the carriage or on plates affixed thereto
- (b) A proprietor or driver of a hackney carriage shall: –
 - (i) not wilfully or negligently cause or suffer any such number to be concealed from public view while the carriage is standing or plying for hire; and
 - (ii) not cause or permit the carriage to stand or ply for hire with any such painting marking or plate so defaced that any figure or material particular is illegible

Provisions regulating how hackney carriages are to be furnished or provided

3. The proprietor of a hackney carriage shall:-
 - (a) provide sufficient means by which any person in the carriage may communicate with the driver;
 - (b) cause the roof or covering to be kept watertight;
 - (c) provide any necessary windows and a means of opening and

- closing not less than one window on each side;
- (d) cause the seats to be properly cushioned or covered;
 - (e) cause the floor to be provided with a proper carpet, mat, or other suitable covering;
 - (f) cause the fittings and furniture generally to be kept in a clean condition, well maintained and in every way fit for public service;
 - (g) provide means for securing luggage, if the carriage is so constructed as to carry luggage;
 - (h) provide an efficient fire extinguisher which shall be carried in such a position as to be readily available for use and
 - (i) provide at least two doors for the use of persons conveyed in such carriage and a separate means of ingress and egress for the driver;
4. The proprietor of a hackney carriage shall cause any taximeter with which the carriage is provided to be so constructed, attached and maintained as to comply with the following requirements, that is to say:-
- (a) the taximeter shall be fitted with a key flag or other device, the turning of which will bring the machinery of the taximeter into action and cause the word "HIRED" to appear on the face of the taximeter;
 - (b) such key flag or other device shall be capable of being locked in such a position that the machinery of the taximeter is not in action and that no fare is recorded on the face of the taximeter;
 - (c) when the machinery of the taximeter is in action there shall be recorded on the face of the taximeter in clearly legible figures a fare not exceeding the rate or fare which the proprietor or driver is entitled to demand and take for hire of the carriage by time as well as for distance in pursuance of the tariff fixed by the Council;
 - (d) the word "FARE" shall be printed on the face of the taximeter in plain letters so as clearly to apply to the fare recorded thereon;
 - (e) the taximeter shall be so placed that all letters and figures on the face thereof are at all times plainly visible to any person being conveyed in the carriage and for that purpose the letters and figures shall be capable of being suitably illuminated during any period of hiring; and
 - (f) the taximeter and all the fittings thereof shall be so affixed to the carriage with seals or other appliances that it shall not be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the seals or other appliances.

Provisions regulating the conduct of the proprietors and drivers of hackney carriages plying within the district in their several employments, and determining whether such drivers shall wear any and what badges

5. The driver of a hackney carriage provided with a taximeter shall:-
- (a) when standing or plying for hire, keep the key flag or other device fitted in pursuance of the bylaw in that behalf locked in the position in which no fare is recorded on the face of the taximeter;

- (b) before beginning a journey for which a fare is charged for distance and time bring the machinery of the taximeter into action by moving the said key flag or other device, so that the word "HIRED" is legible on the face of the taximeter and keep the machinery of the taximeter in action until the termination of the hiring; and
 - (c) cause the dial of the taximeter to be kept properly illuminated throughout any part of a hiring which is between half-an-hour after sunset and half –an-hour before sunrise and also at any other time at the request of the hirer
- 6. A proprietor or driver of a hackney carriage shall not tamper with or permit any person to tamper with any taximeter with which the carriage is provided, with the fittings thereof or with the seals affixed thereto.
- 7. The driver of a hackney carriage shall, when plying for hire in any street and not actually hired:-
 - (a) proceed with reasonable speed to one of the stands appointed by the Council
 - (b) if a stand at the time of his arrival is occupied by the full number of carriages authorised to occupy it, proceed to another stand
 - (c) on arriving at a stand not already occupied by the full number of carriages station the carriage immediately behind the carriage or carriages on the stand and so as to face in the same direction ; and
 - (d) from time to time when any other carriage immediately in front is driven off or moved forward cause his carriage to be moved forward so as to fill the place previously occupied by the carriage driven off or moved forward
- 8. A proprietor or driver of a hackney carriage, when standing or plying for hire, shall not make use of the services of any other person for the purpose of importuning any person to hire such carriage.
- 9. The driver of a hackney carriage shall behave in a civil and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the vehicle
- 10. The proprietor or driver of a hackney carriage who has agreed or has been hired to be in attendance with the carriage at an appointed time and place shall, unless delayed or prevented by some sufficient cause, punctually attend with such carriage at such appointed time and place
- 11. A proprietor or driver of a hackney carriage shall not convey or permit to be conveyed in such carriage any greater number of persons than the number of persons specified on the plate affixed to the outside of the carriage;
- 12. If a badge has been provided by the Council and delivered to the driver of a hackney carriage he shall, when standing or plying for hire, and when hired, wear that badge in such position and manner as to be plainly visible

13. The driver of a hackney carriage so constructed as to carry luggage shall, when requested by any person hiring or seeking to hire the carriage:-
- (a) convey a reasonable quantity of luggage;
 - (b) afford reasonable assistance in loading and unloading;
 - (c) afford reasonable assistance in removing it to or from the entrance of any building, station or place at which he may take up or set down such person.

Provisions fixing the rates or fares to be paid for hackney carriages within the district and securing the due publication of such fares

14. (i) The proprietor or driver of a hackney carriage shall be entitled to demand and take for the hire of the carriage the rate or fare prescribed by the Council, the rate or fare being calculated by a combination of distance and time unless the hirer express at the commencement of the hiring his desire to engage by time.
- (ii) Where a hackney carriage furnished with a taximeter is hired by distance and time the proprietor or the driver thereof shall not be entitled to demand and take a fare greater than that recorded on the taximeter, save for any extra charges authorised by the Council which it may not be possible to record on the face of the taximeter
15. (i) The proprietor of a hackney carriage shall cause a statement of the fares fixed by council resolution to be exhibited inside the carriage, in clearly distinguishable letters and figures.
- (ii) The proprietor or driver of a hackney carriage bearing a statement of fares in accordance with this byelaw shall not wilfully or negligently cause or suffer the letters or figures in the statement to be concealed or rendered illegible at any time while the carriage is plying or being used for hire.

Provision securing the safe custody and re-delivery of any property accidentally left in hackney carriages and fixing the charges to be made in respect thereof

16. The proprietor or driver of a hackney carriage shall immediately after the termination of any hiring or as soon as practicable thereafter carefully search the carriage for any property which may have been accidentally left therein.
17. The proprietor or driver of a hackney carriage shall, if any property accidentally left therein by any person who may have been conveyed in the carriage be found by or handed to him:-

- (a) carry it as soon as possible and in any event within 48 hours, if not sooner claimed by or on behalf of its owner, to a Police Station in the district, and leave it in the custody of the officer in charge of the station on his giving a receipt for it;
- (b) be entitled to receive from any person to whom the property shall be re-delivered an amount equal to five pence in the pound of its estimated value (or the fare for the distance from the place of finding to the Police Station, whichever be the greater) but not more than five pounds.

PENALTIES

18. Every person who shall offend against any of these byelaws shall be liable on summary conviction to a fine not exceeding Level 2 on the Standard Scale and in the case of a continuing offence to a further fine not exceeding two pounds for each day during which the offence continues after conviction therefor.

REPEAL OF BYELAWS

- (i) The byelaws relating to hackney carriages in the Urban District of Rhyl which were made by Rhyl Urban District Council on the 16th day of November 1971 and which were confirmed by the Secretary of State on the 25th January 1972 and came into operation on the 1st day of March 1972; and
- (ii) The byelaws relating to hackney carriages in the former Urban District of Prestatyn which were made by of the Council of the Borough of Rhuddlan on the 11th day of February 1975 and which were confirmed by the Secretary of State on 18th April 1975 and came into operation on the 1st day of May 1975

in so far as such byelaws apply to the urban district areas of Rhyl and Prestatyn are hereby revoked.

The Common Seal of
Denbighshire County Council was
hereunto affixed in the presence of:

Chair.

Authorised Signatory.

Seal No.

The foregoing byelaws are hereby confirmed by the National Assembly for Wales and shall come into operation on the day of 2014.

Signed by Authority of the Minister for Environment

Head of Transport Policy Division
Welsh Assembly Government.

DRAFT

Hackney Carriage Byelaws July 2015

Equality Impact Assessment

Hackney Carriage Byelaws

Contact: Nicky Jones, Senior Technical Officer
(Licensing)
Updated: July 2015

1. What type of proposal / decision is being assessed?

Revised Byelaws

2. What is the purpose of this proposal / decision, and what change (to staff or the community) will occur as a result of its implementation?

To regulate Hackney Carriage proprietors, vehicles and drivers
--

3. Does this proposal / decision require an equality impact assessment? If no, please explain why.

*Please note: if the proposal will have an impact on people (staff or the community) then an equality impact assessment **must** be undertaken*

<Please Select>	A full equality impact assessment is not required at this time. The proposed Byelaws have been produced by The Department for Transport (Model Byelaws) and the proposal is not to deviate from the Model.
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4. Please provide a summary of the steps taken, and the information used, to carry out this assessment, including any engagement undertaken

(Please refer to section 1 in the toolkit for guidance)

- | |
|---|
| <ol style="list-style-type: none">1. The Byelaws will be available on line2. Requests in other languages for copy of byelaws we will endeavour to translate (available in Welsh and English)3. All parties affected by the Byelaws will have our full contact details, which will also be available on line4. All staff and Members have received training and guidance and are aware of the corporate complaint mechanism.5. The Model Byelaws have been produced by The Department for Transport. Consultation has taken place with all licence holders and comments noted. The Model Byelaws have been approved by the Licensing Committee6. The Byelaws are applicable to all Hackney Carriage licence holders throughout the County.7. By imposing these Byelaws there is no negative affect on any sector. They |
|---|

are intended to positively protect Hackney Carriage proprietors and drivers and their customers.

8. There is no impact on structures and delivery

- 5. Will this proposal / decision have a positive impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?**
(Please refer to section 1 in the toolkit for a description of the protected characteristics)

The byelaws sets certain standards to ensure equality and fair trading in the taxi trade which will have a positive impact on all protected characteristics

- 6. Will this proposal / decision have a disproportionate negative impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?**

None anticipated

- 7. Has the proposal / decision been amended to eliminate or reduce any potential disproportionate negative impact? If no, please explain why.**

<Please Select> N/A

- 8. Have you identified any further actions to address and / or monitor any potential negative impact(s)?**

<Please Select> N/A

Action(s)	Owner	By when?
<Please describe>	<Enter Name>	<DD.MM.YY>
<Please describe>	<Enter Name>	<DD.MM.YY>
<Please describe>	<Enter Name>	<DD.MM.YY>
<Please describe>	<Enter Name>	<DD.MM.YY>
<Unrestrict editing to insert additional rows>	<Enter Name>	<DD.MM.YY>

9. Declaration

Every reasonable effort has been made to eliminate or reduce any potential disproportionate impact on people sharing protected characteristics. The actual impact of the proposal / decision will be reviewed at the appropriate stage.

Review Date:	July 2015
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Name of Lead Officer for Equality Impact Assessment	Date
Nicky Jones, Senior Technical Officer (Licensing)	July 2015

Please note you will be required to publish the outcome of the equality impact assessment if you identify a substantial likely impact.

COUNCIL FORWARD WORK PROGRAMME

Meeting	Item (Description / Title)	Purpose of Report	Council Decision Required (yes/no)	Lead member and Contact Officer	
26 January 2016	1	Budget for 2016/17	To agree the Council's budget for the 2016/17 financial year	Yes	Cllr Julian Thompson-Hill / Richard Weigh
	2	Notice of Motion		Yes	Cllrs Martyn Holland & Huw Williams
	3	Notice of Motion		Yes	Cllrs Arwel Roberts & Cefyn Williams
23 February 2016	1	Council Tax	For Council to set the level of Council Tax for 2016/17	Yes	Cllr Julian Thompson-Hill / Richard Weigh
	2	Committee Timetable / Annual Review of Political Balance	To approve the committee timetable until the end of 2017 and review the political balance of the committees	Yes	Steve Price
	3	Consideration of Final Draft Procurement Strategy & CPR's			Tom Booty
	4	New Model Constitution	To adopt the Council's new Constitution	Yes	Cllr Barbara Smith/Gary Williams/Lisa Jones
	5	Capital Plan	To consider the Capital Plan		Cllr Julian Thompson-Hill/ Richard Weigh/Richard Humphreys
	6	Treasury Management Strategy	To approve the Council's Treasury Management Strategy	Yes	Cllr Julian Thompson-Hill/ Richard Weigh
Council Briefing 7 March 2016	1	Child Sexual Exploitation		N/A	Cllr Bobby Feeley / Nicola Stubbins / Colin Tucker
	2	Cemetery Rules	To consider the Council's approach to the management of its cemeteries	N/A	Steve Parker
12 April 2016	1	Nominations for the Posts of Chair	To agree the nominations.	Yes	Gary Williams

COUNCIL FORWARD WORK PROGRAMME

		and Vice of Council			
Annual Meeting 10 May 2016	1	Appointment of the Chair and Vice Chair of Council	For Council to appoint the Council's civic leaders for the 2016/17 municipal year	Yes	Gary Williams
COUNCIL BRIEFING 6 June 2016	1	Learning from Rotherham – Corporate Safeguarding Panel		N/A	Cllr Bobby Feeley / Nicola Stubbins
5 July 2016					
6 September 2016					
18 October 2016	1	Annual Improvement Report		Yes	Cllr Julian Thompson-Hill / Alan Smith
COUNCIL BRIEFING 14 November 2016					
6 December 2016					

Note for Officers – Full Council Report Deadlines

<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>
<i>January 2016</i>	11 Jan 2016	<i>February</i>	8 Feb 2016	<i>April</i>	24 Mar 2016

COUNCIL FORWARD WORK PROGRAMME

Updated 20/11/2015 SP

Council Work Programme.doc

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