

## Appendix B

Current Policy	Proposed Change	Reason for Change	Impact on applicants	Impact on the Housing Register and Housing Options Team	Minor or Major Change	Priority
<p><b>Band 2 Homeless prevention</b> Applicants who have been assessed by the Council under the Homelessness Reduction Act 2017 as having a homeless prevention duty owed</p>	<p><b>Banding Change:</b> Band 2 to Band 1</p>	<p>To increase homelessness preventions, in line with advice given by the Homelessness Advice and Support Team of the Department for Levelling Up, Housing and Communities. As demonstrated in the tables in the report the average wait time for an allocation of housing in band 2 is 228 days. In band 1 the average wait time is 231 days. Band 2 applicants received 15% of total allocations and band 1 applicants received 48% of total allocations. The homeless team have fifty-six days to prevent homelessness and 56 days to relieve homelessness. By awarding the lower bands to these groups of people we are not assisting the homeless team in preventing homelessness, resulting in a far higher number of homelessness applicants ultimately being owed a homelessness relief or main duty.</p>	<p>Should see an increase in homeless preventions. May see an increase in waiting time for band 2 applicants if more applicants move to band 1.</p>	<p>Initial impact on housing allocations and systems officer liaising with software suppliers to implement change to the housing system and user acceptance testing. Identifying current applicants who are in band 2 and moving to band 1 however after this time reduction in officer time moving applicants from band 1 to band 2 in line with current scheme. Financial impact, cost of software suppliers implementing the changes.</p>	<p>MAJOR</p>	<p><b>1</b></p>
<p><b>9.6. Financial Resources.</b> Any applicant who has the financial means to resolve their own housing circumstances will not be able to join the housing</p>	<p>The definition of a household should be replaced with a household with children. A gross income amount should be added for</p>	<p>Single applicants/couples with no children who have a gross income of £59,999.99 per annum are still able to access the limited social housing stock through the housing register however the</p>	<p>The new income amounts may reduce numbers of applicants eligible to join the housing register. Allowing under occupiers of social accommodation within the</p>	<p>May increase number of non-qualifying applicants which in turn may increase the number of requests for review.</p>	<p>MAJOR</p>	<p><b>1</b></p>

Current Policy	Proposed Change	Reason for Change	Impact on applicants	Impact on the Housing Register and Housing Options Team	Minor or Major Change	Priority
<p>register. For clarity, this means: Households with a gross income (excluding non-dependants' income) of over £60,000. Savings and/or assets totalling over £16,000. Monies that can be evidenced as received as a compensation payment because of serving in the regular or reserve armed forces will be disregarded. We acknowledge that most specialist homes for the over 50's in the social housing sector, therefore discretion will be applied to this ruling for those applicants over the age of 50 that have expressed a desire for this type of housing, to allow them to access these schemes only.</p>	<p>single applicants of £30,000. A gross income amount should be added for a couple no children of £45,000. A caveat should be added that applicants currently under occupying social rented accommodation within the district, where a need for the size of property is identified, who have incomes above the allowed amounts will be allowed to join the register.</p>	<p>income amounts suggested are sufficient to source alternative accommodation. Applicants who are under occupying are not allowed to join the register to downsize to smaller social rented. Due to this they remain in the larger accommodation, which is affordable to them, when there is a recognised need for larger properties.</p>	<p>district who earn above the allowed amounts will encourage the release of much needed social accommodation and may increase applications from this group.</p>			
<p><b>Emergency Band Domestic abuse, harassment.</b> Applicants where there is evidence of significant serious violence, domestic abuse and/or harassment and an ongoing risk to the applicant or a member of their household exists, and</p>	<p>Change of wording to: Applicants where there is evidence of a significant and ongoing risk of serious violence, domestic abuse and/or harassment, they are resident in a refuge or other safe temporary</p>	<p>The wording gives a clearer definition of domestic abuse/harassment and is in line with statutory guidance: <i>11. The purpose of this guidance is to assist local authorities to apply the allocation legislation to ensure that victims of domestic abuse can move into social</i></p>	<p>Clearer definition of those who can be assisted.</p>	<p>Initial impact on housing allocations and systems officer liaising with software suppliers to implement change to the housing system and user acceptance testing. Identifying current applicants in this band who will need to have their applications amended to reflect</p>	<p>MAJOR</p>	<p><b>1</b></p>

Current Policy	Proposed Change	Reason for Change	Impact on applicants	Impact on the Housing Register and Housing Options Team	Minor or Major Change	Priority
they cannot return to their home.	accommodation, and they cannot return to their home.	<p><i>housing from a refuge or other form of temporary accommodation by ensuring that:</i></p> <ul style="list-style-type: none"> <li>• <i>they have appropriate priority under the local authority's allocation scheme, and</i></li> <li>• <i>those who have fled to a refuge in another local authority area are not disadvantaged by any residency or local connection requirements</i></li> </ul>		the change and amending the application accordingly. Increased workload, currently applicants are placed in the emergency band and left to bid. Whereas by awarding the corresponding homeless band an officer will need to update the housing register application in accordance with the progression of the homeless duty. The council has however recently approved additional resource in the team which will support this change. Financial impact, cost of software suppliers implementing the changes.		
<p><b>Band 1 Overcrowding</b> Applicants who are living in overcrowded accommodation and are short of one or more bedrooms. This assessment will include rooms that could reasonably be expected to be used as bedroom, such as a dining room. Priority will only be awarded where it can be evidenced that the applicant has not themselves</p>	<p><b>Policy Change:</b> Applicants that are 24 weeks pregnant should be allowed to join the register under over occupancy with a caveat they must be able to afford shortfall in rent until baby born.</p>	<p>Overcrowding in general only covers applicants once they are overcrowded. However, in general pregnant applicants on the register can be awarded an additional bed space at 24 weeks in anticipation of overcrowding after the birth. The difference between these approaches receives the most complaints and dissatisfaction from customers. The change will achieve consistency in approach.</p>	<p>Positive impact on applicants as will allow all applicants at 24 weeks of pregnancy to be allocated a bed space for the unborn child</p>	<p>Will reduce officer work time as at present have to assess as non-qualifying. Applicant then reapplies once child is born effectively meaning we assess twice. Reduction in customer complaints and requests for review.</p>	MINOR	<b>2</b>

Current Policy	Proposed Change	Reason for Change	Impact on applicants	Impact on the Housing Register and Housing Options Team	Minor or Major Change	Priority
deliberately caused the overcrowding.						
<p><b>Band 2 Hardship</b> Applicants that need to move into the district to access specialist facilities or employment located in the district, or to give or receive care that cannot be provided in the area where they currently live or would cause hardship to the applicant.</p>	<p><b>Wording change:</b> Add moves within the district may be considered where exceptional circumstances apply</p>	<p>Discriminates against applicants already resident within the district where exceptional circumstances apply e.g., applicants residing in very rural locations such as the Ridwares, where no public transport exists, and they no longer can drive due to a medical condition.</p>	<p>Will allow access to the housing register to Lichfield District residents with exceptional circumstances warranting inclusion in these circumstances.</p>	<p>Initial impact on housing allocations and systems officer liaising with software suppliers to implement change to the housing system and user acceptance testing. Financial impact, cost of software suppliers implementing the changes. Increase in applications thus increase in officer time. More applicants on the housing register may minimise advertised properties being unsuccessful thus reducing officer time placing direct let adverts and associated work.</p>	MINOR	<b>2</b>
<p><b>Band 2 Relationship breakdown.</b> Relationship breakdown (where still resident together in the family home and no alternative accommodation available). Satisfactory evidence will need to be supplied that the relationship existed, with proof of residence at the address for the last 12 months. This band will only be awarded where it</p>	<p><b>Policy Change:</b> Expand to include parents asked to leave by children and children asked to leave by parents.</p>	<p>This will expand the definition of a relationship breakdown to include parents/children as well as cohabiting couples, which will expand the number of applicants eligible to join the register.</p>	<p>Positive impact allowing earlier access to the housing register and averting crises.</p>	<p>Initial impact on housing allocations and systems officer liaising with software suppliers to implement change to the housing system and user acceptance testing. Financial impact, cost of software suppliers implementing the changes. Increase in applications thus increase in officer time. More applicants on the housing register may minimise advertised properties</p>	MINOR	<b>2</b>

Current Policy	Proposed Change	Reason for Change	Impact on applicants	Impact on the Housing Register and Housing Options Team	Minor or Major Change	Priority
allows the best use of stock, i.e., allows the family to remain in the family home.				being unsuccessful thus reducing officer time placing direct let adverts and associated work.		
<p><b>7. Deliberately Providing False or Misleading Information or Withholding Information.</b> Fraudulent behaviour is taken very seriously, and all appropriate action will be taken to address this. It is a criminal offence for an applicant or person on the applicant's behalf to knowingly or recklessly give false or deliberately misleading information or withhold information which is reasonably required. A person found guilty of such an offence will be removed from the scheme for a period of at least 6 months. Offences under these provisions are prosecuted in the magistrates' court and carry a maximum fine of level 5 on the standard scale. Failure to inform of changes to an application, or</p>	<p><b>Wording change:</b> a person found guilty of such an offence will have their application suspended for a period of at least six months.</p>	<p>Currently applicants who have their applications closed due to this can immediately log back into their account and make a new application. This application then requires an officer to check previous applications, to confirm reason for closure and then perform an assessment of the new approach and issue another non-qualifying letter to the applicant.</p>	<p>Smoother process for the applicant as an action reminder will be set by the assessing officer to contact the applicant after six months, see if they still having a housing need and unsuspend their application if appropriate.</p>	<p>By suspending applicants this will reduce officer time in assessing applications from applicants who immediately reapply when their applications have been cancelled rather than suspended resulting in having to assess the new application, check the previous application as to reason for closure then issue a new letter advising they do not qualify.</p>	MINOR	<b>3</b>

Current Policy	Proposed Change	Reason for Change	Impact on applicants	Impact on the Housing Register and Housing Options Team	Minor or Major Change	Priority
<p>deliberately withholding information relevant to, or misrepresenting housing circumstances, may result in criminal prosecution. A Registered Provider may seek possession of a tenancy that was granted because of a false statement and may also attempt to recover any costs incurred.</p>						
<p><b>9.3. Unacceptable Behaviour.</b> Applicants, or members of their household, that engage in or have been found responsible for unacceptable behaviour within the last 12 months will not qualify to join the housing register for a minimum of six months from the date of application. Unacceptable behaviour is defined as behaviour which, should they have been a tenant of a Registered Provider at the time, would have been serious enough to have resulted in an order for possession being granted by a Court, in accordance with Part VI Housing Act 1996.</p>	<p><b>Wording change:</b> Applicants, or members of their household, that engage in or have been found responsible for unacceptable behaviour within the last 12 months will have their application suspended for a minimum of six months from the date of application. Unacceptable behaviour is defined as behaviour which, has resulted in a conviction or should they have been a tenant of a Registered Provider at the time, would have been serious enough to have resulted in an order</p>	<p>Currently applicants who have their applications closed due to this can immediately log back into their account and make a new application, omitting this information. This application then requires an officer to check previous applications, to confirm reason for closure and then perform an assessment of the new approach and issue another non-qualifying letter to the applicant.</p>	<p>Smoother process for the applicant as an action reminder will be set by the assessing officer to contact the applicant after six months, see if they still having a housing need and unsuspend their application if appropriate.</p>	<p>By suspending applicants this will reduce officer time in assessing applications from applicants who immediately reapply when their applications have been cancelled rather than suspended resulting in having to assess the new application, check the previous application as to reason for closure then issue a new letter advising they do not qualify.</p>	<p>MINOR</p>	<p><b>3</b></p>

Current Policy	Proposed Change	Reason for Change	Impact on applicants	Impact on the Housing Register and Housing Options Team	Minor or Major Change	Priority
<p>This includes anti-social behaviour or noise nuisance, perpetrators of domestic abuse, harassment, or intimidation, violent or aggressive behaviour, including physical, verbal, or intimidating behaviour resulting in a referral to the police, offending behaviour that would impact on the community, such as drug dealing, racially motivated attacks or hate crime (This list is not exhaustive) After six months the applicant may reapply where they can evidence a demonstrable change in this behaviour.</p>	<p>for possession being granted by a Court, in accordance with Part VI Housing Act 1996. Applicants who have been accepted on to the housing register where the above later applies will have their application suspended for a minimum of six months.</p>					
<p><b>9.4. Housing Related Debt.</b> Applicants who have a housing related debt over £200 and cannot evidence regular payments being made over the last 6 months to remedy the debt will be unable to join the housing register. Housing related debt is defined as: rent arrears; service charges; housing related court costs; rechargeable repairs; loans</p>	<p><b>Wording change:</b> Loans arranged by a local authority to an applicant to cover any housing related costs should be removed from the definition of housing related debt. Where it becomes apparent housing related debt exists, after an applicant has been accepted on to the housing register,</p>	<p>Loans arranged by a local authority to an applicant to cover any housing related costs are underwritten by the council. Therefore, if an applicant defaults on these loans the loans are repaid by the council. Unfair to penalise an applicant where a loan was underwritten by the council and ultimately paid off by the council where the customer failed to pay back in full. Where applicants fail to respond to our</p>	<p>Will allow more applicants to join the housing register where only housing related debt is that of loans arranged by a local authority to an applicant to cover any housing related costs. Where applications are cancelled due to no response to enquiries applicants will have to make a new application, should they then have a housing need, and are able to</p>	<p>Will reduce officer time in having to set monthly actions and contact the applicant.</p>	<p>MINOR</p>	<p><b>3</b></p>

Current Policy	Proposed Change	Reason for Change	Impact on applicants	Impact on the Housing Register and Housing Options Team	Minor or Major Change	Priority
<p>arranged by a local authority to an applicant to cover any housing related costs. Each case will be considered on its own merits, any exceptional circumstances will be considered where evidence exists to support the case and should be submitted with the request for supporting information to join the register. Acceptance onto the housing register is on the condition that regular repayments are maintained, which will be checked prior to any offer being made. Applicants should note that Registered Providers will apply their own lettings criteria when deciding whether to offer a home; some will expect the arrears to be paid in full at this time.</p>	<p>their application will be suspended for six months or until such time as it can be evidenced that a payment plan has been adhered to for six months or the debt has been settled, whichever is soonest. After the six-month period Lichfield District Council will contact the customer to request proof of the payment plan. Failure to respond to this contact within 28 days will result in the application being closed.</p>	<p>requests for updated information on the housing debt, after the initial suspension of their application, creates additional work for the officer, adding an action to chase again in a month and having to re email the applicant. In addition if no response to our enquiries we cannot identify a housing need.</p>	<p>evidence the housing related debt has been either cleared or a payment plan has been adhered to for a minimum of six months</p>			
<p><b>18. Cancelling Applications.</b> If an applicant no longer wishes to remain on the housing register, they can cancel their application at any time by logging on to their account. We will only cancel the application when:</p>	<p><b>Wording change: Cancelling or Suspending applications.</b> If an applicant no longer wishes to remain on the housing register, they can cancel their application at any time by logging on to</p>	<p>The policy states application will be cancelled it does not specify how long the applicant will not be included on the housing register for. Applicants therefore can immediately reapply the allocations policy does not have a clause regarding applicants that</p>	<p>Applicants will not be able to immediately reapply to the register where they have had an application suspended. Applicants who are deemed as not having a housing need due to not bidding/logging into their accounts will not</p>	<p>Additional work will be created by the effective monitoring of existing applicants on the housing register. By suspending applicants this will reduce officer time in assessing applications from applicants who immediately reapply when</p>	<p>MINOR</p>	<p><b>3</b></p>



Current Policy	Proposed Change	Reason for Change	Impact on applicants	Impact on the Housing Register and Housing Options Team	Minor or Major Change	Priority
<p>the applicant has been rehoused, we have received notification from an executor or next of kin that the applicant is deceased and they were the sole applicant, it is discovered that the applicant or a person on the applicant's behalf has given false or deliberately misleading information or withheld information that is relevant to their housing application, evidence is obtained that the applicant is no longer eligible or qualifies for rehousing, the applicant does not respond to a request for information or evidence within 28 calendar days from the date of request, including responding to reviews. Applicants in bands 1 and 2 who have either failed to respond to three offers, failed to respond to three invitations to view, refused three offers of accommodation or a combination of all three.</p>	<p>their account. The council will only cancel the application when: the applicant has been rehoused, we have received notification from an executor or next of kin that the applicant is deceased and they were the sole applicant, evidence is obtained that the applicant is no longer eligible or qualifies for rehousing, the applicant does not respond to a request for information or evidence within 28 calendar days from the date of request, including responding to reviews. We will suspend an application for a minimum period of six months where: It is discovered that the applicant or a person on the applicant's behalf has given false or deliberately misleading information or withheld information that is relevant to their housing application.</p>	<p>are not bidding/logging in. The allocations scheme states only those with a recognised housing need are entitled to entry on the housing register. If applicants are not bidding/logging in do they have a housing need?</p>	<p>have access to the limited social housing within the district. Clarity of expectations of the applicant.</p>	<p>their applications have been cancelled rather than suspended resulting in having to assess the new application, check the previous application as to reason for closure then issue a new letter advising they do not qualify.</p>		

Current Policy	Proposed Change	Reason for Change	Impact on applicants	Impact on the Housing Register and Housing Options Team	Minor or Major Change	Priority
	<p>Applicants in bands 1 and 2 who have either failed to respond to three offers, failed to respond to three invitations to view, refused three offers of accommodation or a combination of all three. Please note an offer of a direct nomination will be considered as a valid offer of accommodation where the property suits the applicant's needs and is in an area they have selected as an area of choice for rehousing. If no bids for properties or applicants have failed to log into their accounts within sixty days, we will investigate and possibly suspended the application.</p>					
<p><b>Band 2 Homeless prevention</b> Applicants who have been assessed by the Council under the Homelessness Reduction Act 2017 as having a homeless prevention duty owed.</p>	<p><b>Wording change:</b> Change assessed by the council to assessed by Lichfield District Council.</p>	<p>This will reduce confusion for applicants who have been assessed by other councils, who have accepted a duty to rehouse the applicant, however the applicant believe they qualify, under these headings, to join the Lichfield housing register as they</p>	<p>Clarity of process will stop applicants continuing with an application which ultimately will not be accepted.</p>	<p>Initial impact on housing allocations and systems officer liaising with software suppliers to implement change to the housing system and user acceptance testing. Financial impact, cost of software suppliers implementing the</p>	<p>Minor</p>	<p><b>3</b></p>

Current Policy	Proposed Change	Reason for Change	Impact on applicants	Impact on the Housing Register and Housing Options Team	Minor or Major Change	Priority
<p><b>Band 2 Intentionally homeless</b> Assessed by the Council under part VII of the Housing Act 1996 as intentionally homeless applicants and not owed a full homeless duty and meet the eligibility and qualification criteria.</p> <p><b>Band 1 Homeless relief duty</b> Assessed by the Council under the Homelessness Reduction Act 2017 as being owed a homeless relief duty</p> <p><b>Band 1 Non-priority homeless</b> Assessed by the Council under part VII of the Housing Act 1996 as no priority need homeless applicants and not owed a full homeless duty.</p> <p><b>Emergency Band Statutory Homeless</b> Assessed by the Council as statutorily homeless and are owed a full housing duty under part VII of the Housing Act 1996, as amended by the Homelessness Act 2002 and</p>		<p>have a local connection to our district also.</p>		<p>changes. Reduction in officer time assessing applications in these circumstances and producing a non-qualifying letter.</p>		

Current Policy	Proposed Change	Reason for Change	Impact on applicants	Impact on the Housing Register and Housing Options Team	Minor or Major Change	Priority
the Homelessness Reduction Act 2017.						
<p><b>Emergency Band Regeneration</b> Applicants who are living in social housing which has been identified for redevelopment or regeneration and need to move to allow the redevelopment programme to proceed.</p> <p><b>Band 1 Releasing an adapted property</b> Transfer applicants residing in social housing that are releasing a property with major adaptations where the adaptations are no longer required and there is an identified housing need for the property. This excludes adaptations that do not alter the physical fabric of the building, e.g., stair lifts, temporary ramping, ceiling track hoists etc.</p>	<p><b>Wording change:</b> Transfer applicants residing in social housing within the district, in line with under occupancy bands</p>	<p>This will reduce confusion for applicants who reside outside of the district where acceptance on the housing register will not benefit Lichfield District Council, however the applicant believes they qualify, under these headings, to join the Lichfield housing register as they have a local connection to our district also.</p>	<p>Clarity of process will stop applicants continuing with an application which ultimately will not be accepted.</p>	<p>Initial impact on housing allocations and systems officer liaising with software suppliers to implement change to the housing system and user acceptance testing. Financial impact, cost of software suppliers implementing the changes. Reduction in officer time assessing applications in these circumstances and producing a non-qualifying letter.</p>	MINOR	<b>3</b>
<p><b>Qualifying &amp; Non-Qualifying Persons</b></p> <p>Currently covers, age, local connection and residency, unacceptable behaviour,</p>	<p><b>Additional wording:</b> Applicants that do not fulfil any of the housing need categories outlined within the priority bands below will be assessed as</p>	<p>Will provide clarity to applicants where they do not meet the circumstances outlined in the policy, they can self-serve on information regarding eligibility.</p>	<p>Clarity of process will stop applicants continuing with an application which ultimately will not be accepted.</p>	<p>Will provide clarity in the policy on eligibility for the customer. The Housing Options Team will be able to refer to this, when dealing with requests for review and responding to these.</p>	MINOR	<b>3</b>

<b>Current Policy</b>	<b>Proposed Change</b>	<b>Reason for Change</b>	<b>Impact on applicants</b>	<b>Impact on the Housing Register and Housing Options Team</b>	<b>Minor or Major Change</b>	<b>Priority</b>
housing related debt, sustainability, financial resources, and homeowners.	having no housing need and therefore will not qualify to join the housing register.					