

AGENDA

Cabinet

Date: **Thursday 20 June 2013**

Time: **2.00 pm**

Place: **The Council Chamber, Brockington, 35 Hafod Road,
Hereford**

Notes: Please note the **time, date** and **venue** of the meeting.

For any further information please contact:

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Agenda for the Meeting of the Cabinet

Membership

Chairman

Councillor AW Johnson

**Councillor H Bramer
Councillor RB Hamilton
Councillor JW Millar
Councillor PM Morgan
Councillor RJ Phillips
Councillor GJ Powell
Councillor PD Price**

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Notice has been served in accordance with Part 3, Section 9 (Publicity in connection with key decisions) of The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

Item No	Title	Portfolio Responsibility	Scrutiny Committee	28 Day Notice Given
3	Open Book Review	Health and Wellbeing	Health and Social Care Overview and Scrutiny	Yes 09/05/13
4	Housing Allocation Policy for Herefordshire	Environment Housing and Planning	General Overview and Scrutiny	Yes 09/05/13

1. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

2. DECLARATIONS OF INTEREST

To receive any declarations of interest by Members in respect of items on the Agenda.

3. OPEN BOOK REVIEW OF RESIDENTIAL AND NURSING HOME FEES FOR OLDER PEOPLE

7 - 14

To propose changes to the weekly fees paid in relation to nursing and residential care homes for older people for 2013/14. The report also indicates how fees will change for the next three years prior to a further review of costs. The date for the next full review will be 2016/17.

4. HOUSING ALLOCATION POLICY FOR HEREFORDSHIRE

15 - 134

To note and approve the content of the Housing Allocation Policy for Herefordshire.

5. CORPORATE PLANNING AND PERFORMANCE REPORT

135 - 210

To review the evidence base, and be advised of proposals for future review/development of the corporate plan and the focus for future performance reporting.

6. EXECUTIVE ROLLING PROGRAMME

211 - 222

To review the Executive Rolling Programme.

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HEREFORDSHIRE COUNCIL

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MEETING:	CABINET - HEALTH AND WELLBEING
MEETING DATE:	20 JUNE 2013
TITLE OF REPORT:	OPEN BOOK REVIEW
REPORT BY:	ASSISTANT DIRECTOR PEOPLE'S SERVICES

1. Classification

Open

2. Key Decision

This is a Key Decision because it is likely to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the decision relates.

NOTICE has been served in accordance with Part 3, Section 9 (Publicity in connection with key decisions) of The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

3. Wards Affected

County-wide

4. Purpose

To propose changes to the weekly fees paid in relation to nursing and residential care homes for older people for 2013/14. The report also indicates how fees will change for the next three years prior to a further review of costs. The date for the next full review will be 2016/17.

5. Recommendation(s)

THAT:

- a) the Open Book Review approach that has been used be noted;
- b) the proposed Maximum Usual Price (MUP) for older people's residential and nursing care purchased by the council be approved, and an annual indexing process implemented, with a further review scheduled for 2017; and
- c) the implementation of this MUP, effective from January 1st 2014, be progressed including the introduction of a new outcome based contract and framework approach through a formal procurement exercise.

6. Alternative Options

- 6.1 There are no Alternative Options. Not establishing an MUP and establishing a quality outcome based specification would not enable the council to be financially sustainable and discharge its responsibility for the quality of social care providers.

7. Reasons for Recommendations

- 7.1 The Council must stay within its available resources but has a duty of care to older people who are placed in care homes to ensure they are properly cared for.
- 7.2 The benchmark review has identified weekly fees paid for nursing and residential care homes are far higher than that of its neighbours, West Midland authorities and comparator authorities. Action is required to ensure payments made to nursing and residential care home providers are fair and provide the requisite quality to clients placed in their care. Implementation of an MUP and a new contract, will contribute to improved market management and consistency of quality and fairness in price. The three year model, reviewed annually, will enable the market to plan their budget effectively and also provide stability to the self-funded market.

8. Key Considerations

- 8.1 Herefordshire Council commissioned an open book review of nursing and residential care for older people in July 2012. Most Councils set an MUP because they need to be fair and transparent but also secure quality in the market. There are forty five (45) residential and nursing care homes in Herefordshire which care only for older people and those older people with dementia. All were invited to take part in the review. Three (3) of the care homes take block contract people only and did not take part in the exercise. Forty two (42) care homes were contacted and asked to become involved in the open book review. Twenty two (22) supplied returns representing 53% of the market. Care homes in Herefordshire have a maximum number of beds available of 1,449. Beds are commissioned by Herefordshire Council, the CCG and self funders.

An open book review is based on the principles of fairness and transparency, enabling a balanced approach to commissioning services of an acceptable quality that represent value for money, within a climate of increasing demand for services and significant financial constraints and cost pressures for both commissioners and providers. The Council appointed 2 independent leads – an accountant and a social care specialist – to complete the review. The Laing & Buisson (L&B) model was used as a reference point but the independent experts developed their own model which was based on actual expenditure reported by care home owners. This is in line with other authorities who have also used bespoke models to review costs of care. The terms of reference for the review are available as a background paper.

Residential homes provide a living arrangement in which people with special needs, especially older people with disabilities, reside in a facility that provides help with everyday tasks such as bathing, dressing, and taking medication. Nursing homes provide skilled 24-hour medical care to individuals who are unable to manage daily living activities due to debilitating health conditions or old age.

The Department of Health have recently published the findings of a Government report which says there is an intention to review the financial affairs of care homes more robustly to ensure a 'Southern Cross' incident does not occur again. The self funding market is important for the sustainability of care homes, however self funders should not pay additional sums to support those older people who have been placed in care homes by the Council.

- 8.2 To establish a Maximum Usual Price, the key issues taken into consideration included:
- Actual costs – Providers completed questionnaires and most supplied copies of their income and expenditure accounts which could be used for comparison purposes.

Further information on the subject of this report is available from Jo Davidson, Director For Peoples Services on 01432 260039 and/or Helen Coombes, Assistant Director on 01432 261743

- Benchmarking – A benchmarking review of comparator, West Midland and neighbouring authorities. This review identified significant differences between fees paid in Herefordshire compared to all comparator groups.
- Quality - How fee levels align to delivery against quality standards and whether fees should be a standard or banded budget. In 2010 a banded budget was initiated based on two quality scores.
- Inflation – Inflation has been considered so this exercise does not have to be completed for a further 3 years.
- Enhanced payments for dementia - National research identifies that costs within nursing homes do not vary for residents with dementia, but do vary because of the impact on staffing levels within residential homes.
- Top-ups – Ensuring care homes do not charge top ups for services already purchased. This is subject to another piece of work being carried out.
- The 2010 uplift which saw nursing care homes receive a 35% uplift and residential care homes receive a 19% uplift in fees paid by the Council.

9. Community Impact

9.1 The attached proposals will have an impact on some of the services the Council provides. The Council remains committed to ensuring public services are prioritised to meet the needs of the most vulnerable.

10. Equality and Human Rights

10.1 The proposal to move to an outcome-based contract and framework, which will have due regard to the need to:

- eliminate discrimination, harassment, victimisation and any other conduct prohibited by or under the Act.
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- will support the council in meeting its duties to ensure quality of care for older people.

11. Financial Implications

11.1 In 2010 the Council raised fees for nursing care homes by up to 35% and for residential care homes by up to 19% so long as care homes achieved a 2 star quality status. Since 2010 increases in rates has been minimal. The effect of the significant rise in 2010 has put additional financial pressure on the Council budget. Thought has to be given to all elements of costs and fees before a recommendation is made.

11.2 Cost of care

Costs were obtained from providers by way of completing a questionnaire. The costs were reviewed against income and expenditure sheets where supplied to ensure reasonableness in the figures presented.

The base rate highlights staff, revenue expenditure and corporate overheads. Only the cost of capital and profit is not included in the baseline. Profit of 5% and a return on capital of 2.5% has been added to the base rate to ensure owners receive a profit on their costs and a return on the capital they have invested. The results are shown in Table 1.

Table 1

Further information on the subject of this report is available from Jo Davidson, Director For Peoples Services on 01432 260039 and/or Helen Coombes, Assistant Director on 01432 261743

	Residential care (weekly)	Nursing care (weekly)
Hereford cost model (base rate)	£380	£579
Profit @ 5%	£19	£29
Return on capital @ 2.5%	£35	£37
Less FNC & Incontinence		(£113)
Cost of care	£434	£532
Current Fees	£468	£572
Variance / Saving	£34	£40
% Saving / Increase	7%	7%

*Profit is based on market rates. Return on capital is based on the best available bank rate

Return on capital is calculated on the value of the land and accommodation used for providing care.

The cost of care is lower than currently paid by Herefordshire.

A benchmark comparison was undertaken as part of the review to ensure the Council pay a fair and equitable amount in comparison to other authorities.

Fees

- 11.3 Fees paid by Herefordshire were also reviewed against the fees of neighbouring, West Midland and comparator authorities.

Table 2

	Residential care (older people)	Residential care (dementia)	Nursing care (older people)	Nursing care (dementia)
Average of 15 authorities	£401	£434	£429	£447
Current Fees	£407	£468	£572	£572
Variance	£6	£34	£153	£125

Benchmarking has highlighted a significant discrepancy between what is paid across a number of comparator authorities and that which is paid in Herefordshire.

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The increase agreed to in 2010 offered enhancements based on quality, there is no evidence to support greater quality and the star ratings used in 2010 are no longer in existence as the CQC has changed its approach. The 2010 model refers to quality scores of one and two, with those achieving a two star rating receiving the higher rates as shown above. Some thought was given to using the 2010 figures which asked for one star rating only but this was discounted as no evidence could be found to support the workings for the 2010 values.

Herefordshire pay far more for nursing care than any other authority approached, however the open book exercise has identified the true cost of care in Herefordshire. Profit of 5% and a return on money invested in land and buildings of 2.5% have been added to the cost of all other costs incurred by care homes. Using the rates highlighted by the open book review provides the following savings:

Table 3

	Residential care (weekly)	Nursing care (weekly)
Cost Model	£434	£532
Budgeted Weeks	7,246	5,809
Cost	£3,145k	£3,090k
Budget	£3,391k	£3,311k
Variance	£246k	£221k

Using cost model rates will result in an annual saving of £467k.

Indexation

- 11.4 Once the OBR has been implemented the Council will have to develop a process that is completed annually to ensure fee levels are acceptable in every year. An approach to indexing going forward will be agreed following an assessment of the most appropriate indicator with the finance department and prior to any framework procurement.

Benchmarking will take place annually and the findings of that benchmarking will be reviewed by the finance department and any possible uplifts notified to providers in March of every year.

Procurement

- 11.5 The procurement approach is expected to start in 2013 and individual suppliers of care will be approached to sign up to the new approach.

12. Legal Implications

- 12.1 Two important recent judicial reviews which relate to pricing in this area have recently taken place. A hearing between Forest Care Home Ltd, Mavalon Ltd, Woodhill Care Ltd and Pembrokeshire County Council in December 2010 found as follows:

The learned judge stated that when exercising its discretion in a manner which is adverse to an interested party – e.g. in this context, a provider or resident – the Council's own financial position is not necessarily determinative. The Council is bound to take into account and balance all relevant factors; and in particular it is

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bound to balance such matters as the quality of the service it provides and the need to maintain stability in the care services sector on the one hand, against the resources with which it has to provide that service on the other. The interests and rights of residents are of particular weight in that balance. (para 143)

12.2 The second was in Sefton in November 2011 which found as follows:

Sefton Council in Merseyside was acting illegally by imposing a freeze over a two-year period. The basis for the decision was Judge Philip Raynor's judgment that "inadequate government funding" was not an excuse for the Council failing to consult with local care home operators about the fees it was prepared to pay. He also criticised the Council for failing to "properly assess the risks of its decision to care home residents, contrary to its duties under common law".

12.3 Legal views have been expressed that the decision is very significant and will require a change of approach by local authorities which have a statutory duty to ensure there is adequate provision for the care of elderly and vulnerable people in the community. Based on this ruling, it may now be unlawful to contract out services to operators, based on arbitrary funding agreements, without showing due regard to the actual cost of care and the impact that changes in provision could have on the individuals concerned.

12.4 There is a risk that the Council's pricing policy may result in a number of providers seeking voluntary contributions, which service providers, clients, families and carers refer to as 'Top-ups', from . Whilst there is room for third party top-up's to allow choice for individuals there is strict legal guidance under the 'Choice Directive' about this mechanism not being used to subsidise any perceived deficit in core care costs.

12.5 The law in this area is however clear- once the cost of a Council placement has been agreed then the care home has no legal basis to charge the resident an additional amount. They are entitled to seek a voluntary contribution from the resident, the family or the wider community but the resident's placement at the home cannot be dependent on a family / resident's voluntary contribution ('top-up') and the Council will make this clear to service providers whenever this issue arises.

13. Risk Management

13.1 In addition to the financial and market pressures, two legal judgments set out above have been given careful consideration.

13.2 The Open Book Review has concluded a detailed pricing review of the underlying cost structures of twenty two providers and of the current rates that are funded by the Council. Details of the Independent Social Worker and Accountant Report are available as a background paper. This has been used to determine the pricing and procurement approach which will secure placements to meet the current and future demand within a contractually compliant framework and underpin robust quality assurance.

13.3 The procurement approach will be set out shortly and may mean future placements will be agreed with a potentially reduced number of providers, reducing some choice and exposing a number of providers to increased risk (financial viability). However this must be weighed against the risks of the current fee structure which is out of line with the fee structure used in other authorities, and is financially unsustainable.

13.4 The decision to use the rates offered by providers rather than go with benchmarked rates shows Herefordshire's commitment to quality care and providers receiving a fair fee. Neighbours, West Midland authorities and comparator authorities pay less than Herefordshire and this mitigates the risk of challenge.

Further information on the subject of this report is available from Jo Davidson, Director For Peoples Services on 01432 260039 and/or Helen Coombes, Assistant Director on 01432 261743

14. Consultees

14.1 Providers of Care Homes.

15. Appendices

15.1 None.

16. Background Papers

16.1 Terms of Reference for the Open Book Review

16.2 Independent Social Worker and Accountant Report

MEETING / DECISION MAKER:	CABINET
DATE:	20 JUNE 2013
TITLE OF REPORT:	HOUSING ALLOCATION POLICY FOR HEREFORDSHIRE
REPORT BY:	ASSISTANT DIRECTOR, HOMES AND COMMUNITY SERVICES

1. Classification

Open

2. Key Decision

This is a Key Decision because it is likely to be significant in terms of its effect on communities living or working in an area comprising one or more wards in the County.

Notice has been served in accordance with Part 3, Section 9 (Publicity in connection with key decisions) of The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

3. Wards Affected

County-wide

4. Purpose

To note and approve the content of the Housing Allocation Policy for Herefordshire.

5. Recommendation(s)

THAT:

- (a) **Cabinet note and approve the revised Housing Allocation Policy for Herefordshire;**
- (b) **Cabinet note and agree to the implementation of the revised policy on 1st April 2014;**
- (c) **Cabinet agrees that decisions on minor amendments to the policy associated with implementation through the Home Point system be delegated to the Cabinet Member for Planning Environment and Housing to approve;**
- (d) **Cabinet agrees that the Cabinet Member for Planning Environment and Housing be given delegated authority to agree amendments to the current allocation policy taking into account the publication of new statutory guidance relating to migrants to the UK.**

6. Key Points Summary

- Under the provisions of the Housing Act 1996 (as amended) every local housing authority in England must have an allocation policy for determining priorities and detailing the procedures that are to be followed in allocating housing.
- When developing the policy, housing authorities must give have regard to their current homelessness strategy and tenancy strategy.
- Herefordshire Council operates a common housing register and choice based lettings (CBL) scheme in partnership with the 9 largest housing associations (HAs) in the County.
- The Localism Act 2011 introduced amendments to Part 6 of the Housing Act 1996, with the main objective enabling housing authorities to better manage their housing waiting lists by giving them the power to determine which applicants do, or do not, qualify for an allocation of social housing.
- The demand for affordable housing in Herefordshire is significantly greater than the number of homes available, and therefore the policy describes the criteria that Herefordshire Council will use to register and prioritise applications for affordable housing in Herefordshire to ensure that households with a recognised need are given access to register.
- The policy must give reasonable preference to
 - All homeless people, as defined in part 7 of the Housing Act 1996 (as amended)
 - People who are owed a duty by any housing authority
 - People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions
 - People who need to move on medical or welfare grounds.
 - People who need to move to a particular locality in the district of the housing authority, where failure to meet that need would cause hardship (to themselves or others).
- Therefore it is proposed that, to qualify for registration, all applicants must have:
 1. a local connection (with the exception of armed forces, those fleeing domestic violence, or subject to witness or public protection, and those with care plans that require residency in the county)
 2. must not have sufficient financial resource (income, savings and/or capital assets) to resolve their own housing needs, and;
 3. must be able to demonstrate a housing need by having a reasonable preference.
- Once registered, applicants will be banded according to the level of need and priority. The new scheme will have 3 bands:
 - Green (high need to be housed),
 - Amber (those who have a need to be housed)
 - Red (those who are given a reduced preference)
- Those who are not eligible to be registered will be signposted to the Enhanced Housing Options system and offered advice and assistance on alternative housing options available.

- The Localism Act 2011 relevant provisions also allows local authorities to discharge its homelessness duties into the private rented sector, rather than always through the provision of social housing. Therefore, with the policy proposed, it is anticipated that, over time, the link between homelessness and accessing social rented affordable housing will be broken.
- The policy reinforces that the applicant is responsible for providing any relevant evidence to support their application to ensure correct banding, whilst noting that properties are allocated by individual housing associations and not by Home Point.
- Following approval of the policy, there will be necessary changes to the current choice-based lettings system software and, due to the liaison with external companies in this regard, it is not anticipated this policy will be implemented until April 2014.
- Following the recent announcement that restrictions may be imposed on migrants entering the UK, from January 2014, it is anticipated that both the current allocation policy, and the proposed allocation policy, may need to be amended. There is no information available at this time to provide to members, but statutory guidance is due later in the year.

7. Alternative Options

- 7.1 The Council is required, under Part 6 of The Housing Act 1996 (as amended), to make all lettings and nominations in accordance with a published Allocation Policy, therefore a policy document must be in place.
- 7.2 The Council could continue to operate the current scheme; however this would not reflect changes within the new legislation, to enable best use of the limited available housing stock and resources.

8. Reasons for Recommendations

- 8.1 To ensure Herefordshire Council, together with its Home Point Partners(Housing Associations), can make best use of the scarce affordable housing provision, meet local housing need where households are unable to access the open market. The policy will also help contribute to sustaining communities and confirm that local people have priority in the allocation of housing in the county.
- 8.2 The policy, over time, will break the link between homelessness and access into social housing and promote access into the private rented sector.

9. Introduction and Background

- 9.1 Home Point is a choice-based lettings partnership between Herefordshire Council and the main Housing Associations in Herefordshire. Home Point advertises properties on a weekly basis and enables those accepted onto the register to choose and bid for properties themselves. The Partnership funds the operation of Home Point Herefordshire to maintain the housing register, determine priority amongst those seeking affordable housing in Herefordshire, and advertise properties of member Housing Associations that become available for letting.

- 9.2 A local authority is required by law to have an allocations scheme which sets out how priority is awarded and how properties are allocated to households on the register. The relevant provisions of the Localism Act 2011 has given local authorities greater freedom to set their own policies about who should qualify to register for affordable housing in their area whilst still being obliged to ensure housing is allocated to those most vulnerable and those who need it most.
- 9.3 In response, Herefordshire Council has reviewed its housing allocation policy after the Localism Act 2011 made amendments to Part 6 of the Housing Act 1996 (as amended) and has had regard to the current Homelessness Strategy and Tenancy Strategy.
- 9.4 The changes introduced by the provisions of the Localism Act 2011 mean that authorities will be able to operate a more focused register, which better reflects local circumstances and can be understood more readily by local people. It will also be easier for authorities to manage unrealistic expectations by excluding people who have little or no prospect of being allocated accommodation.
- 9.5 A steering group, consisting of representatives from all key partners, was established to lead on the review, due to the complexity of ensuring the needs of the most vulnerable are met.
- 9.6 A Scrutiny Task and Finish Group was also established, chaired by Cllr Watts to challenge the process of reviewing the policy. The General Overview and Scrutiny Committee (GOSC) have agreed the findings of the Task and Finish Group which supported the direction of the new Housing Allocation Policy as drafted. The Allocation policy now presented was informed by the Scrutiny Task and Finish group alongside the steering group. A number of process related recommendations from the review will be considered by the Cabinet Member and an appropriate action plan will be reported back to scrutiny at a later date. The GOSC process worked extremely well which has enabled the development of an Allocation policy which broadly addresses the expectations and concerns of the stakeholders in its development.
- 9.7 A wide range of stakeholders, including members of the public, partnership organisations, statutory and voluntary organisations were consulted with, to seek their views on who they felt should be eligible to register for housing; together with what they would like to see included within the allocation policy. The policy has been developed within a legal framework whilst still reflecting the views and meeting the needs of the community who have contributed to its development.

10. Key Considerations

- 10.1 The flexibilities provided by the relevant provisions of the Localism Act 2011, provide an opportunity to address issues such as under-occupation, improve stock turnover, and encourage the best use of all affordable housing stock. The Housing Allocation Policy for Herefordshire should enable better use of available housing stock, whilst ensuring those who are unable to access the open market have access to affordable housing, in addition to ensuring adapted properties go to those that seek specialist/adapted accommodation.
- 10.2 The Housing Allocation Policy for Herefordshire has been developed within the context of the Herefordshire Council's overarching strategic objectives for housing, as set out in the Herefordshire and Shropshire Housing Strategy 2012 – 2015 and in consultation with all local affordable housing providers with stock across the county.
- 10.3 Regard has been given to a range of strategies, including Herefordshire Council's current

Homelessness Strategy and the current Tenancy Strategy.

- 10.4 The proposed new Policy acknowledges that the demand for, and indeed need for, affordable housing in Herefordshire significantly exceeds available supply in the County and the revised Policy is realistic in balancing who qualifies against the limited social housing resources available in Herefordshire.
- 10.5 The current housing register allows anyone to register, regardless of need and their current address. At present, there are currently 1823 households registered within the bronze band, who realistically are unlikely to be successful in securing an allocation into social rented housing.
- 10.6 Therefore, to manage the scarce resources, as well as people's expectations, the proposed Allocation Policy has a registration process that only permits those that meet the proposed stepped approached criteria, as stated below, to be accepted and registered.
- a. **Local connection** – Applicants must firstly satisfy the local authority that they have a local connection by meeting at least one of the criteria set out on page 8 and 34 of the policy. Where applicants cannot evidence that they have a local connection they will not be able to apply and will be offered advice and assistance regarding alternative options. Exceptions to the local connection criteria are the armed forces, those who are subject to domestic abuse, public or witness protection and those who have care plans and need to reside in the county.
 - b. **Income, savings and capital assets** – secondly, applicants with a gross annual household income of £45,000 or above and/or have savings/capital assets of £50,000 (for those aged 49 years and younger) or £100,000 (for those aged 50 years or over) will not be able to register as it will be deemed that they will have sufficient resources to access the open market. (It should be noted that where compensation payments have been awarded e.g. on medical grounds, these will be assessed based on their own merit).
 - c. **Reasonable Preferences** – thirdly, The Housing Act 1996 (as amended), requires Local Authorities to provide 'Reasonable Preference' in their Allocation Policy to people with high levels of assessed housing need. The statutory 'Reasonable Preference' category provisions of the Housing Act 1996 (as amended) are:
 1. all homelessness people, as defined in Part 7 of the Housing Act 1996(as amended) (including those who are intentionally homeless and those not in priority need)
 2. people who are owed a duty by any housing authority or who are occupying accommodation secured by any housing authority
 3. people occupying insanitary or overcrowded housing, or otherwise living in unsatisfactory housing conditions
 4. people who need to move on medical or welfare grounds, including grounds relating to disability and;
 5. people who need to move to a particular locality in the district of the housing authority, where failure to meet that need would cause hardship (to themselves or others).

In addition to the statutory preferences above, the council are proposing to use its flexibilities to applicants who are bidding for properties which are subject to a section

S106 Planning Obligation Agreement under the Town and Country Planning Act 1990 (as amended).

6. **Rural Localities** – this applies where there is evidence of an applicant wishing to move to/remain in a parish/village where the population is below 3,000 and the applicant has a local connection to that locality (e.g. living or working in the parish/village).

Local authorities, under the relevant provisions of the Housing Act 1996 (as amended) have the power to grant “additional preference” to particular descriptions of people who fall within the statutory preferences. It is therefore proposed that Herefordshire Council will make use of these powers.

- d. **Additional Preference** – Applicants who are awarded Additional Preference will receive an additional 6 months in waiting time at the point that need has been assessed or date of registration (if need hasn't changed over time). Herefordshire Council will grant additional preference to qualifying Armed Forces personnel and Volunteers. Please note that a clear criterion for each of the above has been set out within the allocation policy.
- e. **Reduced preference** – will be awarded for those applications whose behaviour has resulted in an incident, conviction or court order which has occurred within the last 12 months. Where current rent arrears/money is owed to the local authority/housing association and arrangements have been made to clear the debt and payments are maintained, the reduced preference will be removed as long as the payment arrangements continue.
- 10.7 Once accepted onto the Housing Register, it is proposed that eligible applicants will be placed in one of three bands – Green, Amber and Red, with Green being of high housing need, Amber in need of rehousing and Red with reduced preference. Priority within each banding will be achieved by the amount of time the applicant has been assessed as being in need (under that banding). If the need changes, then the applicant's situation will be reassessed and re-banded and the waiting time being taken from that point.
- 10.8 It should be noted that due to the changes required to the current ICT system by external partners, the implementation of the policy is not anticipated until April 2014. An implementation plan and communication strategy will be developed, once the policy has been approved.
- 10.9 It should also be noted that, whilst every effort has been made to ensure that proposed changes can be accommodated within the current ICT system, it may be necessary to make slight alterations to the policy. Should this be the case, it will be necessary to communicate/consult with all registered social landlords across Herefordshire Council who have nomination arrangements prior to delegated approval being sought.
- 10.10 The most significant changes to the policy are
- Homeless Households will no longer receive priority status and automatically housed into housing association stock. They will be assessed and likely to be banded in the Amber Band. This will not restrict them from bidding, but it is anticipated that an offer of accommodation may be likely through the private rented sector, ahead of an offer of accommodation by a Registered Social Landlord (RSL). This should, over time, break the cycle that only those who are homeless are offered social housing.
 - Priority cards will no longer be awarded. There are 3 bands and applicants are

prioritised within these bands by time waiting. If there is no housing need, they will not be accepted onto the register. If there is a qualifying housing need, this be assessed and banding awarded, at which time waiting time commences.

- Bronze Banding will be removed. No applicant will be accepted onto the register as a safety net. It is anticipated that the implementation of the policy will see a reduction of approximately 40% of those registered.
- Registration and acceptance onto the register will be subject to having a local connection to Herefordshire and where the lack of income/savings is prohibiting the applicant from accessing open market. Those seeking to move to Herefordshire, who have no established local connection, will be provided with advice and assistance to access alternative housing options e.g. private rental or home ownership. Once a local connection has been established, and need changes, any household will be able to apply and be assessed according to the criteria at that time.

- 10.11 Whilst reviewing the current policy, we are currently waiting for revised statutory guidance on the government announcement on proposals to limit access onto waiting lists for migrants to the UK.
- 10.12 Subject to the date of such guidance, it may be necessary to both amend the current allocation policy, to comply with guidance, and revise the draft 2013 policy, presented in this report for adoption. The policy would stay in force incorporating the revised guidance on migrants eligibility, until such time as the new allocation policy outlined in this report is launched when associated ICT are ready.
- 10.13 The proposed new policy complies with the requirements of Section 167(2) of the Housing Act 1996 (as amended). In addition, the Council has embraced the changes to allocation legislation brought about by Sections 145-147 of the Localism Act 2011.
- 10.14 The proposed new policy also takes into account the provisions of the Allocation of Housing and Homelessness (Eligibility) (England) Regulations 2006 (as amended), and reflects the recommendations made within the Allocation of Accommodation Code of Guidance for Housing Authorities 2012, which replaced all previous statutory guidance on Affordable Housing allocations.
- 10.15 The proposed new policy takes into account of the changes to amend the way in which the duty on local housing authorities, to secure accommodation for homeless households, under section 193(2) of the said 1996 Act, can be brought to an end with an offer of suitable accommodation in the private rented sector. This will allow local authorities to end the main homelessness duty with a private rented sector offer, with a minimum of 12 month assured shorthold tenancy.
- 10.16 As required by The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012, this policy is framed to give additional preference to applicants who fall within one or more of the reasonable preference categories and are currently serving or who have served within the Armed Forces

11. Community Impact

- 11.1 The Policy will be made available to all members of the public. Herefordshire Council will ensure that the flexibilities applied do not undermine sustainable communities and will ensure that the most vulnerable tenants are provided with the level of stability they require.
- 11.2 The implementation of the policy will be monitored to ensure the diverse needs of all

members of the community are met and not disadvantaged in any way.

12. Equality and Human Rights

- 12.1 This policy will have a positive impact on equality and seeks to address the imbalance between those who can and cannot afford to access housing on the open market by specifically targeting groups of people who are disadvantaged by their economic status.
- 12.2 Equality and diversity issues will be considered when working with partners to implement this strategy, in order to ensure that no group is excluded and to make certain that those who are most vulnerable and in need of help and support, are taken into account.

13. Financial Implications

- 13.1 The approval of the Policy does not commit the council to any expenditure beyond existing budgets and there are, therefore, no financial implications. However the longer term impact of the implementation of the Housing Allocation Policy for Herefordshire should make a positive contribution to health and wellbeing where it enables more appropriate use of housing stock for vulnerable people.

14. Legal Implications

- 14.1 Any Housing Allocations Policy must comply with the relevant statutory provisions of the Housing Act 1996 (as amended) and consequential regulations, as stated in this report.

15. Risk Management

- 15.1 If this policy is not approved Housing Allocation in Herefordshire will continue to be made under the current policy and therefore the freedom and powers introduced within the Localism Act 2011 will not be used within Herefordshire.
- 15.2 The policy will be monitored by the Home Point Board, which meets quarterly, with any issues arising will be raised with the Housing Partnership for Herefordshire, which comprises of the Chief Executives/Directors of the main housing providers across Herefordshire.

16. Consultees

- 16.1 The Housing Allocation Policy for Herefordshire takes into consideration the views expressed following public consultation, discussions with members of the Allocations steering group and members of the Scrutiny Task and Finish group, whilst delivering within a legal framework.
- 16.2 A steering group was set up to undertake the review of the Housing Allocations Policy for Herefordshire, which looked at key issues and options. Membership of the group included housing partners across Herefordshire, Managers from across Council and Policy and Strategy Officers.
- 16.3 Consultation was conducted over a 12 week period from the 3 July 2012 until 1 October 2012. This sought people's views on how they would like affordable housing to be allocated. A total of 361 responses were received from members of the community and interested stakeholders.

- 16.4 A questionnaire was made available in paper and online formats. Paper copies of the questionnaire were distributed to 850 people selected randomly from the 5,000 currently on the housing register. A further 300 paper copies were either left at info centres or requested by phone and posted out. Links to the questionnaire was displayed through the Housing Association websites, with some filling out the questionnaires with their tenants; through the Home Point and the Councils website.
- 16.5 In addition the survey was widely publicised to the general public through 2,500 leaflets, advertising both the workshops and the questionnaire. These were distributed to all info points and some council buildings; libraries; all HALO buildings; youth centres; community halls; the Kindle Centre; all children's centres and various other groups. The consultation was also highlighted to all ward members via the ward members update and to all Parish councils.
- 16.6 Workshops were held in Leominster at Earl Mortimer College and at the Kindle Centre, Hereford where useful information and opinions were obtained. A separate workshop was also held at the Supported Housing for Young People Project (SHYPP). A well attended Ward Members session was held on the 12 September 2012.
- 16.7 The 'Your Community Your Say' interim report (October 2012) identifies a range of priorities and areas for improvement raised by a number of stakeholders, including the countywide theme of affordable housing. The Herefordshire Tenancy Strategy 2012-2015 will assist in addressing a number of concerns raised, including the general confusion regarding the term 'affordable housing'.
- 16.8 The responses to the consultation are attached to this report.

17. Appendices

- 17.1 Housing Allocation Policy for Herefordshire (Draft)
- 17.2 Consultation Report

18. Background Papers

- 18.1 None identified.

Housing Allocation Policy for Herefordshire

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SECTION 1: INTRODUCTION

1.1 Introduction

Under the Housing Act 1996 (as amended by the Homelessness Act 2002 and the Localism Act 2011), every local housing authority in England must have an allocation policy for determining priorities and detailing the procedures that are to be followed in allocating housing. This policy document describes the criteria that Herefordshire Council uses to register and prioritise applications for affordable housing in Herefordshire.

The demand for affordable housing in Herefordshire is significantly greater than the number of homes available. This Allocation Policy describes how the local authority prioritises applicants to ensure that those with a recognised housing need, as described by the legal definition of 'Reasonable Preference', are given access to register for the allocation of Affordable Housing. This Allocation Policy sets out in detail who is, and who is not, eligible to become a member of the Housing Register and how this assessment is made.

This policy supports the vision set out in the Herefordshire and Shropshire Housing Strategy 2012 – 2015:

'The diverse housing and support needs of local communities in Herefordshire are provided for through a balanced supply of sustainable homes and services'.

Herefordshire Council no longer owns any housing stock, having carried out a transfer of its entire housing stock to Herefordshire Housing Ltd, a not-for-profit Housing Association (HA) in 2002. In addition to Herefordshire Housing Ltd there are a number of other HA's operating in Herefordshire.

Therefore to allocate any available homes to those registered, Home Point (a choice-based lettings agency) was set up in partnership between Herefordshire Council and the main HAs in Herefordshire. Home Point advertises properties on a weekly basis and enables those on the register to choose and bid for properties themselves. (Appendix 1 of this policy lists current Home Point Partners).

The Partnership funds the operation of Home Point Herefordshire to maintain the housing register, determine priority amongst those seeking affordable housing in Herefordshire, and advertise properties of member HAs that become available for letting. **Home Point does not actually allocate the housing**, it only provides the HA with nominations by way of a shortlist of those who are eligible to register and who have placed a bid. Once it is determined who has greatest priority for a property that has been advertised through Home Point, the relevant HA will then decide against the shortlist, using their own eligibility criteria, whether to make an offer leading to an allocation.

The Localism Act 2011 gives local authorities greater freedom to set their own policies about who should qualify to register for affordable housing in their area whilst still being obliged to ensure housing is allocated to those most vulnerable and those who need it most. In response,

Herefordshire Council has reviewed its housing allocation policy after the Localism Act 2011 made amendments to Part 6 of the Housing Act 1996 (as amended by the Homeless Act 2002). The objectives of the Localism Act include:

- Enabling housing authorities to better manage their housing register in determining who will or will not qualify for an allocation of affordable housing. This will allow great focus on local need and demand, and ensure that local housing authorities manage unrealistic expectations of being allocated affordable accommodation.
- Making it easier for existing tenants to move, a balance will be made between new and existing tenants to make better use of stock.
- Maintaining the protection provided by the statutory reasonable preference criteria ensuring that priority for affordable housing goes to those in greatest need.

Where the council has a full duty under the homelessness legislation to provide suitable accommodation, **the act includes measures which allow local authorities to end their main homelessness duty with a private rented sector offer, without the applicant's consent.** The duty can only be ended in the private rented sector in this way with a minimum 12 month assured shorthold tenancy. This policy supports that, where possible and appropriate, an offer of private rented sector accommodation will be made to homeless households to alleviate the length of time applicants have to wait for an offer of accommodation. It is essential that the link between being accepted as homeless (under Part 7 of the Housing Act 1996) and obtaining a HA property is broken and therefore gives other categories on the housing register a stronger chance of being successful with their bids.

During the review of this policy, a wide range of stakeholders, including members of the public, were consulted on their views on who should be eligible to register for housing and on what they would like to see included within the allocation policy. The policy has been developed within a legal framework whilst still reflecting the views and meeting the needs of the community who have contributed to its development.

1.2 Aims of the Allocation Policy

The demand for affordable housing exceeds available supply in the county and therefore this housing allocation policy endeavours to meet the following aims:

- To ensure that accommodation goes to those households who have a recognised housing need and who are unable to access the open market.
- To help contribute to sustaining communities
- To make the best use of available housing stock and resources
- To assist in achieving mobility for existing tenants
- To ensure that local people have priority in the allocation of housing in the county
- To contribute towards tackling social exclusion and to promote independence
- To ensure housing nominations are made within the legal framework contained in Part 6 of the 1996 Housing Act (as amended)
- To enable the authority to meet its statutory duties – including duties owed to homeless households under Part 7 of the Housing Act 1996 (as amended by the Homelessness Act 2002) and its duties under the Localism Act 2011

- To ensure the authority supports the changes under the Welfare Reform Act 2012.

This policy will also assist in achieving a number of key priorities and outcomes detailed within the strategies listed in section 1.5 of this policy.

1.3 Scope of the Allocation Policy

The Housing Allocation Policy for Herefordshire will predominately apply to the process by which Herefordshire Council make nominations to properties which are rented to households by Housing Associations, or other Registered Providers, in the county as their only or principal home. This includes social/target, intermediate and affordable rents.

This policy will not be used to nominate households for Shared ownership schemes or for homes for sale but does provide guidelines to which households will be considered and what type/size of dwelling will be deemed acceptable. Low Cost Home Ownership schemes (LCHO) will give preference to:

1. existing HA tenants, with no rent arrears, who wish to release their current accommodation
2. those who cannot afford to resolve their own housing needs through the open market and have been accepted onto the housing register in Herefordshire
3. an applicant's waiting time.

All applicants will be subject to an affordability assessment, undertaken by the relevant Housing Association.

When consideration is given to those seeking home ownership, LCHO schemes will permit 1 additional bedroom to need for sustainability reasons and all sales will need to meet any local connection criteria set. Such schemes could be advertised through local estate agents and/or Home Point (as determined by S106 agreements) or other government agencies i.e. Orbit.

1.4 Legal context

Part 6 of The Housing Act 1996 (as amended by the Homelessness Act 2002) requires Local Authorities to make all lettings and nominations in accordance with a published Allocation Policy. A summary of this Allocation Policy will be published and made available free of charge to any person who asks for a copy. A copy of the full policy is available on Herefordshire Council's, Home Point and any of the housing partners websites and, if requested, a hard copy can be provided on payment of a reasonable fee (to be confirmed at time of request).

The Housing Act 1996 (as amended), requires Local Authorities to provide 'Reasonable Preference' in their Allocation Policy to people with high levels of assessed housing need. The Statutory 'Reasonable Preference' categories in Section 167 (2) (a) to (e) of the Housing Act 1996 (as amended) are:

1. all homelessness people as defined in Part 7 of the Housing Act 1996 (including those who are intentionally homeless and those not in priority need)

2. people who are owed a duty by any housing authority under section 190(2), 193(2) or 195(2) of the 1996 Act or who are occupying accommodation secured by any housing authority under s.192(3)
3. people occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions
4. people who need to move on medical or welfare grounds, including grounds relating to disability and;
5. people who need to move to a particular locality in the district of the housing authority, where failure to meet that need would cause hardship (to themselves or others).

The Housing Act 1996 requires that Local Authorities state within their Housing Allocation Policy what its position is on offering applicants a choice of housing accommodation, or offering them the opportunity to express preference about the housing accommodation to be let to them.

This policy complies with the requirements of Section 167(2) of the Housing Act 1996 (as amended). In addition, the Council has embraced the changes to allocation legislation brought about by Sections 145-147 of the Localism Act 2011 by introducing an additional local reasonable preference – 6. Rural localities (sustaining communities).

This policy takes into account the Allocation of Housing and Homelessness (Eligibility) (England) (Amendment) Regulations 2012 and reflects the recommendations made within the Allocation of Accommodation Code of Guidance for Housing Authorities 2012 which replaced all previous statutory guidance on Affordable Housing allocation.

This policy takes into account the changes, to amend the way in which the duty on local housing authorities to secure accommodation for homeless households under section 193(2) of the 1996 Act, can be brought to an end with an offer of suitable accommodation in the private rented sector. This will allow local authorities to end the main homelessness duty with a private rented sector offer, with a minimum of a 12 month assured shorthold tenancy.

As required by The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012, this policy is framed to give additional preference to applicants who fall within one or more of the reasonable preference categories and are currently serving or who have served within the Armed Forces.

This policy is compatible with the Herefordshire Council's equality duties including the Equality Act 2010 and has been subject to a full published Equalities Impact Assessment available online <http://www.herefordshire.gov.uk/housing>.

1.5 Strategic context

The framework provided within the Housing Allocation Policy for Herefordshire supports the delivery of the following:

- Herefordshire Council Corporate Plan 2013/2015
- Herefordshire and Shropshire Housing Strategy 2012 – 2015
- Herefordshire Council's Tenancy Strategy 2012 – 2015
- Herefordshire Council's Homelessness Strategy 2008-2013 (under review)
- Herefordshire Council's Local Investment Delivery Plan 2011-2026
- Herefordshire Local Housing Market Area Assessment 2013 (draft)
- A Study of the Housing and Support needs of Older People in Herefordshire (January 2012)
- Herefordshire Council's Child Poverty Strategy 2011-2015
- Herefordshire Council Empty Property Strategy 2013-2016

These documents can all be found at www.herefordshire.gov.uk/housing/

SECTION 2: ELIGIBILITY AND REGISTRATION

Affordable housing will only be allocated to those households who are eligible and qualify to register, in accordance with this policy. To qualify for registration on the Home Point housing register all applicants must have:

1. a local connection (see section 2.1)
2. must not have sufficient financial resource (income, savings and/or capital assets, either in the UK or abroad) to resolve their own housing needs (see section 2.2), and;
3. must be able to demonstrate a housing need by having a reasonable preference (see section 2.3).

Herefordshire Council **will require evidence** to prove eligibility **prior to acceptance** on the register. Registration will only be completed on receipt of all relevant supporting documents. **It will be the responsibility of the applicant(s)** to provide appropriate and relevant evidence as requested through the registration stages, including at review of registration or where needs change over time.

Applicants who do not qualify and are not eligible to register will receive confirmation of this in writing (within 28 days) and will be provided with appropriate advice and assistance. Any applicant has a right to make an appeal – please see section 4.2 for further information.

Applicants who have previously been deemed not to qualify may make a fresh application if they consider that they should now be treated as qualifying, but it will be for the applicants to show that circumstances have changed by providing up to date evidence.

Please note that any personal data held in relation to applicants will be held consistently with the Data Protection Act 1998 and shared with Home Point Partners and other appropriate agencies, as detailed on the application form.

2.1 Local connection

In order to be accepted onto the register you must firstly satisfy the local authority that you have a local connection, as defined by s.199 of the Housing Act 1996, by meeting at least **one** of the following criteria:

- a) Currently living in the county (in settled accommodation or accommodation of choice) for at least 6 months out of the last 12 months or 3 years out of 5 years at the point of application.
- b) Have close relatives living in the county (parents, adult children, brothers or sisters) who have done so for at least the last 5 years at the point of application.
- c) Be employed and have worked in the county for at least 6 months or more and the work is for more than 16 hours a week.

Exceptional circumstances

Where applicants cannot evidence that they have one or more of the above local connections, they will not be able to register. However there are exemptions to this as follows:

- a) those fleeing domestic abuse and seeking assistance under the Homelessness legislation
- b) those subject to witness protection or Multi Agency Public Protection Arrangements (MAPPA) as determined by Herefordshire Council, in partnership with West Mercia Probation Trust and/or West Mercia Police.
- c) those with care plans in place that require they reside in the county or have a proven need to give support to or receive support from family members as determined by Herefordshire Council in partnership with joint agencies.
- d) Regulations specific to Armed Forces personnel, as outlined in The Allocation of Housing (Qualification Criteria for Armed Forces)(England) Regulations 2012 (SI 2012/1869).

This provides that, where local housing authorities decide to use a local connection requirement as a qualification criterion, they must not apply that criterion to the following persons:

- those who are currently serving in the regular forces or who were serving in the regular forces at any time in the five years preceding their application for registration
- bereaved spouses or civil partners of those serving in the regular forces where (i) the bereaved spouse or civil partner has recently ceased, or will cease to be entitled, to

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reside in Ministry of Defence accommodation following the death of their service spouse or civil partner, and (ii) the death was wholly or partly attributable to their service

- existing or former members of the reserve forces who are suffering from a serious injury, illness, or disability which is wholly or partly attributable to their service.

Applicants who fall into one of the criterion listed above will be asked to provide evidence of such prior to registration.

A local connection criterion is likely to disadvantage those who have recently been discharged from the regular armed forces, as well as serving personnel, because of the service requirement to be mobile. For this reason, the prohibition in the Regulations extends to applications from former service personnel, where the application is made within five years following discharge.

2.2 Income, Savings and Capital Assets

It is essential that affordable housing is made available to those who cannot access the open housing market, therefore it will be expected that any applicant or member of the household will maximise their resources to assist in securing appropriate housing.

To be eligible to register, both income and savings/capital assets (including those held abroad) will be taken into account. It will therefore be necessary for **every** applicant to provide details of all their income, savings and capital assets prior to registration.

Income

Applicants with a gross household annual income level of £45,000 or above are deemed to have sufficient resources to access alternative housing solutions, for example private rented sector or affordable home ownership and therefore are unlikely to be accepted onto the housing register.

Savings and Capital Assets

Applicants aged 49 years and younger with savings and/or capital assets of £50,000 or above may also be deemed to have sufficient resources to meet their own housing need and may not be eligible to register. If savings and/or capital assets are below this level applicants will be considered for registration.

It is recognised that obtaining a mortgage in later life can be more difficult and therefore applicants aged 50 years and over with savings and/or capital assets of £100,000 or above may be deemed to have sufficient resources and will not be eligible to register and will be offered advice and assistance on alternative options available.

The household's financial resources will be determined through a financial assessment carried out during the registration process. The assessment will have regard to both income and expenditure and will consider long term commitments to enable independent living.

If it is determined that an applicant or household has sufficient resources to meet their own housing need within the local housing market they will not be eligible to register on the Home Point scheme and will be offered advice and assistance on alternative housing options available.

In exceptional circumstances, when making the financial assessment, where capital/savings are available for specific reasons these may be disregarded. For example, this may include any lump sum received by a member of the Armed Forces as compensation for an injury or disability sustained on active service which relates to ongoing care.

2.3 Housing need – Reasonable Preference

As detailed in The Housing Act 1996 (as amended) housing authorities **must ensure that reasonable preference is given to the following categories of people (s.166A):**

1. **all homelessness people as defined in Part 7** of the Housing Act 1996 (including those who are intentionally homeless and those not in priority need)
2. **people who are owed a duty by any housing authority under section 190(2), 193(2) or 195(2) of the 1996 Act** or who are occupying accommodation secured by any housing authority under s.192(3)
3. people occupying **insanitary or overcrowded housing** or otherwise living in **unsatisfactory** housing conditions
4. people who need to move on **medical or welfare grounds**, including grounds relating to disability and;
5. people who need to move to a particular locality in the district of the housing authority, where failure to meet that need would cause **hardship** (to themselves or others).
6. **Rural Localities** (Sustaining Communities)

Central government is clear that allocation policies must be framed so as to give reasonable preference to applicants who fall within the categories set out above (1-5), over those who do not. Therefore, in Herefordshire, only those applicants who are able to evidence that they can meet one or more of the reasonable preference categories, thus evidencing a recognised housing need, will be eligible to register under this policy.

In addition to the statutory reasonable preferences listed above (1-5), Herefordshire will also apply an additional reasonable preference to applicants who are bidding for properties where applicants can evidence a local connection for a specific parish and where there is evidence of the applicant wishing to move or remain in a parish/village where the population is below 3,000 and the applicant has a local connection to a locality (6). For example where the household is currently living in the parish/village and wishes to remain, the Housing Allocation Policy for Herefordshire will give this applicant reasonable preference in relation to bidding on a property in their specific locality

Please see Appendix 2 for a list of the rural localities which will be included within this Reasonable Preference criterion.

2.3.1 Additional Preference

Section 166A(3) of The Housing Act 1996 (as amended) gives the local authority the power to frame an allocation policy to **grant 'Additional Preference' to particular descriptions of people who fall within the statutory 'Reasonable Preference' categories.**

Prioritisation within each band will be based on the length of time that need has been assessed or date of registration if need hasn't changed over time. **Applicants who are awarded Additional Preference will receive an additional 6 months in waiting time at the point that need has been assessed or date of registration (if need hasn't changed over time).**

2.3.1.1 Armed Forces:

The Housing Act 1996 (Additional Preference for Armed Forces)(England) Regulations 2012 provide that local housing authorities **MUST** frame their allocation policy to give additional preference to the following persons if they fall within one or more of the statutory reasonable preference categories and are in urgent need:

- serving members of the regular forces who are suffering from a serious injury, illness or disability which is wholly or partly attributable to their service
- former members of the regular armed forces
- bereaved spouses or civil partners of those serving in the regular forces where (i) the bereaved spouse or civil partner has recently deceased, or will cease to be entitled, to reside in Ministry of Defence accommodation following the death of their spouse or civil partner, and (ii) the death was wholly or partly attributable to their service.
- existing or former members of the reserve forces who are suffering from a serious injury, illness, or disability which is wholly or partly attributable to their service

If an 'Armed Forces' applicant is able to meet the local connection criteria (or is exempt from this), does not have sufficient resource to meet their own housing need and falls into one or more of the statutory reasonable preference categories, the Housing Allocation Policy for Herefordshire will award the applicant an additional 6 months in waiting time at the point that need has been assessed or date of registration (if need hasn't changed over time).

Bereaved spouses and civil partners of service personnel who are required to leave service families accommodation following the death of their spouse or partners are likely to experience similar issues to service families on discharge from the forces. The Regulations are intended therefore to protect bereaved spouses and civil partners from the time they are required to leave service families accommodation until they are able to obtain alternative settled accommodation.

The Regulations also apply to members of the reserve forces who suffer from a serious illness, injury or disability as a result of their service, recognising that they may find that their current accommodation is no longer suitable for their needs or affordable, or that they may have to move to access care or support.

The **Herefordshire Armed Forces Community Covenant**, established as part of a government initiative to promote greater understanding between the general public and the military was signed on 29th May 2012. The agreement aims to encourage all parties within a community to offer support to the local Armed Forces community and make it easier for Service personnel, families and veterans to access the help and support available. This policy is framed to recognise and remember the sacrifices faced by the Armed Forces Community and considers opportunities to support the housing needs of Service and ex Service personnel.

2.3.1.2 Volunteering:

In Herefordshire, volunteering is defined as “an activity that involves spending time, without payment, doing something that aims to benefit individuals (other than close relatives), groups or the environment” (Herefordshire Compact). This policy aims to recognise people who make their communities strong, stable and healthy places to live so that they will remain in that community and continue to contribute to sustaining the local area.

This policy will give applicants that contribute through regular voluntary work a level of additional preference.

If an applicant is able to meet the local connection criteria (or is exempt from this), does not have sufficient resource to meet their own housing need and falls into one or more of the statutory reasonable preference categories and **is able to demonstrate that they have been volunteering in Herefordshire for a continuous period of at least 6 months up to the point of application**, the Housing Allocation Policy for Herefordshire will award the applicant an additional 6 months in waiting time at the point that need has been assessed or date of registration (if need hasn't changed over time).

Volunteers must have been volunteering in Herefordshire for a continuous period of at least 6 months up to the point of application and the same at point of offer. Volunteering must be for a minimum of 10 hours per month.

Evidence required for voluntary work:

- Letter and/or reference from Manager responsible for Volunteers confirming applicant's involvement. This person must not be related to the applicant in any way.
- Completed and validated Herefordshire Volunteer Passport. This is a record of volunteering placements and must be signed by a supervisor.

Herefordshire Volunteer Passports are available at the following locations:

- HVOSS (Herefordshire Voluntary Organisations Support Service) Berrows Business Centre, Bath Street, Hereford, HR1 2HE
- Community Voluntary Action Ledbury, 4B Hill House, Bye Street, Ledbury, Herefordshire, HR8 2AA
- Herefordshire Council, Franklin House, 4 Commercial Road, Hereford, HR1 2BB

2.3.2 Reduced Preference

It is not intended that a person's behaviour at one time in their life should permanently exclude them from affordable housing; therefore applicants who are placed within the Red Band will only receive reduced preference if the incidents or convictions occurred within the previous **twelve months**. Where the incidents, court orders or convictions are more than twelve months old from issue and there has been no repeat of the behaviour the applicant will not be given reduced preference, unless the incidents were of such an extreme nature that Home Point determine it is appropriate to do so.

With regards to former or current rent arrears and money owed to the local authority, if the applicant has made an arrangement to pay the debts and is maintaining this arrangement for a 13 week period, the reduced preference will be removed as long as the payment arrangements are adhered to.

Anyone wishing to appeal should refer to section 4.2 of this policy – Appeals and Complaints.

Please note that each Home Point partner has its own exclusion policy which may apply. For a copy, please contact the relevant partner organisation.

2.4 Allocation to existing tenants

The Housing Allocation Policy for Herefordshire does not apply to the allocation of accommodation to an existing HA tenant unless the allocation involves a transfer made at the tenant's request, and the authority is satisfied that the tenant has reasonable preference.

Existing tenants applying for a transfer who are considered to have reasonable preference will be treated on the same basis as new applicants.

Transfers at the tenant's request, where the tenant does not have reasonable preference do not fall within this Allocation Policy. Housing Associations have their own transfer policies in relation to these tenants.

Existing tenants can also facilitate a move through a mutual exchange agreement. For further information please visit www.home-point.info

2.5 Exclusions

Certain persons subject to immigration control are not eligible for the allocation of housing under Section 160A (1) (a), (3) and (5) under the Housing Act 1996 (as amended) and therefore not eligible to be accepted onto the housing register. This includes:

- Over stayers and visitors to the country
- Illegal entrants
- Asylum Seekers
- People in the country on condition that they have no recourse to public funds
- Persons from abroad who fail the habitually residence test

- Persons from abroad who are in breach of the European Community Right of Residence Directive
- Persons from abroad who have been subject of a sponsorship agreement for less than 5 years and who sponsors are still alive

The Allocation of Housing and Homelessness Regulations 2012 amended regulations 4 and 6 of the Eligibility Regulations of The Allocation of Housing and Homelessness Regulation 2006 provides that the persons listed above are ineligible for an allocation of housing accommodation or homelessness assistance. Details of which can be found at: <http://www.legislation.gov.uk/uksi/2012/2588/made>

Where the application form indicates that immigration status may be an issue, Home Point will investigate to determine whether the applicant is eligible.

2.6 Advice and assistance

Herefordshire Council has a duty to provide housing related advice and assistance to all those seeking it. The local authority will provide information and advice in relation to a number of housing options available, which may include:

- Shared ownership
- Mutual Exchange
- Private Rented
- Sheltered Housing
- Owner occupation
- Additional Support
- Overcrowding
- Supported Housing
- Homelessness Prevention
- Under Occupation
- Mortgage Rescue
- Adapted Housing
- Improvement Agency
- Low Cost Market

In particular, assistance will be provided to anyone who may have difficulty participating due to disability, learning disability, illness, age, where English is not their first language, or any other reason that might make it harder for them to fully participate within the scheme.

For further information please contact the Customer Services Advisor within Home Point on 01432 260000 or visit Franklin House, 4 Commercial Road, Hereford, HR1 2BB or <http://www.herefordshire.gov.uk/housing/advice/1546.asp>

Housing Association tenants can discuss their housing needs and options with their current Housing Association landlord.

Households who are not eligible to register for affordable housing in Herefordshire through this policy are able to seek advice and assistance on alternative housing options from the local authority, which may involve applicants being signposted to specialist support / advice agencies.

SECTION 3: HOW THE POLICY OPERATES

3.1 Statement of Choice

All Home Point partners are committed to offering choice to those seeking accommodation, whilst ensuring that housing goes to those with the greatest need. It should be recognised that there is a very high demand for affordable housing in Herefordshire, and that this demand cannot be fully met from the resources available. Consequently only those in the greatest housing need are likely to obtain affordable housing, which means that the degree of choice in housing will always be limited.

There will be certain situations where choice cannot be offered in the allocation of housing, such as when a HA needs to make a management move as a matter of safety or where there is currently no stock in an area and a move is urgent.

With the exception of these very limited circumstances, housing will only be allocated to applicants who bid for a specific property, and all applicants have the opportunity to bid for properties they are entitled to be considered for, having regard to household size and other eligibility criteria. Where applicants have placed successful bids but they have refused to accept properties on more than 2 occasions, where there is evidence that these properties would sufficiently meet their needs, the applicant will be advised that after 28 days they will be removed from the register for a period 12 months.

Applicants do have the right to appeal any decision made under this policy – please see section 4.2 for further detail.

3.2 How to register on Home Point

If a household believes that they may be eligible to register and wishes to apply they will need to complete a Home Point application form, accompanied by evidence of local connection, income, savings and capital assets and housing need, as detailed in the Home Point application form. The following steps will then apply.

Registration should be completed online at www.home-point.info

Alternatively, application forms are available to download from www.home-point.info for completion or hard copies are also available from partner organisations (as detailed listed in Appendix 1).

An Enhanced Housing Options tool is being developed to assist applicants in providing Housing Option advice prior to registration.

Complete online application and provide relevant evidence about the main applicant and/or other household members who wish to be included in the application. The application will only be assessed once all information and evidence requested is provided.

Eligible applicants will be registered and designated within one of three bands. If any circumstances change, applicants must inform Home Point; otherwise an application can be withdrawn or suspended for 12 months. If following reassessment the applicant is found to not be eligible they will be offered advice and assistance.

Those **not eligible** to register with Home Point will be signposted to the Enhanced Housing Options systems / offered advice and assistance on alternative housing options available.

The applicant can now bid on 1 advertised property a week. If the applicant is placed within the Red band they will be given reduced preference and will be offered advice and assistance in relation to their housing options to improve their banding position.

Applicants have the right to appeal any decision made – please see section 4.2 of this policy for further detail.

Once a bid is successful, the HA will carry out a check to confirm that the circumstances at the time of application still apply. Home Point **does not allocate the property**; the HA will allocate the property from those shortlisted in accordance with their own allocation criteria. The individual HA allocation criteria can be obtained directly from the HA concerned.

Please note that annual reviews will take place on the anniversary date of registration.

All offers of accommodation will be confirmed in writing by the HA to the applicant.

3.3 Determining your banding

If eligible for registration your application will be prioritised within the register, based on how urgent the need for housing is, taking into account the reasonable preferences. This policy has 3 bands only:

1. **Green band** – those who have a high need to be housed.
2. **Amber band** – those with a need to be housed or moved.
3. **Red band** – those with a need to be housed or moved but are restricted within the register due to:
 - Anti-Social Behaviour (ASB)
 - Current or former outstanding rent arrears or other debts to a Housing Association
 - Debt with the local authority or;
 - Those who have deliberately worsened their circumstances due to their behaviour.

Those applicants meeting one or more of the points listed within the Red band **will be given reduced preference** until they can evidence a change in behaviour and/or a commitment to address arrears/debt that will satisfy the individual Housing Associations allocating accommodation.

1. Green Band	
Criteria (Reasonable Preference number, as listed within section 1.4)	Guidance
Care leaver (former 'Relevant Child' as defined by the Children Leaving Care Act 2002) (4)	Where a young person who has been looked after, fostered or accommodated in Herefordshire under S20 of the Children Leaving Care Act 2002 for a minimum of 13weeks. It is expected that the applicant is ready for independent living and has an appropriate support package in place as agreed between relevant professional organisations associated with their housing. Registration will be considered up to six months before the applicants eighteenth birthday.
Herefordshire Council Adult and Children services referral (4).	Herefordshire Council Adult and Children services may determine that there is an urgent need to obtain alternative accommodation for a household. This will only be awarded in circumstances where the referral is agreed jointly by Herefordshire Council's Assistant Director Homes and Community Services and the relevant Head of Adult and Children's services.

Move on from specialist or supported accommodation (4).	Where applicants have been assessed as ready, by the housing provider, to move into settled accommodation as part of an evidenced planned move. The agreement between Herefordshire Council and the supported housing provider will require that, where appropriate, arrangements will be made for ongoing post tenancy support.
Those living in poor housing conditions that pose an on-going and serious threat to health or safety (3).	Applicants living in residential premises determined by Herefordshire Council's Healthy Housing Team, Private Sector Housing (or a partner organisation commissioned to act on its behalf) as presenting category 1 hazard(s) under Part 1 of the Housing Act 2004 that cannot reasonably be addressed by the person in control of the premises within 6 months of enforcement notices.
Verified high medical need where a move will improve or prevent deterioration of a condition that is directly affected by their housing (4).	<p>A move is needed to have a positive effect on their medical condition, or where as a result of their medical condition their current accommodation is not suitable to their needs or cannot be adapted to support their needs.</p> <p>A recommendation for an applicant to be placed within this category is only likely to be made when all options to improve their current accommodation have been exhausted.</p>
Severe overcrowding - needing 2 or more additional bedrooms (3).	Having regard to the Welfare Reform Act 2012, investigations will be made to validate the need for additional bedrooms by making further enquires and contacting the landlord and/or Herefordshire Councils benefits section. Assessment will be based on the principles detailed in the bedroom allocation criteria section of this policy.
A current housing association tenant is under-occupying by one or more bedrooms or is applying to downsize, particularly as a result of the Welfare Reform (4).	Checks will be made with the landlord concerned to validate the application by reference to the HA's own lettings criteria and ensure the property is situated within Herefordshire and would be suitable for re-letting.
A current housing association tenant is residing in an adapted property and no longer requires these adaptations and is applying to move.	In order to assist people being housed appropriately, those who no longer need an adapted property of which they are currently residing will be allocated a Green banding in order to make the best use of current stock.
Threat of homelessness through no fault of your own.	Applicants who are threatened with homelessness through no fault of their own.
Special Cases	A Special Cases Panel consisting of representatives nominated by the Home Point Partnership has the discretion to accept applicants

	<p>onto the Green band in exceptional circumstances where they are satisfied that although the applicant does not fall within any of the registration and/or the reasonable preference criteria, their needs are sufficient to justify a Green banding.</p> <p>Applicants under Multi Agency Public Protection Panel Arrangements (MAPPA) may be dealt with through this panel.</p> <p>Referral of existing tenants to the Special Cases Panel can only be made where it is considered that a management transfer is not an appropriate / available response by the landlord. Such cases should be dealt with by the current housing association and referral to the Special Cases panel should be made in the last instance.</p>
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2. Amber Band

Criteria (Reasonable Preference number*)	Guidance
Overcrowding - needing 1 additional bedroom (3)	Subject to verification by either a home visit or information from landlord and/or Herefordshire Council Benefits department. Assessment will be based on the Bedroom Allocation Criteria set out in this policy.
People who need to move to a particular locality within the district to avoid hardship to themselves and others. (5)	This would include, for example, a person who needs to move to a different locality in order to give or receive care, to access specialised medical treatment, or to take up a particular employment, education or training opportunity.
Medical grounds	For example, this may include the need to move to a ground floor property due to medical issues. Applicants must be able to evidence support from an external statutory agency for such a move.
Agricultural tied accommodation (5)	<p>The Rent (Agriculture) Act 1976 requires a local housing authority to use their best endeavours to provide accommodation for a qualifying displaced agricultural worker. Section 27 of the 1976 Act requires the authority to be satisfied:</p> <ul style="list-style-type: none"> i) that the dwelling-house from which the worker is displaced is needed to accommodate another agricultural worker; ii) that the farmer cannot provide suitable alternative accommodation for the displaced worker; and, iii) that they ought to re-house him or her in the interests of efficient agriculture. <p>In reaching a decision, the authority may have regard to the advice of</p>

	<p>an Agricultural Dwelling-House Advisory Committee (ADHAC). The role of an ADHAC is to provide advice on the question of whether the interests of efficient agriculture are served by the re-housing of the worker, and on the urgency of the application. If the authority is satisfied that the applicant's case is substantiated, it is their duty under S.28 of the 1976 Act to use their best endeavours to provide suitable alternative accommodation for the displaced worker.</p>
<p>All homeless people as defined in Part 7 of the Housing Act 1996</p> <p>(excluding the Intentionally Homeless – see Red Band)</p> <p>(Non-statutory homeless)</p>	<p>The Housing Act 1996, part 7 (S175) states that a person is homeless if he has no accommodation available for his occupation which he is:</p> <ul style="list-style-type: none"> (a) Entitled to occupy by virtue of an interest in it or by virtue of an order of a court, (b) Has an express implied licence to occupy, or (c) Occupies as a residence by virtue of any enactment or rule of law giving him the right to remain in occupation or restricting the right of another person to recover possession. <p>A person is also homeless if he has accommodation but:</p> <ul style="list-style-type: none"> (a) He cannot secure entry to it, or (b) It consists of a moveable structure, vehicle or vessel designed or adapted for human habitation and there is no place where he is entitled or permitted both to place it and to reside in it. (c) A person shall not be treated as having accommodation unless it is accommodation which it would be reasonable for him to continue to occupy. <p>Persons found intentionally homeless will fall within the red band.</p>
<p>People who are owed a Statutory duty under the Housing Act 1996.</p>	<p>This includes applicants who are owed a statutory duty by any housing authority under section 190(2), 193(2) or 195(2) of the 1996 Act or who are occupying accommodation secured by any housing authority under s.192(3).</p> <p>S190 (2) Duty to secure accommodation for a reasonable period for those applicants who are Homeless in Priority Need, but are Intentionally Homeless</p> <p>S193 (2) Full or Main Homeless Duty to secure accommodation for applicants who are Homeless, In Priority Need and are Unintentionally Homeless</p> <p>S195 (2) The Duty to take reasonable steps to secure that accommodation does not cease to be available for those applicants who are threatened with homelessness, in priority need and are threatened with homelessness Unintentionally.</p> <p>S192 (3) A power (not a duty) to secure accommodation for applicants who are Unintentionally Homeless, but who do not have a priority need.</p>
<p>Rural Localities (sustainable)</p>	<p>Applicants who are bidding for properties where they can evidence a</p>

communities)	strong local connection to that specific parish. For example, living/working/providing or required to receive support. Criteria used to assess is identical to registration (2.1).
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3. Red Band	
Criteria (Reasonable Preference number*)	Guidance
Where an applicant is found to be intentionally homeless, under Part 7 of the Housing Act 1996.	<p>Following an investigation, Herefordshire Council may find an applicant to be intentionally homeless if s/he has deliberately done/not done something as a consequence of which s/he has lost accommodation that was available and reasonable for them to continue to occupy.</p> <p>Once made, a finding of intentionality stands until the applicant has had a period in settled accommodation or experienced a significant change in his/her life circumstances.</p>
Applicants with a history of on-going anti-social behaviour	<p>Where it is known that an applicant (or member of the household) has previously lost accommodation through their own actions. This would include, but is not limited to:</p> <ul style="list-style-type: none"> • those who have been previously evicted from affordable HA for nuisance behaviour or for using the premises for unlawful purposes; • those who are, or have been, subject to anti-social behaviour orders or injunctions for anti-social behaviour • those who have been convicted of criminal offences that involve behaviour linked to their accommodation – such as assaults on neighbours, serious anti-social behaviour, drug dealing from the premises or storing stolen goods on the premises (this is not an exhaustive list). • Injunctions for breach of tenancy conditions. <p>Those applicants who can evidence that they have addressed and changed their behaviour will be reassessed and may move up to the appropriate banding.</p> <p>Applicants should note that some Housing Associations may apply a 2 year ban in relation to Anti-Social Behaviour.</p>
Applicants with outstanding rent arrears.	<p>This will be assessed at the point when the applicant's priority is being assessed unless new information comes to Home Point's attention after their initial assessment.</p> <p>Home Point will consider any new application and if they are satisfied that appropriate action has been taken by the applicant to address the arrears and can evidence their commitment to a repayment plan over</p>

	a period of at least 13 weeks, they will decide if the qualification criteria has been met. Applicants who can evidence this will move up to the appropriate banding and must continue to pay. Failure to continue payments once in amber/green will result in being reallocated into the Red band.
Applicants who have an outstanding debt to the local authority and are making no effort to pay it back.	Where it is determined that an applicant owes the local authority debt/loans they will be allocated into Red band until it can be evidence their commitment to a repayment plan over a period of at least 13 weeks and this continues.
Those who have deliberately worsened their situation.	Where it is found that an applicant has deliberately worsened their own situation e.g. poor behaviour, will have reduced preference and not be able to bid for a property for a period of 12 months from placement into the Red banding.
Applicants suitably housed adequately in Private Sector where Local Authority still has outstanding duty.	Households where a full duty has been accepted under the Homelessness legislation and the household has secured suitable private sector accommodation of less than 12 months.

3.4 Bedroom criteria

The size of the property on which an applicant is able to place a bid will depend upon the household's size and circumstance. Herefordshire Council takes on board the view that the bedroom standard is an appropriate measure of overcrowding for allocation purposes, and recommends that all Housing Associations in Herefordshire should adopt this as a minimum. The bedroom standard allocates a separate bedroom to each:

- An adult couple
- A person over 21
- 2 young persons 10-20years of the same sex
- 1 child under 10 years and 1 young person under 20 of the same sex
- 1 or 2 children under 10 years (not necessary of same sex)
- Any unpaired young persons 10-20 years or unpaired children under 10

Home Point Bedroom standard for rental			
Household make up:	Suitable property size		
	1 Bed	2 Bed	3 Bed
Single person (where they are in receipt of housing benefit, affordable accommodation such as a bedsit will be sought)			
Couple without children			

Parent(s) & 1 child Applicant is pregnant (25 weeks onwards)		✓	
Parents(s) and 2 children of the same gender aged between 10 and 20.		✓	
Parent(s) and 2 children regardless of gender aged 0 to 9.		✓	
Parent(s) and 2 children same gender 0 to 9.		✓	
Parent(s) and 3 children 2 of the same gender aged between 10 and 20 and plus 1 other child.			✓
An extra bedroom may be allocated for those who need an overnight carer(s) subject to sufficient evidence provided and Housing Benefit has been agreed and confirmation provided.			

The table will, in general, relate to market and city areas due to the higher level of available stock. However, in rural areas due to limited availability of stock and where two bedroom accommodation has been built for long term sustainability, under occupancy for two bed accommodation may be permitted for single households where the HA is satisfied that affordability permits.

Assessments will be undertaken by HA. The bedroom allocation criteria is compatible with the Welfare Reform Act 2012 which will ensure that where possible those on housing benefit can afford the property they wish to rent and will therefore help prevent the applicant from getting into any financial difficulties with rent arrears.

3.5 Bidding for properties

Properties are advertised on a weekly basis and can be viewed on the Home Point website: www.home-point.info. Advertisements are also displayed at Franklin House, 4 Commercial Road, Hereford, HR1 2BB and in partner offices (see appendix 1).

Where a S106 applies, for rural schemes, in addition to the advertising mentioned above, details will be circulated to the local Ward Member or Parish Council Clerk for distribution locally. Please contact your local Parish Clerk or Ward Member for information.

Bids can be placed via the following:

- Online at www.home-point.info
- Herefordshire Council Info Centres (www.herefordshire.gov.uk for details)
- SMS text message service to bid: 07781482312
- Automated telephone line: 0845 2702550

The results of the successful bids are all available to view on the Home Point website following the allocation of the property. This is usually published within 28 days.

Herefordshire Council reserves the right to bid of behalf of an applicant under Part 7 of the Housing Act 1996, where the property is deemed to be suitable.

3.6 Allocation of Accommodation

The Housing Associations, **not Home Point**, allocate accommodation based upon their own criteria. Whilst common approaches have been agreed, as much as possible, some details may vary. Home Point uses this policy to nominate eligible households to Housing Associations for further consideration.

Home Point partners reserve the right to withhold properties from the Home Point choice-based lettings when the property has been specifically built or converted for an applicant with an identified medical need/s or when needed for urgent management reasons, which could include:

- temporarily accommodating another tenant whilst urgent repairs are carried out to their home
- public safety considerations under Multi Agency Public Protection Panel recommendations
- witness protection
- providing an immediate move to protect the safety of an existing tenant.

This is not intended to be an exhaustive list. These properties will normally still be advertised by Home Point, but the advertisement will state that the property has been “withheld by the landlord”.

Where a property has been adapted; is suitable for those with medical needs; is a sensitive let or has a local lettings plan in place; HAs may advertise and give preference to the most suitable applicants.

When a property is allocated by the HA, notification will be given on the Home Point website identifying the preference band of the successful applicant and the number of bids received for that property.

Home Point Partners reserve the right to offer a direct match of accommodation, in some circumstances, to ensure best use of housing stock to meet the housing needs of the applicant, or existing tenant. Examples may include, but are not limited to:

- Supported accommodation to move on
- As directed by the special cases panel
- Those wishing to downsize
- Adapted properties which meet particular needs of a household.

From time to time the Home Point Partnership Board can agree to prioritise categories to enable best use of housing stock. This may include housing associations allocating accommodation to specific bands of applicants during a particular period of time.

Subject to complying with existing agreements under Section 106 of the Town and County Planning Act 1009 (as amended) or other pre-existing 100% nomination arrangements for specific schemes, Home Point Partners are able to advertise 25% of all available properties as being open to applicants who are existing tenants (or to specify that for those properties first priority will be given to existing tenants) wither with the relevant Housing Association or with other participating Housing Associations.

Housing Associations reserve the right to advertise properties for specific criteria within a given band to better meet the needs of the community and make best use of stock.

Amendments under the Localism Act 2011 to Part VII of the Housing Act 1996 now gives authorities the power to end the main homelessness duty with an offer of suitable private rented accommodation, without requiring the applicants consent. Where it is suitable and appropriate to do so, an offer of private rented accommodation will be made in accordance with Supplementary Guidance on the Homelessness Changes, in the Localism Act 2011 and on the Homelessness (suitability of accommodation (England)) order 2012.

If it is decided that an affordable property is more suitable for the applicant, where a successful bid is made for a property the applicant will be notified of this and, subject to rights of review under Part VII of the Housing Act 1996, this will constitute an offer of housing under Part VI as a discharge of the Council's homelessness duty. Should the applicant be refused by the HA under their allocation criteria, the homelessness duty will not be discharged and they will remain eligible for a further offer. If a suitable offer is refused the homelessness duty will be discharged and they will be reallocated into the Red band.

3.7 Waiting Time

Prioritisation within each banding will be based on the length of time that need has been assessed or date of registration if need hasn't changed over time. Waiting time will begin from the date of registration, at which point appropriate evidence has been assessed and will continue until the need changes.

If the need changes the applicant must inform Home Point who will then reassess and reband accordingly. If an applicant is moved up into a higher band (following assessment) then the date they moved into that band will be their new waiting time. Please note it can take up to four weeks to assess a banding, from the date Home Point are notified of the change in need.

If after reassessment the applicant remains in the same band then the date they were registered will continue.

Please note that a new waiting time start date will apply if an applicant is taken off the register, due to review or if housing need no longer exists, and then reapplies when a housing need arises.

3.8 Local Letting Plans

Local letting plans may be used to achieve a wide variety of housing management and policy objectives. For example, to deal with concentrations of deprivation, to create more mixed communities by setting aside a proportion of properties for applicants who are in employment or to enable existing tenants to take up an offer of employment. These will be agreed in writing by the local authority and reviewed regularly to ensure the arrangements are still required.

3.9 Why are some properties only available under a Section 106?

Some properties, may be subject to occupancy restrictions under agreements within the Section 106 of the Town and Country Planning Act 1990 (as amended), which were placed upon the property at the point of construction and will remain in place.

For rural affordable housing schemes, such as those built on rural exception sites, the Section 106 will include clauses to ensure that the homes remain affordable in perpetuity to meet local identified households' needs now and in the future. They will be allocated to people with a local connection through the local authorities housing register managed by Home Point.

Such properties will require a local connection to the parish / town where they are developed. If properties remain empty and no one with a local connection is seeking rehousing at that time, the properties will then be advertised to households with local connections to the cascading parishes.

Where properties have occupancy restrictions this will be stated within the property advertisement that a S106 applies or a local connection is required. If additional information is required at the point of advertising, it is recommended that the HA is contacted directly to clarify any information on each property.

SECTION 4: ENSURING EQUALITY

Herefordshire Council is committed to effectively serving all members of the community to ensure that all strategies and policies consider all groups and sections of Herefordshire's communities. Herefordshire Council have signed up to the Herefordshire Equality and Human Rights Charter and recognise that some people may experience discrimination and be disadvantaged because of their individual characteristics or social identity, including (but not limited to) their race, disability, gender, age, religion or belief, sexual orientation, gender reassignment, marriage or civil partnership.

This policy seeks to address the imbalance between those who can and cannot access housing on the open market by specifically targeting groups of people who are disadvantaged for any reason.

Equality and diversity issues will be considered when working with partners to implement this policy, in order to ensure that no group is excluded and to make certain that those who are most in need of help and support, are taken into account.

Herefordshire Council expects all HAs to ensure that they follow the Equality Act 2010 and have their own Equal Opportunities policies available.

Under the Equality Act 2010, local authorities have a legal duty (the Public Sector Equality Duty) to pay due regard to:

- Eliminate unlawful discrimination, victimisation and harassment.
- Promote equality with regard to the protective characteristics
- Promote good relations.

The law requires that due regard is demonstrated in any decision making process. The following sections detail how equality is ensured, including the appeals procedure every applicant is entitled to follow if they feel they are dissatisfied with any decision made.

4.1 Review of Application

To ensure the register is accurate and up to date, all applicants will be reviewed annually (on the anniversary of their initial registration date) and will be asked to ensure that the information held reflects their current circumstances. If an applicant does not respond to the correspondence to update their records, it will be considered that they are no longer in need of accommodation and consequently will be taken off the Home Point register after 28 days notice.

Any applicant has a right to make an appeal if they are unhappy with their application being removed.

4.2 Appeals and complaints

All applicants have the right to information about decisions which are taken in respect of their application. All applicants have a right to make an appeal if they are unhappy with any decision made regarding their registration by Home Point, for example a banding decision or a decision to exclude them from the register.

4.2.1 Registration and nomination appeals

With regard to registration and nomination decisions made by Home Point, the applicant should appeal in writing and submit the appeal to the Home Point Principal Officer at Herefordshire Council. An applicant can appoint an advocate and once appointed the Home Point Principal Officer will deal directly with that advocate. The appeal will be dealt with by the Home Point Principal Officer, who was not involved in the original decision.

There are two stages to the appeal process:

Stage 1

The appeal must be made in writing within 21 calendar days of the date of the decision letter, stating the grounds for the appeal. The appeal will be considered and a decision will normally be given within 21 calendar days. In complex cases it may not be possible to give a decision in 21 days and it may take longer. Where this is the case the applicant/advocate will be notified in writing prior to expiry of the 21 day period.

Stage 2

If the applicant is unhappy with the decision made, they may request that a further review be carried out by the Home Point Board of Management (or their nominated representative). This request must be made in writing within 14 calendar days of the date of the stage 1 decision. A decision will normally be given in 21 calendar days, subject to extension where necessary.

If the applicant remains unhappy with the outcome of the appeal, the applicant may make a complaint to the Housing Ombudsman.

4.2.2 Complaints

If you are not happy with the level of service received from Herefordshire Council please contact Herefordshire Council's Customer Insight Unit who will listen to your complaint fully and discuss with you how we can resolve issues to your satisfaction through an agreed complaints handling plan.

To make your complaint you can:

- Complete an online feedback form (<https://www.herefordshire.gov.uk/government-citizens-and-rights/complaints-and-compliments/complaints-and-feedback-making-experiences-count/complaints-and-feedback-form/>)
- Telephone the Customer Insight Unit on 01432 260535
- Email feedback@herefordshire.gov.uk
- Call into any of Herefordshire Council's Customer Service Centres, where a member of the customer service team will be able to help you. (For location details please visit www.herefordshire.gov.uk).

4.3 False statement and withholding information

This policy falls within the provisions of Part 6 of the Housing Act 1996 and as such Section 171 of the Act states:

(1) A person commits an offence if, in connection with the exercise by a local housing authority of their functions under this Part –

(a) he knowingly or recklessly makes a statement which is false in material particular, or

(b) he knowingly withholds information which the authority has reasonably required him to give in connection with the exercise of those functions.

Home Point Herefordshire is the local housing authority's mechanism for discharging its functions under Part 7 of the Housing Act 1996 (as amended). Consequently where section 171 applies, Herefordshire Council may bring a prosecution.

Where false information is found to have been given, the applicant may also be excluded from registration with Home Point, and where false information has resulted in the applicant obtaining accommodation, the relevant HA may bring possession proceedings for recovery of the property.

SECTION 5: GOVERNANCE ARRANGEMENTS

The Home Point Partnership Board will monitor the implementation of this Housing Allocation Policy and will be proactive in monitoring its effects.

Herefordshire Council will review this policy on an annual basis in order to ensure that it continues to address the needs of all communities across Herefordshire, with the first review to be undertaken and published 12 months after the implementation of this policy.

Any changes that are made to this document, resulting from its annual review, will be implemented following a 28 day consultation period with all partner HA's.

SECTION 6: GLOSSARY AND DEFINITION OF TERMS

TERM	DEFINITION
Accommodation of Choice	Accommodation of Choice is dealt with and addressed through Legislation and Case Law in relation to Homelessness Decisions and relates to establishing a local connection. If someone is living in accommodation not of their own choice then residence by virtue of simply living in an area will not count towards having a local connection.
Affordable Housing	Housing provided at below market prices and allocated on the basis of need to people who live or work in Herefordshire or need to move to Herefordshire to receive/provide support and who are unable to purchase or rent properties generally available on the open market without financial assistance, as their only home. For further definitions of affordable housing please visit: http://www.herefordshire.gov.uk/housing/36077.asp
Affordable Rented	Rented housing usually owned and managed by housing associations BUT not subject to the national rent regime but is subject to other rent controls. This requires a rent of no more than 80% of the open market rent (including service charges, where applicable).
Allocation Policy	Under the Housing Act 1996 (as amended by the Homelessness Act 2002 and the Localism Act 2011), every local housing authority in England must have an allocation policy for determining priorities and detailing the procedures that are to be followed in allocating housing. This policy document describes the criteria that Herefordshire Council uses to register and prioritise applications for affordable housing in Herefordshire.
Bedroom Standard	The bedroom standard allocates a separate bedroom to each: <ul style="list-style-type: none"> • An adult couple • A person over 21 • 2 young persons 10-20years of the same sex • 1 child under 10 years and 1 young person under 20 of the same sex • 1 or 2 children under 10 years (not necessary of same sex) • Any unpaired young persons 10-20 years or unpaired children under 10

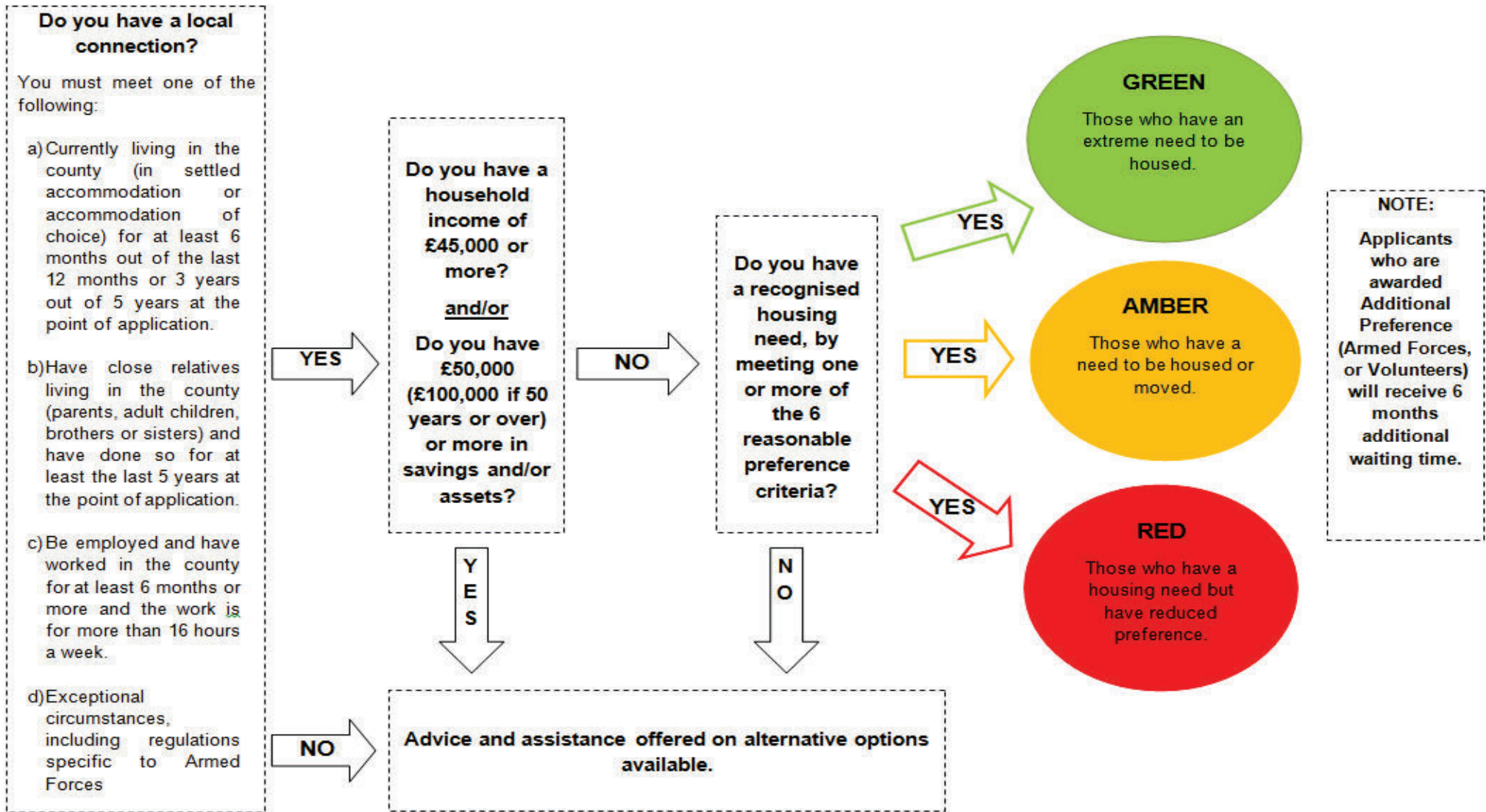
Bidding for a property	The process of telling Home Point that you would like to live in a property. A bid of interest can be made by telephone, internet or by visiting one of the Partner offices.
Category 1 hazard	Category 1 hazards are serious hazards found in a dwelling upon which the Local Authority has a duty to take action.
Choice-based lettings	A scheme that gives all applicants a greater degree of choice when applying for a home.
Eligibility	This term is used to confirm acceptance or qualify to be chosen/accepted.
Equality Act 2010	<p>The law requires that 'due regard' is demonstrated in the decision making process. Proposed changes to policies procedures and practice, is a way of 'due regard' can be demonstrated and we need to ensure the needs and the rights of different members of the community (the equality groups). The protected groups are:</p> <ul style="list-style-type: none"> • Age • Disability • Gender • Reassignment • Marriage and Civil Partnerships • Pregnancy and Maternity • Race • Religion or Belief • Sex • Sexual Orientation.
Herefordshire Compact	Herefordshire Compact is the mutually agreed framework to promote and support partnership working between the voluntary and community sectors, and public bodies to benefit people living in the county.
Home Point	The name of the choice-based lettings scheme in Herefordshire by which properties are advertised.
Homeless From Home	<p>Applicants who are owed a full duty under the Housing Act 1996 Section 195 (2) where a parental eviction or a valid Notice To Quit has been issued and they are able to remain at the property until suitable accommodation can be found.</p> <p>S195 (2) The Duty to take reasonable steps to secure that accommodation does not cease to be available for those applicants who are threatened with homelessness, in priority need and are threatened with homelessness unintentionally.</p>
Homelessness Act 2002	The Homelessness Act 2002 made amendments to the Housing Act 1996 and also placed a duty on Local Authorities to review homelessness and to produce a homelessness strategy. For more information on these acts please see www.legislation.gov.uk
Housing Act 1996	An Act to make provision about housing, including provision about the social rented sector, houses in multiple occupation, landlord and tenant matters, the administration of housing benefit, the conduct of tenants, the allocation of housing accommodation by local housing authorities and homelessness; and for connected purposes.

Housing Act 2004	Legislation aimed to strengthen the Government's drive to reform the housing market, meeting its 2010 decent homes target, whilst further enhancing local communities. Parts 1 and 2 introduce the Housing Health and Safety Rating System and Mandatory licencing of larger high risk Houses in Multiple Occupation as a means of improving private sector accommodation.
Housing Associations (HA)	Housing Associations are not for profit organisations that are essentially landlords providing affordable housing. Housing Associations can also be known as Registered Providers, Affordable Housing Providers or Registered Social Landlord and will generally be regulated by the Homes and Communities Agency.
Housing need	Households are deemed to be in need if they are lacking their own housing or living in housing which is inadequate or unsuitable and are unlikely to be able to meet their needs in the housing market without some assistance.
Housing register	Is a list of eligible households seeking affordable housing.
Intermediate Rental	Homes for rent provided at a cost above social rent, but below market levels. In Herefordshire, Intermediate Rents are set at 80% of the local housing allowance.
Local connection criteria	See section 2.1 of policy for details.
Local Lettings Plan	Local Lettings Plans are agreed local plans for the allocation and letting of properties. Local Lettings Plans may be used with certain defined geographical areas and can be used to make adjustments to the main allocations and lettings policy to meet specific local needs and issues at that time.
Localism Act 2011	The act aims to shift power from central government back to individuals, communities and councils. The Localism Act includes five key measures: <ul style="list-style-type: none"> • Community Rights • Neighborhood planning • Housing • General power of competence • Empowering cities and other local areas. <p>For more information please refer to: http://www.local.gov.uk/localism-act</p>
Low Cost Home Ownership	Housing sold at a price lower than the open market value to households in housing need who could not otherwise afford to purchase, as determined within the Technical Data supporting the Planning Obligations SPD (2008).
Mutual exchange	A swap of accommodation between two affordable housing tenants that relies on each tenant moving permanently into the other persons / tenants property having received both landlords permission to proceed.
Person in control	This may be the owner of the property, landlord, freeholder, letting agent.
Private Landlord	Someone who owns and lets properties other than a council or housing association.
Reasonable Preference	The Housing Act 1996 (as amended), requires Local Authorities to provide 'Reasonable Preference' in their Allocation Policy to people with high levels of assessed housing need these are defined as the following: <ul style="list-style-type: none"> • All homelessness people as defined in part VII of the Housing Act 1996 (including those who are intentionally homeless and those not in priority

	<p>need)</p> <ul style="list-style-type: none"> • People who are owed a duty by any housing authority under section 190(2), 193(2) or 195(2) of the 1996 Act (or under section 65 (2) or 68(2) of the Housing Act 1985) or who are occupying accommodation secured by any housing authority under s.192(3), • People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions • People who need to move on medical or welfare grounds, including grounds relating to disability and; • People who need to move to a particular locality in the district of the housing authority, where failure to meet that need would cause hardship (to themselves or others). The Communities and Local Government guidance defines this as 'a person who needs to move to a different locality in order to give or receive care, to access specialised medical treatment, or to take up a particular employment, education or training opportunity' (please see Allocation of accommodation: guidance for local housing authorities in England, p19).
Regular Forces	As detailed in s.374 of the Armed Forces Act 2006, 'Regular Forces' means the Royal Navy, the Royal Marines, the regular army or the Royal Air Force.
Reserved Forces	As detailed in s.374 of the Armed Forces Act 2006, 'Reserve Forces' means the Royal Fleet Reserve, the Royal Naval Reserve, the Royal Marines Reserve, the Army Reserve, the Territorial Army, the Royal Air Force Reserve or the Royal Auxiliary Air Force.
Section 106	A contract entered into by a local planning authority and an individual property developer under Section 106 of the Town and Country Planning Act 1990 under which the developer agrees to provide defined facilities, or contributions, as part of the proposed development. Such planning obligations are often used as a legally binding agreement between a local authority and developer to deliver affordable housing within a development including occupancy criteria.
Settled Accommodation	<p>Settled Accommodation is dealt with and addressed through Legislation and Case Law in relation to Homelessness Decisions. Essentially any accommodation that is precarious, short term or insecure is not considered settled. Examples of settled accommodation include, but are not limited to:</p> <ul style="list-style-type: none"> • Freehold or Leasehold Ownership • A tenancy enjoying security of Tenure (An assured or Assured Shorthold Tenancy) • An indefinite Licence or Permission to Occupy (Any occupation implying an indefinite time period) • Returning to long term occupation with parents • An indefinite stay with other relatives • Tied accommodation as a long term employee.
Shared ownership	A type of Affordable housing which enables a household to buy a share in a property and pay rent on the remaining share which is owned by a housing association. Usually the maximum share owned cannot exceed 80% of the property value.

Shortlist	A list of applicants that have expressed an interest in a particular property advertised through Home Point at the close of bidding.
Social Rented	Rented housing usually owned and managed by housing associations, for which guideline target rents are determined through the national rent regime.
Statutory duty to homeless household	A term that refers to people or families to whom a local housing authority have a duty to make an offer of housing.
The Homelessness Suitability of Accommodation (England) Order 2012	<p>The Suitability of Accommodation (England) Order 2012 requires local authorities to put in place arrangements to ensure that private rented sector offer of accommodation is suitable. The location requirements of the Order also extend to any accommodation secured under Part VII of the Housing Act 1996 (including temporary accommodation).</p> <p>http://www.legislation.gov.uk/uksi/2012/2601/made or</p> <p>https://www.gov.uk/government/publications/homelessness-changes-in-the-localism-act-2011-supplementary-guidance</p>
Welfare Reform Act 2012	<p>The Act legislates for the biggest change to the welfare system for over 60 years. It introduces a wide range of reforms that will deliver a fairer and simpler system by:</p> <ul style="list-style-type: none"> • creating the right incentives to get more people into work • protecting the most vulnerable in our society • delivering fairness to those claiming benefit and to the taxpayer.

SECTION 7: ALLOCATION POLICY SUMMARY



APPENDIX 1: HOME POINT PARTNERS

The following are members of the Home Point Partnership, which operates under an agreement:

Partner Agency	Website	Herefordshire Office (where hard copy application forms are available)
Herefordshire Council	www.herefordshire.gov.uk	Franklin House, 4 Commercial Road, Hereford HR1 2BB
Herefordshire Housing Ltd	www.hhl.org.uk	<p>Head Office: Herefordshire Housing Ltd. Legion Way, Hereford, HR1 1LN</p> <p>City Centre Office: One-Stop Shop 84-86 Widemarsh Street, Hereford, HR4 9HG</p> <p>South Wye Office: Jubilee Court Community Facility, Kilvert Road, Newton Farm, Hereford, HR2 7FE.</p>
Kemble Housing	www.kemblehousing.co.uk/home	44 Berrington Street, Hereford HR4 0BJ
Marches Housing Association	www.marchesha.co.uk	Benedict Court, Southern Avenue, Leominster, Herefordshire, HR6 0QF
Sanctuary Housing	www.sanctuary-housingmidlands.co.uk/	Please note that these partners do not have an office within Herefordshire. For a hard copy of the Home Point Application form please contact your landlord directly.
South Shropshire Housing Association	www.sshropsha.co.uk/	
Two Rivers Housing	www.tworivershousing.org.uk/	
Bromford Housing Group	www.bromfordgroup.co.uk	
Festival Housing	www.festivalhousing.org	
Guinness Hermitage	www.guinnesshermitagegloucester.co.uk	

Please note that this list is not exhaustive and does not include all providers who have housing stock within Herefordshire.

APPENDIX 2: RURAL LOCALITIES

Please find listed below villages within Herefordshire where the population is below 3,000.

Source: 2011 Census, Office for National Statistics © Crown Copyright 2012

Abbey Dore; Bacton	Eardisley	Marstow
Aconbury; Little Birch	Eaton Bishop	Mathon
Acton Beauchamp; Evesbatch	Edvin Loach & Saltmarshe; Tedstone Wafer	Michaelchurch Escley
Adforton	Edwyn Ralph	Middleton on the Hill
Allensmore	Eggleton; Stretton Grandison	Moccas
Almeley	Elton; Leinthall Starkes; Pipe Aston	Monkland & Stretford
Ashperton	Ewyas Harold	Mordiford
Aston Ingham	Eye, Moreton & Ashton	Moreton Jeffries; Much Cowarne
Avenbury	Eyton	Moreton-on-Lugg
Aylton	Felton; Ocle Pychard	Much Birch
Aymestrey	Ford & Stoke Prior; Newton (Leominster)	Much Dewchurch
Ballingham; Bolstone	Fownhope	Much Marcle
Bartestree	Foy	Munsley; Pixley
Birley with Upper Hill	Ganarew; Whitchurch	Newton (S Herefordshire)
Bishop's Frome	Garway	Norton Canon
Bishopstone	Goodrich; Welsh Bicknor	Norton
Blakemere; Tyberton	Hampton Bishop	Orcop
Bodenham	Hampton Charles; Hatfield & Newhampton	Orleton
	Harewood; Pencoyd; Tretire with	
Bosbury; Coddington	Michaelchurch	Pembridge
Brampton Abbotts	Hentland	Pencombe with Grendon Warren
Brampton Bryan; Willey	Holme Lacy	Peterchurch
Bredenbury	Holmer & Shelwick	Peterstow
Bredwardine	Hope Mansell	Pipe & Lyde
Breinton	Hope Under Dinmore	Preston Wynne
Bridge Sollers; Byford; Mansell Gamage	How Caple	Preston-on-Wye
Bridstow	Humber	Pudleston
Brilley; Huntington	Kenchester; Stretton Sugwas	Putley
Brimfield	Kenderchurch; Treville; Wormbridge	Richards Castle

Brinsop & Wormsley
 Brobury with Monnington-on-Wye; Staunton-on-Wye
 Brockhampton; Whitbourne
 Brockhampton with Much Fawley

 Buckton & Coxall; Walford, Letton & Newton
 Burghill
 Burrington; Downton
 Byton; Combe; Kinsham
 Callow; Grafton
 Canon Frome; Castle Frome
 Canon Pyon; Dinmore
 Clehonger
 Clifford
 Collington; Thornbury
 Colwall
 Cradley
 Craswall
 Credenhill
 Croft & Yarpole
 Cusop
 Dewsall; Haywood
 Dilwyn
 Dinedor
 Docklow & Hampton Wafer; Grendon Bishop
 Donnington; Eastnor
 Dormington; Stoke Edith
 Dorstone
 Dulas; Llancillo; Rowstone
 Eardisland

Kentchurch

 Kilpeck
 Kimbolton
 Kings Cuple
 King's Pyon
 Kingsland
 Kingstone; Thruxton
 Kington Rural; Lower Harpton
 Kinnersley; Sarnesfield; Letton
 Knill; Rodd, Nash & Little Brampton; Titley
 Lea
 Leintwardine
 Leysters
 Lingen
 Linton (Bromyard)
 Linton (Ross)
 Little Cowarne
 Little Dewchurch
 Little Hereford
 Little Marcle
 Llandinabo; Llanwarne
 Llangarron
 Llanrothal; Welsh Newton
 Llanveynoe
 Longtown; Walterstone
 Lucton
 Lugwardine
 Luston
 Lyonshall
 Madley
 Mansell Lacy
 Marden

Ross Rural

 Sellack
 Shobdon
 Sollers Hope; Yatton
 St. Devereux
 St. Margarets
 St. Weonards
 Stanford Bishop
 Stapleton
 Staunton-on-Arrow
 Stoke Lacy
 Sutton
 Tarrington
 Tedstone Delamere
 Turnastone; Vowchurch
 Ullingswick
 Upper Sapey; Wolferlow
 Upton Bishop
 Wacton
 Walford
 Wellington Heath
 Wellington
 Weobley
 Westhide; Withington
 Weston Beggard
 Weston Under Penyard
 Whitney-On-Wye
 Wigmore
 Willersley & Winforton
 Woolhope
 Yarkhill
 Yazor

Housing Allocations Policy consultation

Version 1.2

Herefordshire Council Research Team

November 2012

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If you need help to understand this document, or would like it in another format or language, please call the Research Team on 01432 383364 or e-mail researchteam@herefordshire.gov.uk

Introduction

A change in the law has given councils more freedom to decide how they manage their housing registers. The results of this survey will inform part of Herefordshire Council's review of the way affordable housing¹ is allocated to people across the county.

The views were sought on how requests for affordable housing should be prioritised from anyone over the age of 16 who lives or works in Herefordshire and of any organisations or professionals with an interest in this issue.

A questionnaire was made available in paper and online formats. They were distributed to 850 people selected randomly from the 5,000 currently on the housing waiting list; around a further 300 were either left at info centres or requested by phone. Questionnaires were also distributed through the Council's gypsy and traveller liaison officer and were also taken to two large farms in Herefordshire to target workers. A link to the questionnaire was displayed through the Registered Social Landlords websites, through the Homepoint website and through the Councils website.

In addition the survey was widely publicised to the general public through 2,500 leaflets, advertising both the workshops and the questionnaire, that were distributed to all info points and some council buildings; libraries; all HALO buildings; youth centres; community Halls; the Kindle Centre; Children's Centres and various other groups. It also went to all ward members and to all Parish councils. Furthermore, it was advertised in the Hereford Journal twice, with the second occasion including front page coverage.

The survey period ran from 3rd July 2012 until 1st October 2012. This report summarises the findings of the survey Top line report.

¹ Affordable housing is social rented, affordable rented and intermediate housing provided to eligible households whose needs are not met by the market.

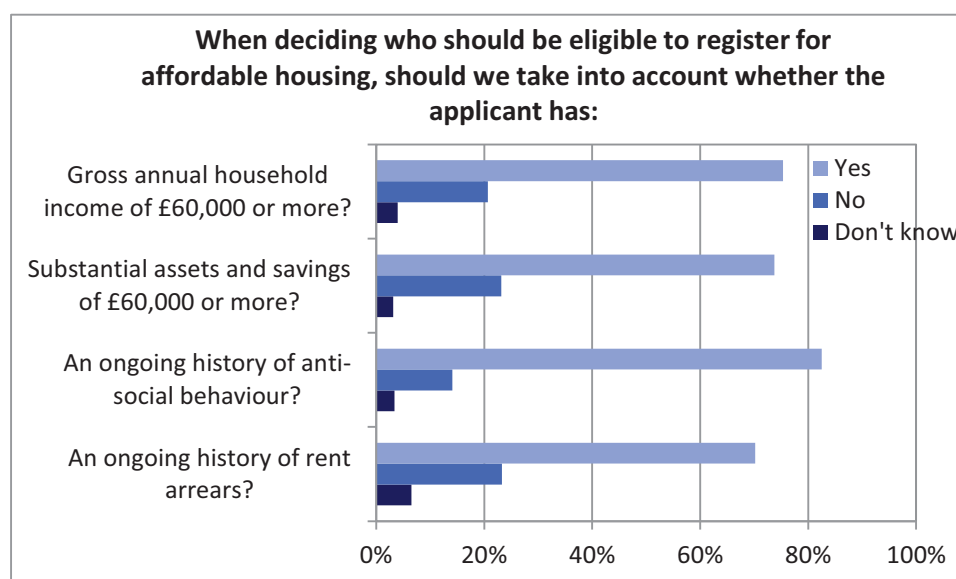
Results

In the tables and charts in this report, all the percentages are calculated as a proportion of the total number of responses to each question unless otherwise stated.

361 responses were received for the survey, of which 149 were the standard paper questionnaires and 212 were online responses.

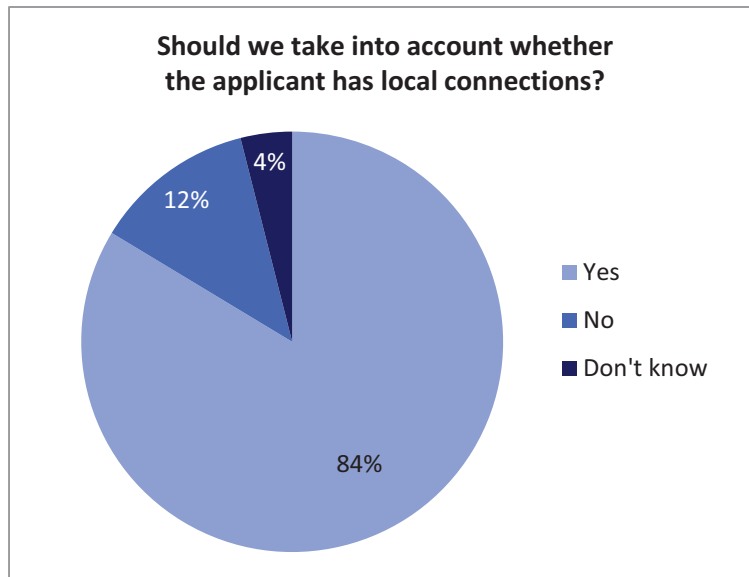
Q1. When deciding who should be eligible to register for affordable housing, should we take into account whether the applicant has:

	Gross annual household income of £60,000 or more?		Substantial assets and savings of £60,000 or more?		An ongoing history of anti-social behaviour?		An ongoing history of rent arrears?	
	No.	%	No.	%	No.	%	No.	%
Yes	266	75%	258	74%	293	83%	247	70%
No	73	21%	81	23%	50	14%	82	23%
Don't know	14	4%	11	3%	12	3%	23	7%
<i>Total responses</i>	<i>353</i>		<i>350</i>		<i>355</i>		<i>352</i>	
Not answered	8		11		6		9	



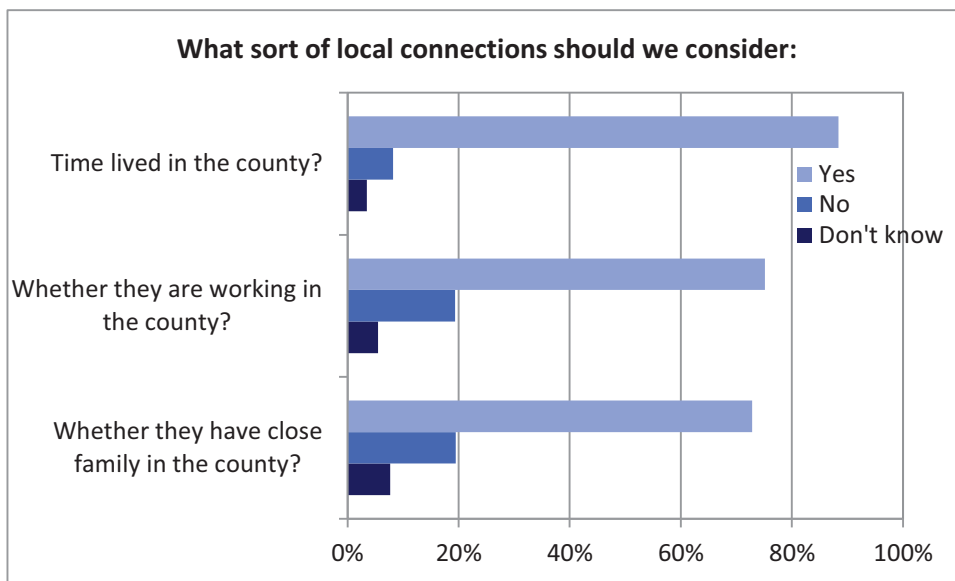
Q2. Should we take into account whether the applicant has local connections?

	No.	%
Yes	297	84%
No	44	12%
Don't know	14	4%
<i>Total responses</i>	<i>355</i>	
Not answered	6	



Q3. If we should take into account whether the applicant has local connections, what sort of local connections should we consider:

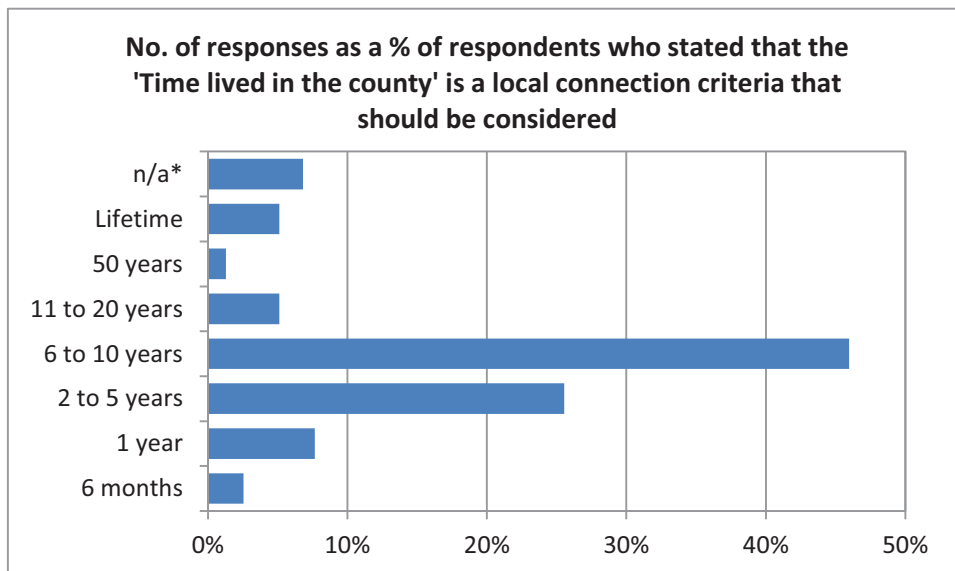
	Time lived in the county?		Whether they are working in the county?		Whether they have close family in the county?	
	No.	%	No.	%	No.	%
Yes	281	88%	233	75%	228	73%
No	26	8%	60	19%	61	19%
Don't know	11	3%	17	5%	24	8%
<i>Total responses</i>	<i>318</i>		<i>310</i>		<i>313</i>	
Not answered	43		51		48	



The length of time that a resident should have lived in the county as stated by those respondents who indicated that 'Time lived in the county' is a local connection that should be considered.

A minimum of...	No.	%
6 months	6	3%
1 year	18	8%
2 to 5 years	60	26%
6 to 10 years	108	46%
11 to 20 years	12	5%
50 years	3	1%
Lifetime	12	5%
n/a*	16	7%
Total responses	235	100%

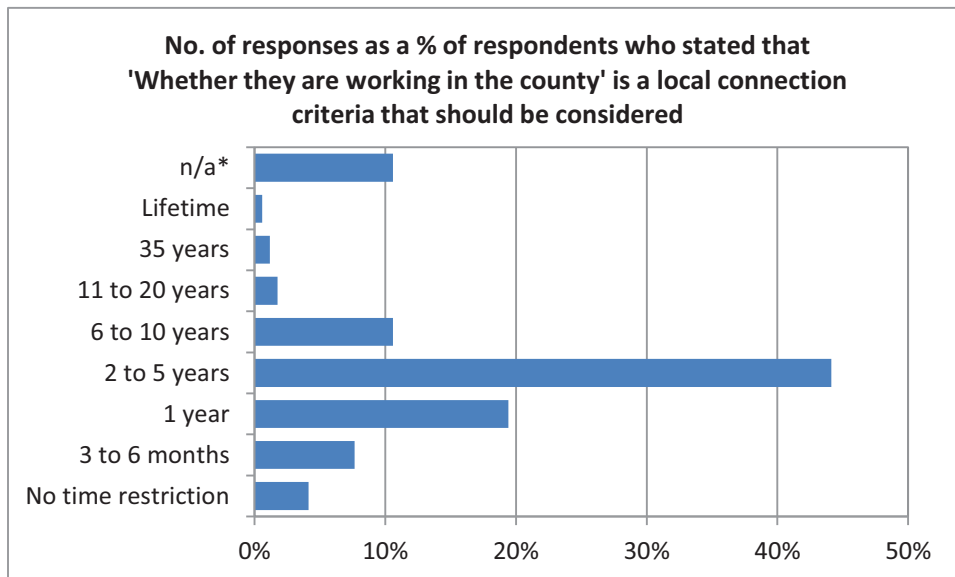
**Inapplicable, unclear or other responses (see Appendix A for a full list of these responses).*



The length of time that someone should have worked in the county as stated by those respondents who indicated that 'Whether they are working in the county' is a local connection that should be considered.

A minimum of...	No.	%
No time restriction	7	4%
3 to 6 months	13	8%
1 year	33	19%
2 to 5 years	75	44%
6 to 10 years	18	11%
11 to 20 years	3	2%
35 years	2	1%
Lifetime	1	1%
n/a*	18	11%
<i>Total responses</i>	<i>170</i>	<i>100%</i>

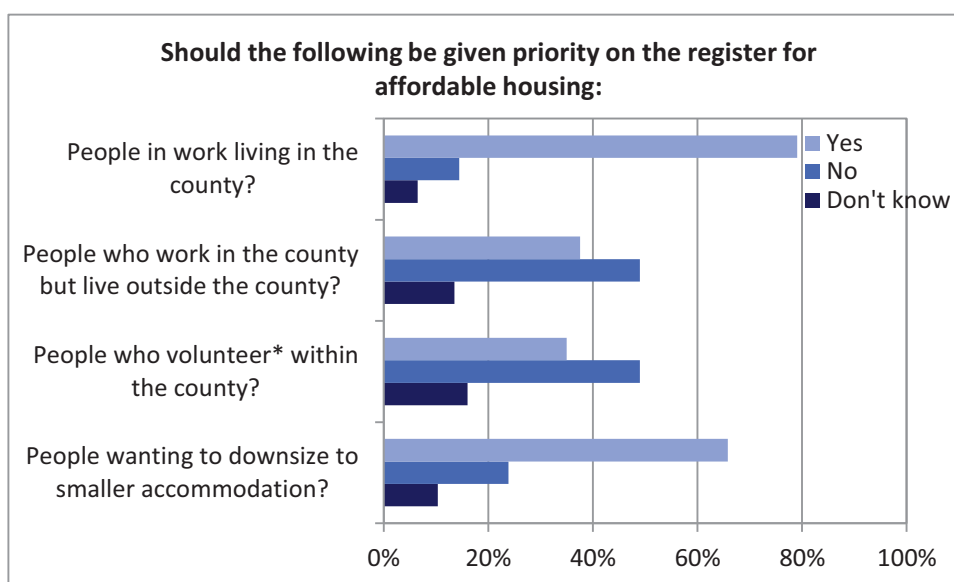
***Inapplicable, unclear or other responses (see Appendix A for a full list of these responses).*



Q4. Should the following be given priority on the register for affordable housing:

	People in work living in the county?		People who work in the county but live outside the county?		People who volunteer* within the county?		People wanting to downsize to smaller accommodation?	
	No.	%	No.	%	No.	%	No.	%
Yes	280	79%	128	38%	120	35%	229	66%
No	51	14%	167	49%	168	49%	83	24%
Don't know	23	6%	46	13%	55	16%	36	10%
<i>Total responses</i>	354		341		343		348	
Not answered	7		20		18		13	

**By volunteering we mean an activity that involves spending time, without payment, doing something that aims to benefit individuals (other than close relatives), groups or the environment.*



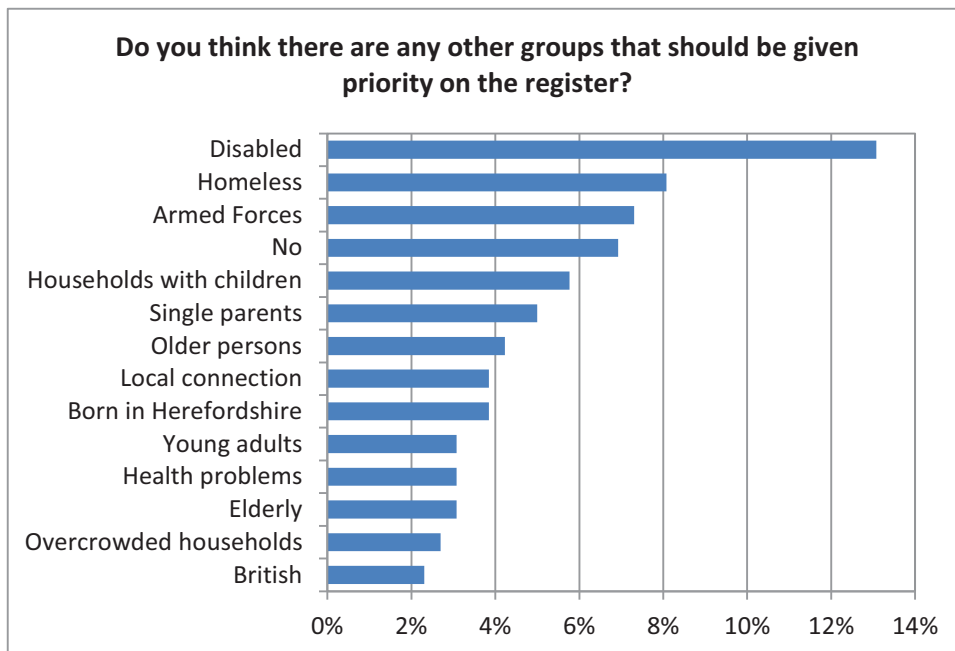
Do you think there are any other groups that should be given priority on the register?

There were 215 comments made, that incorporated a total of 260 suggested groups. The table and chart show the most commonly stated groups, see Appendix A for the full list. Percentages are shown as a proportion of the total number of groups stated.

	No.	%
Disabled	34	13%
Homeless	21	8%
Armed Forces	19	7%
No	18	7%
Households with children	15	6%
Single parents	13	5%
Older persons	11	4%
Born in Herefordshire	10	4%
Local connection	10	4%
Elderly	8	3%
Health problems	8	3%
Young adults	8	3%
Overcrowded households	7	3%
British	6	2%
Other groups	72	28%
<i>Total No. of groups stated*</i>	<i>260</i>	<i>100%</i>
<i>Total responses</i>	<i>215</i>	

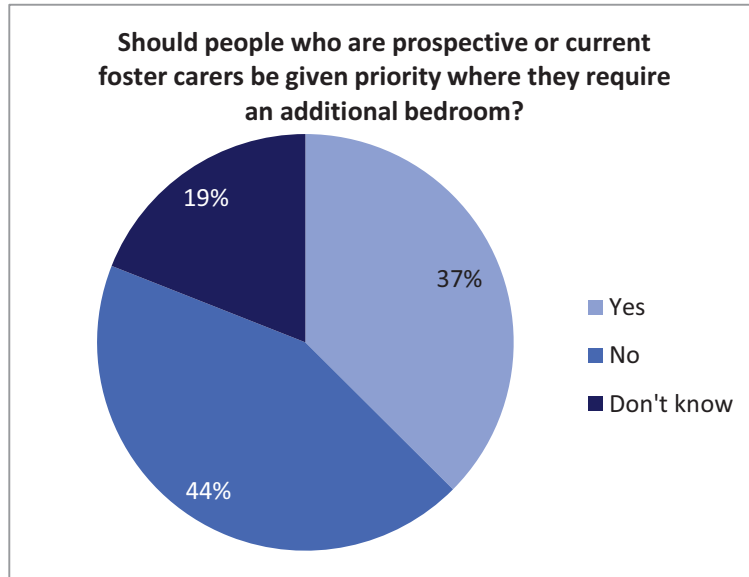
Note that these are broad groups and can represent a range of sub-groups; for example, 'Armed forces' can refer to people who are currently serving or retired from the armed forces, bereaved families of armed forces, etc.

**Respondents can state more than one group.*



Q5. Should people who are prospective or current foster carers be given priority where they require an additional bedroom?

	No.	%
Yes	130	37%
No	151	44%
Don't know	66	19%
<i>Total responses</i>	<i>347</i>	
Not answered	14	

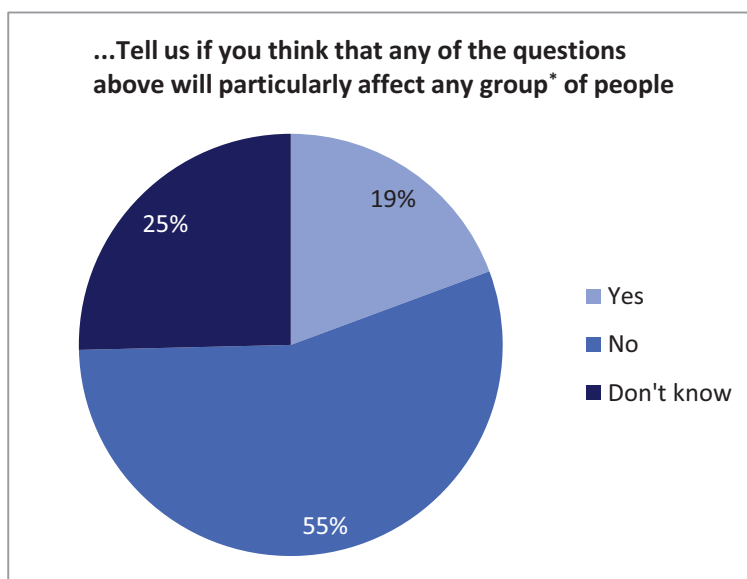


Q6. How do you think the questions above would affect members and ex-members of the armed forces wanting to register for affordable housing?

There were 253 comments made. Please see Appendix A for the full list.

Q7. We want to ensure that any changes made are fair to everyone. To help us do this, please tell us if you think that any of the questions above will particularly affect any group of people due, for example, to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

	No.	%
Yes	64	19%
No	183	55%
Don't know	84	25%
<i>Total responses</i>	<i>331</i>	
Not answered	30	



**For example, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.*

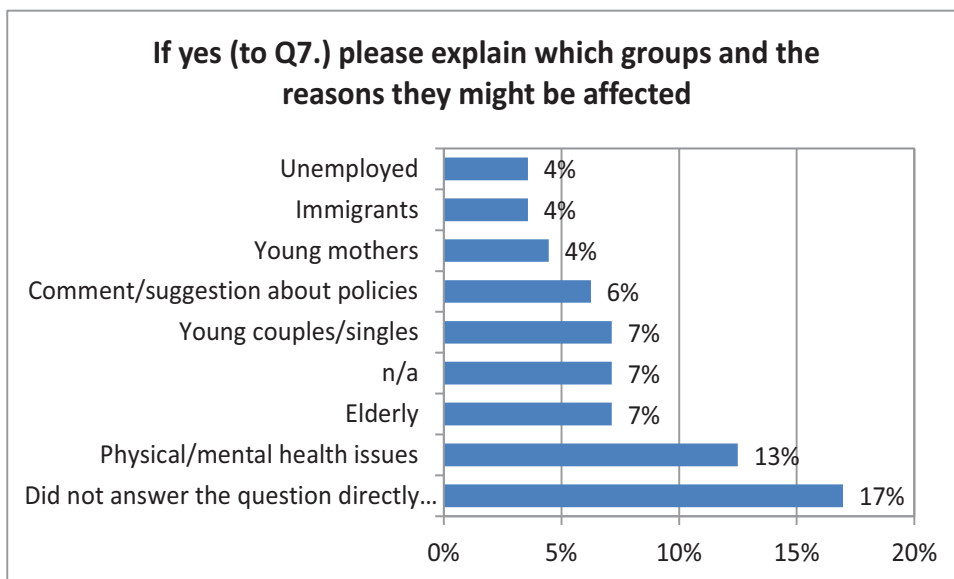
If yes (to Q7.) please explain which groups and the reasons they might be affected

There were 84 responses made, amounting to around 112 broad groups.

The table shows the number of groups stated for all broad groups. The chart shows the most commonly stated groups. Percentages are shown as a proportion of the total number of groups stated (112 groups). See Appendix A for the full list.

Note that reference to a stated group could be in either a positive or negative context; for example, respondents referring to a particular group could be in favour of that group being adversely affected.

Broad group code	Description	No.	%
1	Did not answer the question directly but stated at least 1 group that should not be prioritised	19	17%
2	Physical/mental health issues	14	13%
3	Elderly	8	7%
4	n/a	8	7%
5	Young couples/singles	8	7%
6	Comment/suggestion about policies	7	6%
7	Young mothers	5	4%
8	Immigrants	4	4%
9	Unemployed	4	4%
10	Gypsies & travellers	3	3%
11	Herefordians	3	3%
12	LGBT	3	3%
13	All should be treated equally	2	2%
14	Armed forces	2	2%
15	Assets > 60K	2	2%
16	British	2	2%
17	General comment	2	2%
18	No groups effected	2	2%
19	No local connection	2	2%
20	People on high incomes	2	2%
21	Vulnerable/abused	2	2%
22	Homeless	1	1%
23	Large households	1	1%
24	Low income	1	1%
25	Low priority band	1	1%
26	Non-specific group	1	1%
27	Overcrowded households	1	1%
28	Special needs	1	1%
29	Students	1	1%
	Total	112	100%



Q8. Are you responding on behalf of an organisation?

Note that this question was not included in the questionnaires sent to the 850 randomly selected households on the current housing waiting list.

	No.	%
Yes	11	5%
No	227	95%
<i>Total responses</i>	238	

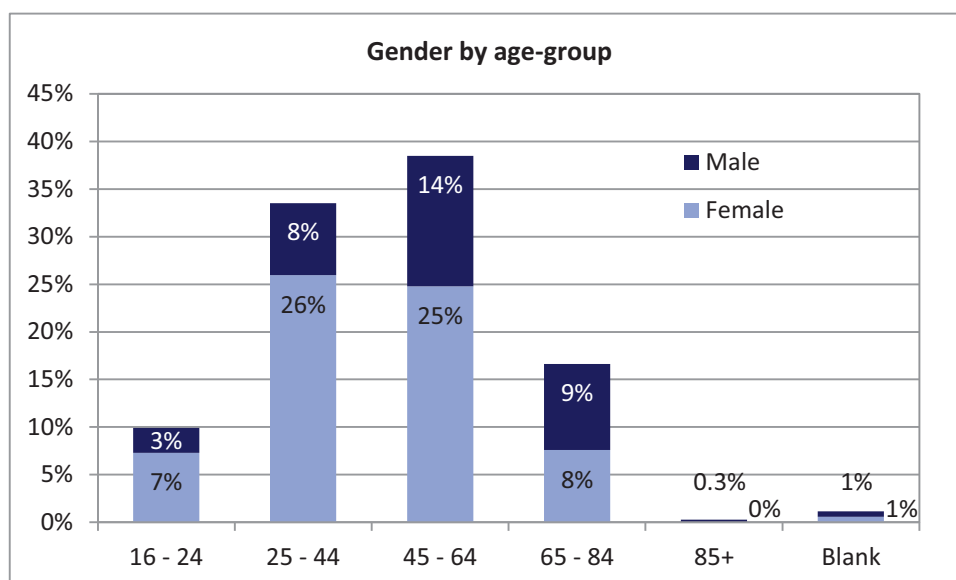
Of the 11 respondents who stated that they are responding on behalf of an organisation, 10 provided details of their organisation which are listed in the table. The table also contains the details from 1 respondent, who stated that they are *not* responding on behalf of an organisation, but specified Herefordshire and 1 further person who did not respond to Q8, but did state that they are a Herefordshire Councillor.

Are you responding on behalf of an organisation	Type of organisation	No.
Yes	Parish council	6
	Herefordshire Councillor	1
	Housing Association	1
	MOD Hereford in conjunction with the Armed Forces Covenant	1
	No response	1
	No	Herefordshire Council
No response	Herefordshire Councillor	1
<i>Total</i>		12

Q9. About you

Q9a. What is your gender? & Q9b. What is your age band?

Age-group	People		Female		Male	
	No.	%	No.	% of all people	No.	% of all people
16 - 24	34	10%	25	7%	9	3%
25 - 44	115	34%	89	26%	26	8%
45 - 64	132	38%	85	25%	47	14%
65 - 84	57	17%	26	8%	31	9%
85+	1	0.3%	0	0%	1	0%
Did not specify age-group	4	1%	2	1%	2	1%
<i>Total responses</i>	<i>343</i>	<i>100%</i>	<i>227</i>	<i>66%</i>	<i>116</i>	<i>34%</i>
Not answered	18					

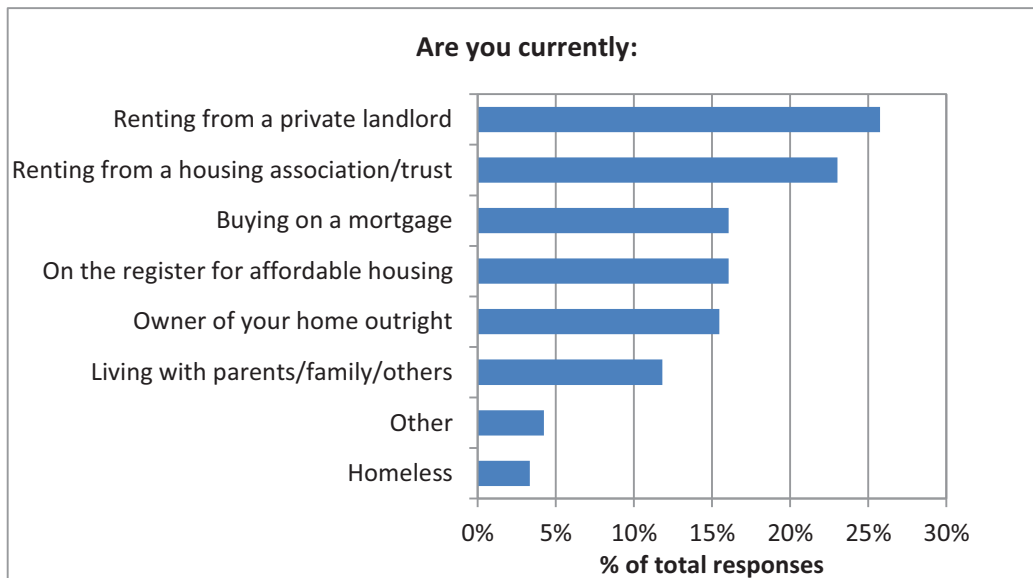


Q9c. Are you currently:

	No.	% of total responses
Renting from a private landlord	85	26%
Renting from a housing association/trust	76	23%
Buying on a mortgage	53	16%
On the register for affordable housing	53	16%
Owner of your home outright	51	15%
Living with parents/family/others	39	12%
Other*	14	4%
Homeless	11	3%
<i>Total No. of options selected**</i>	<i>382</i>	
<i>Total responses</i>	<i>330</i>	
Not answered	31	

*Other options are listed in Appendix A

**Respondents could select more than one option. (A table showing a breakdown for all option combinations is provided in Appendix A).



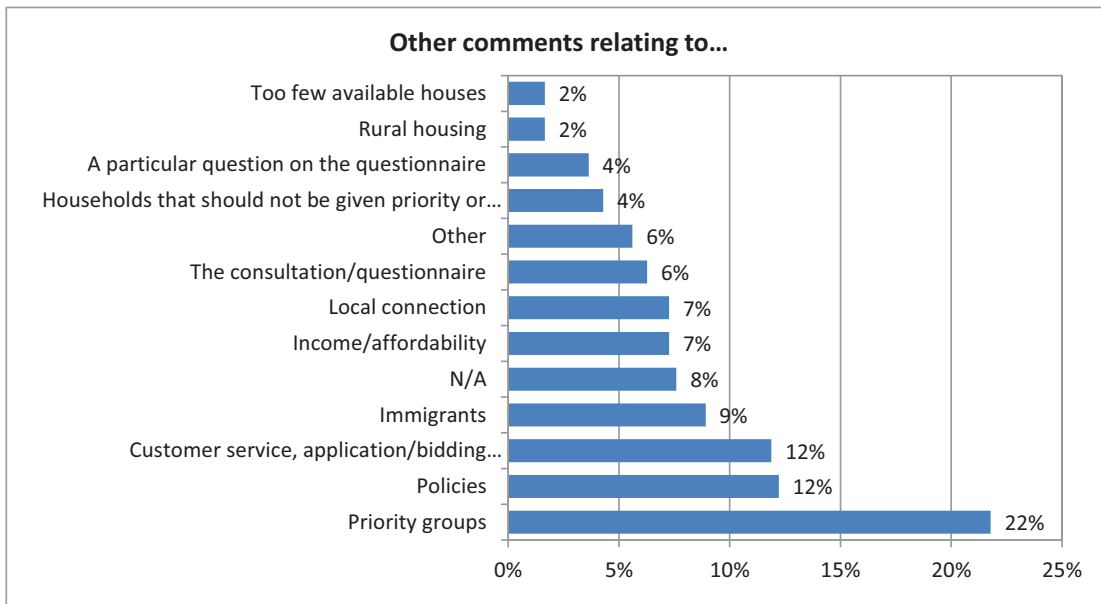
Additional comments on this questionnaire & Any other comments

The responses of the final two questions on the questionnaire have been combined.

There were 175 responses made, amounting to around 303 broad themes.

The table and chart show the broad themes that emerged from these comments, see Appendix A for the full list. Percentages are shown as a proportion of the total number of themes stated (303 themes).

Other comments relating to...	No.	%
Priority groups	66	22%
Policies	37	12%
Customer service, application/bidding procedure, Homepoint system, issues with banding etc	36	12%
Immigrants	27	9%
N/A	23	8%
Income/affordability	22	7%
Local connection	22	7%
The consultation/questionnaire	19	6%
Other	17	6%
Households that should not be given priority or considered for affordable accom.	13	4%
A particular question on the questionnaire	11	4%
Rural housing	5	2%
Too few available houses	5	2%
Total number of comments	303	100%



The following two tables provide a breakdown of the larger broad themes 'Priority groups' (i.e. suggested groups that should be given priority on the housing register) and 'Policies' (i.e. comments relating to current/proposed changes to specific allocation policies).

Note that reference to a stated group/theme could be in either a positive or negative context.

Broad theme: Priority groups	No.
Herefordians	19
People with Physical/mental health issues	10
British	5
Elderly people	5
Working people	4
Adults without children	3
Single men	3
Single people	3
Abused/vulnerable	2
Carers	2
Large families	2
Overcrowded households	2
People with children	2
LGBT	1
SEN	1
Time on waiting list	1
Working Single parents	1
Total	66

Broad theme: Policies	No.
Under-occupancy	17
Unfairness of system	6
Children sharing bedroom	4
Empty properties	3
Families with children	2
Policy changes	2
Affordable housing definition	1
General	1
Right to buy	1
Total	37

Appendix A: List of comments

Note: Where names have been provided these have been removed to preserve anonymity, however it is important to ensure that no individual can be identified from the comments provided before publication.

Respondents who answered n/a or not applicable have not been included in the lists.

Q3. If we should take into account whether the applicant has local connections, what sort of local connections should we consider:

The length of time that a resident should have lived in the county as stated by those respondents who indicated that 'Time lived in the county' is a local connection that should be considered: *Those responses classified as being either inapplicable, unclear or other responses.*

Comments
1999-2005 until sent to prison
7 yrs [or/&] 2 [?]
British people should definitely be considered first. People who haven't been here at least a year should [not]
Copies of bills etc. to be checked
family friends previously lived there before
Family and a job.
Family history a least 1 generation born in county.
Flats houses permanent.
From Hereford.
have British status
Longest time should be promoted to the top of the waiting list
preference to those born in county
Since birth with a 12 yr break living in [removed]
since they are born and bred in Herefordshire should come first
The people who have lived here the longest should get priority.
Years in childhood +

Q3 Cont. If we should take into account whether the applicant has local connections, what sort of local connections should we consider:

The length of time that someone should have worked in the county as stated by those respondents who indicated that 'Whether they are working in the county' is a local connection that should be considered: *Those responses classified as being either inapplicable, unclear or other responses.*

Comments
7 yrs & 2 [?]
All my life.
as above
Because finding employment at the moment is very hard.
Check pay slip or similar
Currently
currently permanently employed
Depends if job keeps them here / family.
good working history
If living in the county as well as working, will cut down on travel and carbon footprint
More than short term employment
More than short term employment.
No EU countries
Nobody from the E.U. countries.
NOT people from E.U. countries
on how long they have been here
This really depends on work availability
Working in Ross since leaving school.

Q4. Should the following be given priority on the register for affordable housing:

Do you think there are any other groups that should be given priority on the register?

Note that these comments have been sorted by broad group. Each broad group can represent a range of sub-groups; for example, 'Armed forces' can refer to people who are currently serving or retired from the armed forces, bereaved families of armed forces, etc. Each comment has been assigned a broad 'group code', a key for which is shown in the table below.

Broad group code	Description
1	Disabled
2	Homeless
3	Armed Forces
4	No
5	Households with children
6	Single parents
7	Older persons
8	Born in Herefordshire

9	Local connection
10	Elderly
11	Health problems
12	Young adults
13	Overcrowded households
14	British
15	Abused
16	Key workers
17	Mental health problems
18	Families
19	Other
20	People who want to be close to family
21	Vulnerable
22	Couples
23	Households that want to be closer to child's school
24	Low income
25	Evicted
26	Herefordians
27	Households with disabled children
28	Long term waiting list
29	n/a*
30	People who want to leave parents' home
31	Single adults
32	Unemployed
33	Young couples
34	Bereaved
35	Care home leavers
36	caring for family members
37	Common Law wives
38	Foster carers
39	Grandparents caring for grandchildren.
40	Households with children with special needs children
41	Learning difficulties
42	People leaving supported accomodation
43	People with no history of antisocial behaviour.
44	Public service workers
45	Work in area
46	young adults leaving care
47	Young Local connection

Broad group	Comments
-------------	----------

code	
1	Adults with disabilities who can live independently with support. Also families with children and those that meet above criteria e.g. work and currently living in Hereford.
1	Disabled
1	Disabled
1	Disabled over 55 yrs old.
1	Disabled People
1	disabled people, people who need to move back to the countryside where they used to live, people with children as they are our future
1	Disabled people with families to look after
1	Disabled people.
1	Disabled.
1	People born in Herefordshire.
1	people with disabilities and learning difficulties who want to be more independent
1	People with disabilities people who are or have children.
1	People with illness / disabilities come first.
1	Severe disability (dependant)where care is required from other house holders and disabled facilities are required on properties. These people can be at severe risk. Private rented properties not feasible
1	The disabled
1	Those whose families are affected by any disability
1	Those with a disability who cannot work or live at home
1	Those with disabled family members within the household who require 24 hour care
1	Yes disabled people in need.
2	Homeless
2	Homeless
2	Homeless
2	Homeless
2	Homeless
2	Homeless and broken down marriages.
2	Homeless and Health needs
2	Homeless or leaving an institution
2	Homeless people and pregnant single mothers
2	Homeless people, but you shouldn't have to get pregnant to be put in temp housing.
2	Homeless people.
2	Homeless should be thought about.
2	People who care for elderly family members
2	Those given priority need under the homeless act and those single homeless who cannot afford private rent
3	Anyone who has served their country and finds themselves without a job.
3	Armed Forces
3	Armed Forces
3	Armed forces families.
3	Armed Forces personnel, Veterans and their families, Military widows
3	Armed forces personnel.

3	Armed Forces, Reservists Veterans and Widows
3	army families and people who have recently left the army with families
3	Ex HM forces
3	Ex servicemen and women
3	H.M. Forces (time served) & widows of
3	Members of HM armed forces on discharge
3	Members of the armed forces and their families.
3	People leaving supported accommodation or long term hospital / rehab
3	People over 60 a team to deal with this age group
3	widow's who have been in ministry of defence housing.
4	No
4	No
4	No
4	No
4	No
4	No
4	No
4	No
4	No
4	No
4	No
4	No
4	No
4	No
4	no all should be treated equal.
4	no everyone should take there own turn
4	no group of people above should have priority
4	No.
4	No.
5	couples with children and children wanting to live near elderly parents and vice versa
5	families with children
5	Married couples with children
5	People with children - no matter how old the child is they need a home more than anyone !
5	People who were born in Hereford should always get priority even if they do not currently live here.
5	People with a baby or child still forced to live at home but not happy about people having babies in order to qualify for housing
5	people with children in education here
5	people with children of their own living with parents still
5	People with no history of antisocial behaviour.
5	Young families with children who work and live in the area with family in area, who can't afford private rent or to buy.
6	Fathers with children
6	Low income single parent families with strong local connections.
6	pregnant single mums
6	single parents

6	single parents
6	single parents who work but are still on a very low income - if you only have one income and you have to juggle the work you can do v looking after children it is hard and the old, ill and jobless
6	single parents who work but are unable to afford high costs of private renting
6	single parents with a young family
6	single parents with children
7	age over 55 - plus; criminality - minus; refusing to work - minus; drinking - minus; drug use - minus
7	Bungalow type accommodation RESERVED for elderly - as it used to be.
7	Elderly
7	Elderly and young adult disabled.
7	OAP's who want independence but need a bit of help.
7	Older people who want to downsize.
7	Over 55 years old
7	Over 55 years old.
8	Born and bred here.
8	Born or grown up in county.
8	I think people born here should have a priority
8	People born in county.
8	People that come to work in local hospitals
8	People who have lived in the country all their life and their family have, and they don't happen to tick some minority tick box on an equal opportunity list.
8	People who need to live their relation to get help
8	People with social/mental/physical health needs
8	we need to look after people who have been born and bred in the county first before we consider other groups
9	Local People
9	Long term people on the register who are local
9	Long term people on the register who are local
9	particularly in rural villages, direct connections to that village
9	people who have family in the city
9	People wanting to move into the area for work/jobs.
9	People who have become homeless, through no fault of their own regardless of status.
9	People with chronic serious illnesses.
9	Those meeting other criteria and who have also lived in the locality for extended period (the subject or adjoining parishes for more than 5yrs)
9	vulnerable families
10	Pensioners
10	Pensioners who come to live near relatives.
10	People on low incomes.
10	The elderly (over 55)
11	Health problems.
11	medical needs
11	People with Children, especially families with 3 or more children who do not have sufficient bedrooms to fit all the children.

12	the young who just cant get on housing ladder and who want to live independently but close to family or work
12	Young couples looking for a first home, homeless, university students, care leavers (16 +), pregnant couples.
12	Young families w/- children
12	Young people struggling to get there foot on the housing ladder due to money, jobs etc.
12	Young people who might otherwise be forced to leave the county
12	Youth / 20 - 30 year olds
13	Family's waiting for a home, or who do not have enough room where they are.
13	Overcrowding
13	People who are in their own and need to move for family
13	People who are over-crowded.
14	British people.
14	people who have lived and work in a village/town all there lives and start a family should be given the first chance from other areas who don't work and have NO connection to the village/town
14	UK born citizens
14	White British with at least 3 generations.
14	yes the indigenous people of this country
14	Yes, British people.
16	Key workers e.g. school staff, NHS staff, police etc.
16	People leaving the armed forces
16	People that are from Hereford if army moved away with work and now want to move back.
17	people with one child or more
17	Those with mental health issues
19	NOT Unmarried teenage females NOT foreigners who contributed nothing to Hereford C.C.
19	you haven't made yourself clear enough on this question
19	Working before benefits.
20	I live in Hereford and would like to be by family who all live in Ledbury
20	People who live in overcrowded conditions in the county, e.g. grandparents, parents, children of the same family in the same house. Also, people leaving care who live in or have close family the county
20	Recently moved to area to be near family/loved ones.
21	The most vulnerable
21	Villages will die if the grown children are unable to marry and live in their village. The "open country" planning has been a near fatal blow to village life.
21	vulnerable individuals - mental health, LD, fleeing DA,
22	Low income couples - not just those with children
22	Low income couples - not just those with children
23	families with children going to college in Hereford area but not living in the area but have family in the area
23	people trying to get out of family homes
23	People with children and elderly people
24	People moving into jobs in emergency services from outside.

24	Those with incomes below 20,000 but who are employed
24	yes working employed people on low incomes
25	people being evicted through no fault of their own
25	Yes people/families who through no fault of their own are informed by their private landlord that they have to vacate their home for the landlord to move back in.
26	Herefordian people
26	Herefordians (not EU countries).
27	families with children with disabilities
27	families with disabled children
28	people who are overcrowding as it releases there homes for others
28	Those who have been waiting a long time,
30	Make it easier for people who still live with parents who need to find their own accommodation
30	People that have lived in Herefordshire all there lives, whose family also live here.
31	single adults who want to get on housing ladder but cant afford large deposits .
31	single people
32	The unemployed, and those with little net income.
32	those who are unemployed losing their house due to not being able to pay their mortgage
33	Traditional young working locally born couples must have no 1 priority.
33	Young married couples; ex-services personnel
36	people who are waiting the longest
37	Common Law wives who are left with nothing al all and no where to live ! !
38	Foster carers
40	Families with Children with Special needs
42	people fleeing domestic violence - Hospital staff- ex military
43	People with learning disabilities.
44	Public service workers
45	People wanting to be nearer their children's chosen school. and first time pregnant women/couples.
47	I feel there is no housing for younger people who want to live in ross but cannot afford to buy. Seem to house drug people.
15, 1	Those fleeing domestic abuse, need rehousing due to disability or are the victims of harassment based on race/religion/sexual orientation/gender identity/disability etc.
15, 16	people disabled people with drs backing
1, 39	Disabled / grandparents caring for grandchildren.
1, 11	People with close PARISH links
1, 5	People with disabilities likely to affect their access to employment and housing
1, 41	People with disabilities and health problem should be a priority.
1, 17	Disabled and those with mental health problems. The elderly
1, 17	those with disabilities/mental health...that would help improve
11, 1	Health or Disability or emergency
11, 19	those with health problems. those who have had problems finding a secure tenancy and a decent landlord. I have had to move about 15 times in 10 years due to housing problems and bad landlords.
2, 10	Homeless, elderly.

5, 22	Families / couples earning unable to gain mortgages
5, 10	People with children
16, 3	Key workers (nurses, fire, ambulance and police workers) Forces
17, 15	vulnerable people
7, 1	Elderly/disabled.
7, 18	old people and couple with children who have lost their house through redundancy
7, 21	Herefordian OAP's and vulnerable youngsters
6, 15	Single parent families and people at risk from other members of the family/close local community.
12, 18	Young people and families.
3, 11, 15	Injured armed forces - abused victims - medical/disability
3, 1, 34	recent leavers from armed forces, disabled, bereaved
8, 10, 1	People born in Herefordshire and elderly and disabled people - I think they all get a raw deal from their own council.
1, 11, 2	Disabled/Health problems/homeless
2, 10, 1	homeless people and overcrowded homes and old people or people with disabilities if they cannot manage in their current homes
2, 18, 1	Homeless, families, people with disabilities.
2, 5, 13	yes homeless, families with children, families needing to upsize
5, 19, 6	Fam. with small children, clear housing history, single parents.
13, 6, 19	Overcrowding, parent separation where a parent with full or partial custody is dependent on having accommodation available for the child(ren), management transfers,
13, 35, 20	People who have lived in the county all of their lives but have unfortunately had their homes repossessed
6, 2, 12	Single parents, homeless and the young (Under 25)
18, 46, 1, 2	Low income families, young adults leaving care, disabled, homeless

Q6. How do you think the questions above would affect members and ex-members of the armed forces wanting to register for affordable housing?

There were 253 comments made.

Comments
A number of the armed forces returning from service are disabled or have mental health issues. The questions do not address this
add them to the priority list
Adversely - they should not be able to apply for housing
All [?] once a person has served a minimum of 5yrs service.
Although there is currently a lot of sympathy and respect for members of the armed forces, The same should equally apply to them as anyone else. Many of them understandably would prefer to settle in Herefordshire than some of the urban areas where many of them originate. This is hardly fair to local people on the waiting list.

Don't know.
Don't know. - they should not be treated any differently to other people born in the county
Don't know. but, in all fairness, pay is usually good in the armed forces and they could have saved to buy a property?
Don't know. Do not see relevance.
Don't mind ex service men/women having housing
Don't see how they would be affected !!
Don't think they would
Don't understand the question.
Doesn't affect
due to their present or previous employment, I would not consider them a target group.
Duration of postings may vary from 6 weeks to 6 years - they should be given high priority.
Even though they do a great job there are also other options available to them such as army houses etc. so they should be treated the same as every one else.
everyone is equal in the need for affordable housing
Everyone should get treated the same.
ex forces should get priority with preference to those on medical discharge.
Ex members of armed forces should be given priority
Ex members of Armed Forces wishing to return to Hereford SHOULD be given priority especially those with family.
exactly the same way as any other people.
Ex-members should have priority especially of disabled or single.
Family connections would be considered.
Feel these people should be helped especially when they come out of the forces.
For local people it won't
forces should not be given anything more than any other working people

Giving preference to those who live in the county could reduce their prospects.
Great disappointments refer to military charter. Entitlement to discharged personnel/vets/wounded.
Has long as they are indigenous then they should qualify
Having worked in armed forces = income would be above average for this area - could possibly afford own home.
Help i.e. me and my partner are both, we are from Hereford and I had to prove I have local connections, but I am from there. Due to medical discharge we want to come back needs most. Been working since Feb.
Helpful if meet criteria, but no reason to support armed forces above any other sector if don't meet the agreed criteria
Hopefully my answers have reflected their needs.
Hopefully in their favour.
I am concerned about that 'local connection' restrictions would disadvantage armed forces personnel for serving their country abroad and for this reason the armed forces should be given priority status.
I believe everyone should be treated the same whether in the forces or civilian.
I do believe if anyone leaves the armed forces and have or have had any connections with people in this county, they should be considered if they so wish to settle in Herefordshire.
I do not know.
I don't

I don't feel they should have priority just because of their job titles.
I don't know
I don't think it would affect them.
I don't think it would.
I don't think members of the armed forces should take any type of priority although ex- members if coming up to be homeless should be.
I don't think you should prioritise a certain employment sector or past employment. The armed forces are often housed in military accommodation whilst employed and shouldn't be given any weighting because of their job or after their job, unless they meet other assisted housing criteria. How would this work against say, ambulance staff, policemen etc. It should be based only upon inability to purchase or rent a house and the requirement for the person to live in a specific area.
I expect they would get to gold very quickly, However they should be treated the same as everyone else. Armed-forces are not necessarily a better or harder job that many other people have.
I feel they are in their own separate category and should be assessed as so. Whether they are in need and if they have local connections.
I guess the one where they work outside the county would affect them, maybe there could be a clause allowing them to have more points as they serve us and our country.
I have no idea since I don't know how applications from the armed forces are treated at present but I would hope they are treated as the same as anyone else and that people who live in Hereford are primarily prioritised on the basis of income and then on other criteria.
I have said no on the local connection questions above because they are too prescriptive. Ex service personnel should be able to register for housing if they have lived her previously or have established residence while serving. Apart from that their needs should be measured against others equally and not have preference solely because they have served.
I recon it would tick all boxes.
I think armed forces personnel should be given top priority if they wish to return to and area where they grew up.

I think armed forces should be given priority.
I think ex members of the armed forces should be given some priority if their situation is such that they are potentially living in the homes of family or friends
I think the allocations policy would need to consider single (ex) service men more
I think they would and should be treated equally along with others waiting for housing. Does choice of career entitle you to priority housing?
If armed forces members born in county they should not be affecting
if they are ex members and they are born in the county this should not be a problem.
If they are from this county there should be no problem.
if they are means tested it doesn't give them the ability to quickly buy their own property. if they have to work in the county it doesn't allow them to work abroad using their military skills. Many of them wont have local connections
If they are serving and family based here, no problem. Ex-members need to work or have family here.
If they have been based working in the county then they would be given priority.
If they have been posted to Hereford and want to stay after finishing in the forces they should be eligible
If they have just been/being discharged and have strong connections in the county then maybe prioritise higher but if discharged with a large pay out then NO same rules should apply.

if they have registered, then they should be treated the same as any other person paying taxes. Many other people are in positions on the list where they can't afford to rent privately but have no choice.
If they live in the county or decide to settle here after service they should be given the same priority as anyone else.
If they were based in Herefordshire they would get priority if working in the county was taken into account.
If they were born in Hereford it shouldn't make any difference, a Herefordian should always get priority even if they are living outside of the County.
If they were from Hereford and/or have family living here it should not affect them.
I'm not sure if they would be priority or not but I do feel they deserve to be as many have gave a lot for their country
I'm not sure that they would have any affect
interesting I had not thought about that in giving my answer two years before eligible for housing. I presume that they are based in Herefordshire so they should be entitled to the same i.e. if have spent two year in the armed forces and eligible for housing.
It think that specific information should be gained about if armed forces are on the front line or office based and a cut off line identified through a period of information.
it might exclude them - because Herefordians who have joined the armed forces have lived away from Hereford due to their work
It should be the people who live here and are waiting that should be first on the list, armed forces know when they will be requiring housing and should apply in advance.
It should depend on each individual's circumstances.
It should not affect them differently than anyone in other employment. In a garrison town this may be different.
It should not affect them as they have served for queen and country.
It should not have a huge impact.
It shouldn't affect them, they are giving their lives for all of our country.
It shouldn't make a difference - and anyway, surely the armed forces should be making provisions for ex-members?
It shouldn't matter if they are ex service - the criteria should be applied in the same way regardless of previous job.
it shouldn't, they should be given priority over people who don't work.
It should be included if meet local qualifications AND have to maintain local job etc. (Noted that local; units are allocated to persons from e.g. Coventry with no local ties!)
It shouldn't as the forces have plenty of M.O.D. properties to house them.
It will be disadvantageous. Members of the armed forces should be in a separate category and considered to be working in the county so they can register a local connection.
It would be a level playing field.
It would give those ex-members who fostered children or with little net income an advantage. Very large households with an income or assets over £60000 might be at a disadvantage.
it wouldn't if they have been in forces they should have been in forces accommodation and would have savings for deposit on private housing
I've indicated 'Don't know.' for some of the questions about priority above, because of the implications for e.g. armed forces etc.

like everyone else these people should go on the waiting list and wait I have knowledge of people born and bred in Hereford, who have been waiting years on the housing list, this is unacceptable.
Local connection could be an issue also if a medical pay-out was received due to injury this potentially could push savings above £60000, but technically speaking this are not savings and should be used for /and medical treatment and equipment.
Local connection should be relaxed for this group.
Local connections. Should be exempted from Q3
Locally born armed forces personnel could be made a special case and given priority when returning to live in Herefordshire.
make getting affordable housing difficult, there would have to be some help for them.
Member or ex members of HM Forces should be treated the same as other members of the community.
members and ex-members of the armed forces based in the county or who have family in the county should be excluded from the 3 year rule.
Members are given housing, non members should have priority
Most important criterion should be limited income = real necessary
no
No
No affect
no comment
no different.
no every one should be equal
No more than anyone else.
no not if local
Not affected
Not affected
Not at all
Not at all if they've been serving our country.

Not greatly. I'm ex service left 1957 would I count? Much hype is given to the over used term "Herd". Majority of discharged military are not front line troops Also consider first 18 years of life could have been a Herefordian thus satisfying "local connection to" criterion.
not sure
Not sure
Not sure but I do not think they should be given priority unless in forces for minimum of 5 years and only below the rank of sergeant or equivalent.
Not sure.
Only if they have local connections
Penalised until they have a job - unemployment is a real part of a lot of lives.
perhaps income and savings???
Personnel of the Armed Forces should, in my opinion, get a degree of priority. They have done the country a great duty and deserved to be housed if need be.
Priority should be given where due, not just to military.
Probably make it difficult for them.
Provided they meet the eligibility, they should be treated as any other individual, but they should not be excluded.

Providing they can show a need and do not earn more than £60K they should be given additional help.
Q's 2&3 should not apply as armed forces sometimes have to relocate.
Same as everyone else
Same requirements as everyone else.
Same as other people.
Should be able to apply.
should be considered as working people esp. if register prior to leaving forces
Should be given priority if they served in the county or have family connections or a job in the county.
Should be helped and have priority as the Services offer nothing.
Should be included as priority housing.
Should be on housing list like everyone else
should be the same for them
Should have priority.
Should not affect
Should not be a problem if they are Herefordian.
Should not make any difference.
Shouldn't make a difference.
Shouldn't matter we are all UK citizens at the end of the day and a democratic country also.
Some consideration would need to be given to those, maybe private rental arrangements to manage those properties.
Some consideration subject to Herefordshire being home base or family home base.
that it should also apply to widowed spouses.
The armed forces should be in a priority bracket, irrespective of previous earnings.
The question regarding an individual's annual income may affect some members or ex members of the armed forces. Also if they haven't lived or worked in the County for very long because they have come from another County or Country... This could affect their application...

The questions above are fair to the armed forces. Armed forces members who already have a family and a home of their own may not be interested in housing unless they should need it - perhaps it should be offered to their children. The armed forces serve our country, they should be treated accordingly when they need housing.
The same as any other members of the public. They chose to go into the armed forces, no one forced them to.
The same as the general public.
The same rules should apply to them as to any other person(s) on the waiting list.
The same rules should apply to them as to any other person(s) on the waiting list.
Their needs to live in the area may relate to extended family living in the area. If they are based in the area, housing should be provided through the armed forces, not local housing. If ex members, family needs should be considered as with other applicants
There should be a few extra points for these to give them some priority but not a massive benefit, unless the spouse of a seriously disabled or dead soldier with children to support.
There was no question about them but they should be given priority the people with illness disability should come close behind.
They also should have to meet the conditions above
they do a lot for our country so we should help them in any way we can.

They have the same rights as anyone; equal rights for all and not bases on the choice of job you made.
They may not have a record of living here but could still be helped because of family connections.
they need to have been working in the area for at least 5 years like everyone else
they should always be given priority especially over single teenage mums and foreigners
they should be a priority. they fight for this country and need a stable home to come back to
They should be able to afford private rent.
They should be able to register and get high priority if they have family or services they need in the County.
They should be allowed affordable housing after serving our country.
They should be assessed on an individual basis. I am ex-service so have lived everywhere.
They should be considered for affordable housing.
They should be even a house when they leave the arm forces straight away as part of army requirements when they leave.
They should be given priority.
They should be given some right to the houses, after laying their life on the line. for every British citizen.
they should be helped by the forces or SSAFFA
They should be housed by the forces. Legislate for them according to their circumstances particularly ex-members.
They should be made a special case .
They should be on a different register may be have a certain area or houses for them.
They should be treated like everyone else except, if they are one-parent and need family support.
They should get equal treatment as anyone else. If they were born here they should be treated as such.
They should get priority.
They should go on waiting list and be treated equally as others.
They should have priority.

They should have priority.
They should help.
They should meet the same criteria as everyone else.
they should not affect them
They should not be given priority just because they are armed forces.
They should not be given priority over Herefordians
They shouldn't be prioritised if they don't meet the above criteria.
they shouldn't but they should not be given priority as they are often housed in army accommodation thus giving them a step up because they should be able to save to get on the property ladder when leaving they don't have the same expenses as everyday people I have several friends who have successfully done this to prove the point and as this was their choice of career its not fair they moan when they cant get what they want they get paid the for their job
they wont
They would be employable so hopefully a homeowner or in private rented.

They would be treated the same as everyone else if they were born in this county. The SAS forces already buy their houses. if the Hereford people come first on the list there would be no problem. People coming here to work should rent private accommodation. Giving accommodation to people coming here without a job encourages more and puts a big strain on resources and local tax payers. Young people and young girls with babies should be at home with their parents, giving them accommodation cost the local tax payers and encourages more to do the same. There should be a policy as there used to be , that an applicant has to be 21yrs of age and just because they have had a baby does not entitle them to free accommodation. There are was of saving the county money and they are staring you in the face including the ones who are not paying their rents or rates.
They would go to the bottom of the waiting list as per normal!
they would have to wait like the rest of the bandings have to
Think they should be based on merit and family connection and suitability need to be taken into account.
This question should not affect people who leave the army.
Time lived inside the county should be reduced to 2 years from 5 years.
To be fair my own relatives who have been in the forces and come out have had good wages and been able to put a deposit down on their own property - which is feasible.
Treated the same as others
unknown
unless they are Herefordian they should go on housing list.
Wait years like everyone else.
Why is it always people of high ranks and job status are treated or expected to be treated differently.. like more priorities.. you should help people who have no home,.. overcrowding etc... people with an actual situation.
With a degree of flexibility towards forces people, I think the above questions are still reasonable and wouldn't have much effect. I think a local connection should still be a requirement.
With a degree of flexibility towards forces people, I think the above questions are still reasonable and wouldn't have much effect. I think a local connection should still be a requirement.
Would help them return to their home country.
Would presume they were in a financial bracket which would not qualify
wouldn't affect majority of them
Yes
yes
yes
yes
Yes would affect.

Q7. We want to ensure that any changes made are fair to everyone. To help us do this, please tell us if you think that any of the questions above will particularly affect any group of people due, for example, to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

If yes (to Q7.) please explain which groups and the reasons they might be affected

Note that these comments have been sorted by broad group. Each broad group can represent a range of sub-groups. Each comment has been assigned a broad 'group code', a key for which is shown in the table below. It should also be noted that in most cases, a respondent will identify a group that they believe would be unfairly treated by the changes, however this does *not* apply in all cases.

There were 84 comments made.

Broad group code	Description
1	Did not answer the question directly but stated at least 1 group that should not be prioritised
2	Physical/mental health issues
3	Elderly
4	n/a
5	Young couples/singles
6	Comment/suggestion about policies
7	Young mothers
8	Immigrants
9	Unemployed
10	Gypsies & travellers
11	Herefordians
12	LGBT
13	All should be treated equally
14	Armed forces
15	Assets > 60K
16	British
17	General comment
18	No groups effected
19	No local connection
20	People on high incomes
21	Vulnerable/abused
22	Homeless
23	Large households
24	Low income
25	Low priority band
26	Non-specific group
27	Overcrowded households

28	Special needs
29	Students

Broad group code	Comments
1	Everyone will be affected because priority goes to foreigners and families from Hell.
1	Immigrants should not come first they have never paid into our system yet take everything out of it.
1	It is not fair that unmarried teenage females and foreigners take priority over older people who have contributed to society and paid taxes all their working life.
1	Pregnancy - young girls get Pregnant to get a property.
1	Pregnancy and maternity of single mothers should not be given priority as soon as they are housed at taxpayers expense their partners move in.
1	Race and age. All foreigners are given a house before a born and bred Herefordian.
1	Should only be given to two parent families with dependant children. Single parents should not be given priority and should be housed in rooms or small flats.
1	To many young women who get pregnant get houses before the disabled and older people.
1	Disability groups are struggling for appropriate housing. Other groups could use private land lords
1	Disabled people I have been trying for 2 years with dr backing and cant get help
1	First and foremost and from experience I know that if you have an illness disability you don't get prioritised at all its taken me 3 years to get to gold and I've never come anywhere despite my disability.
1	Hereford housing should put people born in Hereford priority for homes
1	I believe that Q4 mainly relates to workers from outside the U.K. that find work in our county and that even though they or their families have ever contributed financially or historically to our culture can take any sort of priority over a British national.
2	Disability - as it is not always possible for people within this group to undertake full/part time employment.
2	Disability - unable to work and afford housing.
2	Disability age.
2	I think that if people are given priority because of work/volunteering this will disadvantage those people who cannot work because of ill health e.g. physical or mental health issues. Those that receive Disability Living Allowance do so because they cannot work
2	if we are giving priority to key workers and ex service people, those in employment those people unable to work will not be helped
2	It seems that any disabled person cannot get housing because currently their parents still housing them so they are low priority. This is not something the parents do out of choice !

2	Q4 would affect people with a disability, who may not work and who need people to help them.
3	Could affect our 55's wanting to move to county.
3	income questions may adversely affect the elderly?
3	Over 60 years and single do not seem to be able to apply for many properties.
3	The elderly are less likely to be in work and those over retirement age should have their local connections and employment history taken into account
4	Ask about disability
4	I have not answered questions in my own best interest. Just tried to be fair. When my turn comes I hope to assessed on need and my situation.
4	Impossible to say without an exhaustive impact assessment
4	Repitition of above comment
4	Local connections are important.
4	N/a
4	N/a has long has you are indigenous
4	Non availability
5	If priority is given to people wishing to downsize, it may become even harder than it already is for young single people to get priority on smaller properties.
5	Sex - a single male, sharing access to children can't have a separate bedroom for kids to stay - a woman can and does. Why the difference?
6	Able bodies single people are being allowed to move into bungalows/first floor flats advertised for disabled tenants.
6	Being older they might want to downsize
6	I think that some rules aren't as fair as others at the moment and there needs to be some changes made for ages etc
6	Sadly life is not fair - it is inevitable that some will lose. This is the wrong question. The question should focus on who will be responsible for a safety net that works rather than hides the problem of sofa surfers or those falling on hard times outside their control.
6	Some elements of discriminated groups are under represented in the work force/ability to volunteer etc. all of [?] we are giving priority to in the new system. We need to monitor to ensure no adverse effects are experienced
6	Those who currently own a property which has now become unsuitable for them for reasons such as disability or pregnancy should not be put at a disadvantage. They should be given the option to rent out their current property rather than sell it and potentially lose a lot of money in the current economic climate.
7	Rent arrears :- usually occur when a person is in financial Difficulties. Young mums with kids, so if need a bigger home wouldn't be able to get one till arrears paid, which causes more financial hardship.
7	The work question may effect who are pregnant.
8	Foreign persons that don't work here but have lots of children.
8	I would imagine that the need to demonstrate a local connection, depending on the precise detail, might potentially disproportionately disadvantage people from Eastern European countries that have recently settled in the county.
10	I'm not sure where The Travellers (Gypsies) fit into the Housing policy
10	Yes, it will hopefully stop the travelling community always having GOLD status and able to move from house to house every 2 years as happens now especially with marches

11	Every group of people should be treated fairly I think if any group of people is treated unfairly by Hereford council, it is the people of Hereford, Herefordians cannot get housing in their own city.
12	Indirectly yes and I think a degree of flexibility is required. I think it needs to be recognised with, say, gay people or people who have undergone gender reassignment that discrimination is an issue. In these cases, such people should not be penalised for not bidding on properties in certain areas whether a property is suitable or not.
12	sexual orientation bullying from another tenant could prevent there need being less important etc.
12	Thought ought to be given to allow gay men and women to live in a community.
13	Everybody should be taken into account under those circumstances.
13	Everyone is equal and all should be treated fairly.
14	members of the armed forces who come from Hereford but have lived away due to their postings
17	this opens a big can of worms to which I could be here all night typing down
17	Times are hard for all and I don't think anything else is possible in the current climate
18	But gender, marriage, civil partnerships, pregnancy, maternity, race, religion or sexual orientation (all above) shouldn't effect housing in anyway at all.
18	No but fairer to any of the above who have been born and bread in Hfdshire. This does not affect me personally as I have only lived here 43 years.
19	As an orphan I have no family connections anywhere as returning ex military who has served the country but never lived here where do I go ?
20	The wealthy, and multiple income families, who should not be in social housing.
26	Some disadvantaged groups that require additional multi-agency support / input
28	The criteria for housing appears to be very unclear and as a professional working with vulnerable families with children with special needs, this lifestyle was not their choice in a lot of cases. They do not need these added problems of finding a house suitable.
1, 1	Those in employment or with savings are able to find their own private property rental and should do so. Affordable housing should be prioritised for the vulnerable, unemployed and disabled who have been born or lived in Hereford(shire) long term.
1, 6	I believe that low income, pregnant, single parents, homeless, vulnerable and families needing upgrades should take priority I feel that as normal peoples opinion will not be taken in to consideration and the changes will be made regardless to suit the council. I have a one bed bungalow and a baby I have no space at all but I'm on silver I cant move because I'm in arrears with my rent by a month due to DWP cock ups if I was a priority or even gold I could move faster and my bungalow could be used for disabled or vulnerable people.
10, 15	Certain groups such as e.g. gypsy and traveller may face discrimination; I'm not sure how they might meet the criteria or be affected by them. Possession of assets above £60k might be result of eg compensation for injury, might be needed for lifelong support - should not exclude from affordable housing.
16, 5	UK nationals who are single divorced. Usually been living in the country all their life. Often worked all their life. Probably just don't happen to be gay or lesbian or ethnic minority or immigrants. The latter only get properties if they get a female pregnant. Definitely not single men who work for the council and have 2 children and have been on the waiting list for about 10 years on and off.

19, 25	those houses that don't have a 106 agreement on i.e. []. Local people don't stand a chance of a house there unless there gold band or are a priority!
2, 1	People with chronic health conditions including serious chronic mental health issues. Young women who currently get pregnant to obtain housing and avoid work.
2, 7	Disabled people don't always get a priority over single people looking for a home. People being given homes whilst pregnant allocated homes with more than 1 bedroom need before they have given birth.
22, 27	yes I think your very quick to "group" people, I think people with a home already of their own .i.e. they rent it should not b put above bronze ! anyone with a home of their own to rent and homeless people, and people living in squalor and overcrowding.. should be given better help and higher banding
23, 15	Those who fostered children or with little net income would have an advantage. Very large households with an income or assets over £60000 might be at a disadvantage.
5, 1	Liable to exclude young married couples in favour of eh young mothers & children etc. deemed to be in greater need as a result of ?careless relationships.
5, 1	Foreigners get priority over local British born people and get more help thus causing a lot of resentment also young couples are not considered for properties because they are treated as to young to be responsible or are side-lined especially when they want to stay in the area they were born or live usually for outsiders this happened to my daughter even when they have to have a local connection she was passed over for someone claiming local connection when they didn't local connections should be checked not assumed
5, 11	Single people are treated unfairly Herefordians need to be given priority over people outside E.U.
5, 29	In Hereford, it can be difficult for young adults, (16+) to find a full time job. At present there are many housing organisations in Herefordshire, sometimes including home point, that specifically say that a full time job is required to apply for a home. Perhaps it is time for a change - young couples who have jobs perhaps 20 hours or more, deserve a chance to live independently as well everyone else. There are also many university students who still live at home in Herefordshire and travel to the university, as it is often cheaper - students should be given some priority as well.
7, 2	Pregnancy, maternity, disability.
9, 2	it discriminates against the unemployed if you are giving more points to those in employment. we cant all work often due to health reasons, or because there are not enough jobs here, so don't prioritise those who are working as it discriminates against those who can't due to ill health and those who want to but cant find a job.
9, 20	The able unemployed. People on higher incomes than most pensioners.
9, 24	Unemployed or low income - some risk of social exclusion.
9, 8	I think that these questions will affect those who live in the county but are not in work, who desperately need to be rehoused. People coming into the county from abroad or from another county. There is still strong feeling from certain members of the community that despite whatever needs people have that "foreigners" should not be given priority over locals. The whole allocation process should be based on need and not if you are born in Hereford or how long you have lived here.
2, 3, 5	Disability those that have worked for many years then become ill over fifty also working young single accommodation
3, 2, 7	To age, disability, pregnancy and maternity.

3, 11, 21	Looks as though OAP's, Herefordians and vulnerable youngsters do not get any kind of priority over people who have moved from outside the area and have lived in Hereford for a short while.
16, 14, 2, 3	British people, ex forces, disabled and people over 55 - top priority.
21, 8, 2, 9	It may discriminate against those fleeing domestic violence. It will discriminate against immigrants. It may not take into account those in crisis for example someone may have rent arrears due to depression or dementia, there may be an issue with anti-social behaviour due to mental health issues/ drugs which may have responded to treatment. Also it could be hard on those who can't get a job because of recession or because it is hard for them to get to work e.g. transport

Q9. About you: Other options*.

Comments
agency
H.M.Forces Accommodation
Hereford housing
Herefordshire housing
I have no fixed address, I sleep where I can when I can.
I was on the register until Homepoint removed me without any consultation or reason.
In a military house over the time limit.
in prison
Living on a narrow boat.
Living with family due to home being repossessed
n/a
n/a group effort
our landlord has just served a eviction/repossession on us
owner with a mortgage (and a household income of under £60,000 with no other assets)
Owner, with a mortgage. Why isn't this a category?
Previous home-owner now private renting.
Registered when looking for rented accommodation. Continued on register for change in circs at any
Renting from a private-of the Council - do not know if this is in accordance with the law.
renting through the army
Residential care home.
RNC but go home in holidays.
sharing a room with 6 year old and 1 year old son at parents home unsuccessfully trying to be housed
Tied accommodation

**Note that only 14 respondents selected 'other' but 23 provided a comment.*

Q9. About you: Respondents could select more than one option. This table shows a breakdown of all combinations of the different options that were selected.

	No.	%
Buying on a mortgage	48	15%
Buying on a mortgage & Homeless	1	0%
Buying on a mortgage & Other	1	0%
Homeless	6	2%
Homeless & Other	1	0%
Living with parents/family/others	27	8%
Living with parents/family/others & Homeless	1	0%
Living with parents/family/others & Other	1	0%
On the register for affordable housing	12	4%
On the register for affordable housing & Buying on a mortgage	2	1%
On the register for affordable housing & Living with parents/family/others	9	3%
On the register for affordable housing & Other	2	1%
On the register for affordable housing & Owner of your home outright	1	0%
Owner of your home outright	50	15%
Renting from a housing association/trust	68	21%
Renting from a housing association/trust & Buying on a mortgage	1	0%
Renting from a housing association/trust & On the register for affordable housing	7	2%
Renting from a private landlord	60	18%
Renting from a private landlord & Homeless	2	1%
Renting from a private landlord & Living with parents/family/others	1	0%
Renting from a private landlord & On the register for affordable housing	20	6%
Renting from a private landlord & Other	2	1%
Other	7	2%
Total responses	330	
Not answered	31	

**Note that 9 people did not select an option but did provide a comment; these people are counted among the 'Not answered' group.*

Additional comments on this questionnaire & Any other comments

The responses of the final two questions on the questionnaire have been combined.

There were 175 responses made, amounting to around 303 comments.

Comments have been sorted by broad theme. Each broad theme can represent a range of sub-themes. Each comment has been assigned a 'broad theme code', a key for which is shown in the table below.

Other comments relating to...	Broad theme code
Priority groups	1
Policies	2
Customer service, application/bidding procedure, Homepoint system, issues with banding etc	3
Immigrants	4
N/A	5
Income/affordability	6
Local connection	7
The consultation/questionnaire	8
Other	9
Households that should not be given priority or considered for affordable accom.	10
A particular question on the questionnaire	11
Rural housing	12
Too few available houses	13

Broad theme code	Comments
1	Another group to be considered a priority are those requiring an extra bedroom for overnight carers - not just foster carers, etc.
1	As a gay man I would very much like to live amongst others of the same persuasion.
1	As a professional working with children with SEN I would like to see more ground work. It would be good to have someone who we could contact and liaise with. Someone who understands the issues around children with special needs. These families have not got themselves into these situations, but have been left to deal with unmanageable situations
1	As a widow having to rent from a private landlord I have not got peace of mind for the long term. I would love to be able to go for shared housing but because of my age would not be considered for a mortgage even though I am in receipt of a civil service pension which would more than cover the mortgage repayments and the ability to take out insurance to cover remaining mortgage payment in the event of my death.
1	Disabled families should be given help to.
1	for the future planning consideration for over fifties type housing this would enable people to stay in their own homes and ease burden in social care costs Rose garden type but affordable to all.
1	Having lived in Herefordshire all my life I find it unbelievable that I am still waiting for accommodation and people from outside of Herefordshire/UK appear to be prioritised.
1	Herefordshire is unfair on people born in it wanting to move back
1	Homeless very little availability for working single males that have always lived in county,
1	I also believe that young males are discriminated against. A hard working male in his mid twenties on a low income with no social problems no substance abuse and an upstanding member of the public will never get a dwelling through the council. Yet an offender or a pregnant single female will always take priority. If you think this is a fair and just system then you are the discriminators!

1	I am a desperate father looking for housing for myself and eldest son. I have been on the waiting list at Homepoint for 2 years with no success. I am in receipt of disability benefit which further inhibits me. Whilst I am not homeless I live in a war zone with three children and a wife who is mentally, physically and financially abusive towards me.
1	I am shocked no questions relate to elderly or disabled people needing homes which would improve their health and well-being.
1	I believe Hereford has become over populated and maybe if we keep our own housed first much respect of our city would be.
1	I cant believe after all ones time and with my disability how I'm after 3 years of bidding still on top floor flat every bungalow has slipped through my fingers and don't understand how week after week their is someone like 17 bids end up in front of me told by you their is no queue when clearly there is. It's disgraceful.
1	I don't think housing look at affordable housing for family's with disabled children seriously enough that can't get a housing officer or suitable housing that need to support and make life easier on these family's as life is hard enough without housing issues as well
1	I feel someone who works and has ties to the area should be more priority than those who don't.
1	I feel sometimes it unfair that people with big families don't get any where in getting a bigger house, I have six children 3 boys and 3 girls in a small house and don't seem to get anywhere, the children's school [?] and health visitor have all said that we did a bigger house. My husband works and people who don't work get places how is this fair also our younger child is in our room because there no room.
1	I feel that people without jobs or have children young are given priority over those who have worked since leaving school and have no children. It's unfair because I and many others don't want to rely on our parents/family/friends forever and want our own properties, this is becoming impossible in some cases as we don't fit the criteria.
1	I fully believe that if a person from Herefordshire, through not fault of their own are about to be made homeless then Homepoint should consider their circumstances e.g. they are a single parent - working full time and relying on relatives living close by for support in the event of illness etc. Homepoint should endeavour to help find a property as close as possible to relatives.
1	I strongly think that it is time people born and who have lived in Hereford all their lives. Should be priority, others should have been on the housing list for at least five years. single people of Hereford should be given priority. I think it is a disgrace that our own people are bottom of the pile, when it comes to housing.
1	I think people who are over-crowded need to be either on gold or priority.
1	I think priority has to be given to those people already in sustainable work or receiving a pension.
1	I would like to know I will be allocated a suitable place when I can no longer live on the boat and as I was born/bred in Herefordshire and all my family is here.
1	I'm currently pregnant and in need of a home but no where in your questions does this arise !!! Also I have family in the area who have been here since born but again most question are for outsiders not local people ! housing used to be about the local people of Hereford needing homing but over the last 5-10 years its about outsiders wanting to settle within Hereford I agree they need housing maybe but is before a Herefordian the right way I've been on the list for over 5 years and still haven't got any where !!!

1	It seems, to someone who has been on the waiting list for several years, that priority is given to anyone with small children, regardless of status or nationality. I think if you were born and lived in Hereford for longer than 10 years, you have made a contribution to the city, and should therefore be given priority. I object being in the position of lining a private landlords pocket and don't like the idea that when I retire, Hereford taxpayers will have to supplement my rent in the private sector.
1	It would help if the housing association would re-house the most needed British people only.
1	Let's get back to looking after our own first ... and more importantly fairly !
1	Me and my partner care for my elderly mother with mobility problems and have been on the list for approx. 6 yr's.
1	More emphasis needs to be placed on people who have lived in the county than those just wishing to move here.
1	More help should be given to families that have lived in Herefordshire all their lives who's family's have also done so. I think with the way society is changing and growing nowadays all areas need to be addressed and for changes to be made.
1	People born, working in Herefordshire or been on waiting list years should have priority.
1	People who work should be given priority as they are able to afford rent and bills.
1	people working should be highly considered, couples without children need help as well
1	Preference should be given to those with good housing records and not defaulters.
1	Priority given to people born in Herefordshire and in work.
1	Priority should always be given to people born in this country and have lived within Great Britain all there lives!!
1	Priority should be given to people born/bred in Herefordshire or have lived here a number of years.
1	Priority should be given to people in work and in need of housing especially ones with children and disabled problems.
1	Single
1	Support should be provided to those most vulnerable who need it as more often there are other issues than housing that these people face e.g. family support needs, parenting issues, employment issues etc.
1	Too often affordable housing is associated with and limited to the younger people in a community. Even their design & layout reflect this. There are increasing numbers of elderly people trapped in family sized housing who cannot afford to stay or move.
1	We must make a concerted effort to ensure that people who have been born and bred in Herefordshire are given priority to affordable housing. For too long now people from outside of the county have been given priority housing. It is time to give Herefordians priority for housing.
1	What housing have you got for disabled people who care for small children?
1	You need to work with over fifties to reduce burden on Social Care. ex Rose garden Type. accom. but affordable
2	Any changes above should be for new applicants.
2	Are there any Local Authorities with innovative, new and exemplary case studies regarding AH that we can use as guidance? Herefordshire needs to find different ways of creating and allocating AH and to recognise that the current single minded and all encompassing focus on AH in Herefordshire will cause long term issues unless other house types are also addressed. CIL will kill off developer 'gifted' AH and the danger of over allocation (in rural areas) esp. will damage the reputation and demand for social housing and its occupants.

2	Councils do not clearly differentiate between affordable housing & subsidised housing.
2	Couples / families are not encouraged to live together when woman can gain a home with rent & council tax paid by the council - seems to encourage couples to live apart rather than have a "normal" family home ! ! !
2	Every effort needs to be made to bring empty housing back into use.
2	Everyone should be assessed to their circumstances. i.e. if you have one person living in a three bedroomed house and you have a family of three, four or five waiting for a property, why doesn't the one person downsize to allow the family a decent accommodation, surely its common sense, there's too many properties the wrong people have got, that would help the shortage of properties.
2	I have a boy aged 7 and a girl aged 3 and a half. I am currently in a 2bed flat and have been on the housing register since my daughter was born. I have heard that you may be moving the age which 2 different sexes can share a room to 10. I hope this doesn't happen as I'm sure u realise children start the hormone stage at 10-11 and would be impossible for them to share a room. It wouldn't be suitable to wait for that long. It would mean I would have to buy a sofa bed and use my front room for a bedroom which in no case is suitable at all.
2	I have been on the list since 2007 & I go onto the website every week to hopefully find a suitable property. In 2007 I was being made homeless as the private property I was renting was sold by the owners. There were no suitable properties available through you so I took my 3 children to live with my mother in a 2 bedroom flat. We found another private property to rent at the cost of £805 per month which is totally unrealistic. I don't expect something for nothing but think the way the waiting list works is all wrong. The way it is at the moment, it seems I will never be a priority for affordable housing and will continue to get into debt through ridiculously high rental costs in the private market. Surely after 5 years on the list we should be somewhere near to getting a place. I understand there are needy families out there but surely the time being on the list with ongoing local connections should count for something & we should not be pushed down the list by people moving into the county or by people who are on benefits by choice.
2	I think a big problem with housing in Herefordshire is there are so many people out there that have a housing association house that even though they are entitled to it and have been in it for many years, is under occupancy. Even though you may have a right to house those people they should after a certain amount of time be asked to down size etc. which would then free up bigger houses for family's who need them or vice versa. I know a number of people that are on their own who are in 3 bedroom houses I even know a couple that are in a 4 bedroom house, with nobody else living there. To me this is ridiculous they could easily downsize to even 2 bedrooms which would free up that house for a larger family.
2	I think more provision should be made to entice older people to give up their LARGE properties - maybe make a certain number of smaller properties in the same vicinity available Just for elderly Tenants who have Down sized - small blocks of flats could be given a face lift with accessible entrances, bathrooms & kitchens & safety intercom entrance doors, & as all of the flats are for elderly/older people (40+) then they will feel safer But you have to offer something worthwhile to start with - Decorated? Carpets? Choice of bathroom/wet room etc. I'm sure the up take would be high!
2	I think people expect themselves to be rehoused just because they have more children. I do fully believe that if you cannot house those children you should not have them but there are many people in a position where perhaps they had not planned an extra child but now live in hardship in properties that are too small when there are single people living in properties that are far too big for their needs, many of whom would gratefully move to a more suitable abode. I think that is an issue that needs to be addressed.

2	I think that if you have been living in your house for a number of years that you should get the right to buy whether it is an association house or council. once you have lived in the property you should be able to after. 10 years. WHY DONT WE HAVE THE RIGHT TO BUY.
2	I think that the age of children of the opposite sex sharing a bedroom should be a priority as I feel their mental health and progression through life is affected the older they get while sharing with a sibling.
2	I think that the way it is at them moment is wrong I have lived in private bedsits/flats all my adult life and find it really hard 2 get a council place I bid every week but don't get anywhere there r people I know who have flats and don't live in them and there are some people who have flats with 1 child then within a year they get a house and I cant even get a flat so please tell me how that is fair.
2	It's made too easy for young single mums to get a property if pregnant & on benefits I am aware of 3- 4 woman in housing that have a 2 - 3 bedroom property & children have moved out this should constantly be checked "PROPERLY" as some people are in homes too small and they could easily swap / down or up size
2	its not fair to families living in temporary accommodation ,family of 4 in a 1bedroom. People living in 3bedroom houses when there is only 1 or a married couple living there, they should downsize.
2	older single and married couples living in 3 Bed + rented Herefordshire Housing should be obliged to down size, leaving the property to be let to a family counselling and practical help should be offered.
2	One of the greatest problems is under occupancy of the homes currently in social housing stock. No older couple living alone in a three bedroom home is going to even consider down sizing to a 1/2 bedroom flat in a block in Newton Farm (only used as an example)or elsewhere. Start providing homes where the older generation can move to and feel safe and that will free up larger under occupied homes.
2	There are a lot of people who can down grade but this isn't being looked at, people who are pregnant who are being given 2 bedroom accommodation before they have had a child (I wasn't able to have a property till after birth of my child). I have an elderly neighbour who now needs too much care for her to stay in her home as she sets off smoke alarm now on a daily basis. Recently a family of 2 persons swapped their 1 bed bungalow for a 3 bed house due to an elderly relative having a fall, why is this allowed.
2	There should be a register of adapted affordable housing properties so they can be properly assigned when 1 tenant leaves/dies. If the disabled tenant dies/leaves, other household members should be rehoused to free up stock. Elderly should re housed to smaller homes if they remain in large properties.
2	We have been with Homepoint register for nearly 5 years we bid nearly every week and have never once been offered a property we have 1 child and we are now expecting another we have been to see Homepoint to see where we stand with a property as the property we are currently residing at will be too small and we have been told if the baby and its sibling is same sex our banding will not change from bronze but if the children are different sexes then our banding will go to silver i find this slightly annoying as we have been bidding and bidding with no outcome and i know at least 3 people that are in properties with 1 child and were gold or priority banding
3	Banding - Does anyone know how this works? How many of the different bands get a tenancy. It appears that Priority seem to and no other. Are there % of tenancies available for each category of bands?
3	Current system is OK if you are computer literate. Older people waiting to downsize do not have this facility and are unable to bid.

3	Hereford Housing should help people more. I was told if I was having a baby I'd get housed quicker, but soon I'll be homeless as they are closing New Dawn and we have nowhere to go.
3	House exchange was in Admag but now it's on computer, not everyone has access to computers, so how do they exchange?
3	I am glad this issue is being addressed because at the moment people are still able to register with no realistic possibility of ever being allocated housing, which is a waste of their time and raises false expectations.
3	I do not have the internet or have an Admag delivered. So I would have to go to the Home-point every week, how many more people are like me. Once you would be on a waiting list, where you would be contacted. As someone over 60 this would be more social and caring as these views will only be on website that will count me out.
3	I think everyone should be equal apart from the people who haven't anywhere to live and are homeless. I don't agree with how people get put into their bands as when I first applied for home point I was put on gold as was living with a family member and needed to leave as they were down sizing, I had a letter written for me saying I need to leave but nothing was done or no help or advice was giving, I then had a letter re-wrote for me saying I needed to leave and because it was not up to your standards I was then put into bronze band, I think once you have been put in a band I think you should at least have a meeting once every so often to see how progress is going and if anything else can be done for you.
3	I think the way Homepoint works now is fair. everyone should just be patient and learn to wait for a home to become available. having said this maybe there should be a review every couple of years where people are put up a band if they have been on the waiting list for more than 2 to 3 years
3	I think there should be a return to the list system where you put your name down and once your name comes to the top you are given a place to live, alone or with your family if you have one. This is the fairest way to allocate anything. Priority should only be given to people born in Hereford so they can afford to live in their home city.
3	I will be homeless in October 12 and I am only silver band.
3	It should be checked out if people who are applying for social housing really are in the position they say they are.
3	Me, my husband, my daughter (husbands step daughter) who is 7 and our son who is 2 and half live in a small one bedroom flat and are currently on the waiting list and just don't understand the system how someone with the same kids boy and girl same age with a 2 bedroom house is on silver and we are on silver as well still waiting to be moved yet they have been moved already. we were all born in Hereford my husband was working for 2yrs until a couple of weeks ago when he was unfortunately laid off due to no work
3	Peoples circumstances vary, strong criteria needs to be in place which is clear and well advertised. The council should have verification of circumstances before considering anyone for social housing.
3	Personally i have been on the waiting list for about 6 years which i think is a ridiculous amount of time to have to wait for a home. I am sharing a bedroom with my younger sister. I work and live in Hereford and all my family is here, yet I feel that I have to apply for houses outside of Hereford, even though I don't want to, in order to stand a better chance of getting somewhere. Therefore I think the way in which people are prioritised should be adjusted to help people like me in similar circumstances.
3	Points system is unjust, appointments should be made by a board.

3	Tenants should not be allocated units that are in poor repair & decorative condition, with rubbish etc. - you would not like it yourself. every effort needs to be made to encourage tenants to have self respect and maintain their home in good order.
3	the banding should be scrapped. I've been on the Homepoint for 5/6 years and have been offered nothing even though I apply for something every week.
3	The local authority does not appear to look at the whole. Adapted properties are not re allocated to other disabled people, and often grants are re issued from a different area of the authority.
3	There are a lot of people registered who for one reason or another are not bidding or do not bid but should be. Housing Associations let some of their stock with local lettings policies which help some people get re-housed who wouldn't ordinarily have a chance off the register. There could be sub-sections of the register to take into account different sorts of applicants - for example current housing association tenants looking to move. The adverts could reflect more the applicant who is allowed to bid for a particular property to cut out unnecessary bids. properties could still run for a week, but could be viewable to bid for from any day.
3	Well we been on the waiting list for a bungalow for years and we haven't been offered one yet. Mr [name removed] has [removed] and a bungalow would be much better.
3	You do not review the register enough. You should do annual checks that are to be chased up by the applicant and not the council to see if someone is staying on the register or not.
4	Although I do understand that we are in the European community and that it works both ways, I cannot see why some immigrants working over here managed to get council premises whilst some British citizen with children finding themselves on hard times cannot get any! If people have a gross income of £60000 they can afford to rent privately Social housing should be to help people in difficulty.
4	Eastern Europeans and other migrants should be spread around the county to avoid ghetto areas developing. It is not fair on locally born youngsters to be in classes at school where a large percentage of children do not have English as a first language. Especially hard when the parents have no intention of learning English and speak to the children in their mother tongue as soon as they leave the school gates.
4	EU Persons should NOT be given housing. If they have lived and worked for a minimum of 5 years then they can go on the list and wait. It is very simple we should give the same housing and benefits etc. to all EU persons as we would get if we went and lived in there countries.
4	I believe if you were born in this country then priority should be given to them anyone coming from outside the UK should have to wait or prove they have a set income.
4	I have been on the housing list for what seems for ever. I am Herefordian and walk around areas to see which accommodation is empty, this is how desperate I am. I apply do not get it. only to go back to see that people from E.U. countries have been given this accommodation, this is happening time and time again. It is very wrong and I for one am very angry.
4	I know single people who have been on the waiting list for years and have no chance of getting housing as people from Poland and the EU get all the housing. This should stop and they should not be given the housing that the people who have lived here all there lives should have.

4	I was only able to buy my property through government low cost housing scheme - I was born in Hereford and have always worked. It makes me mad that people from outside the county can get housing here just because they choose not to work and to let others pay for the children they decide to have because it's a way of getting a house. Hereford Council need to get their act together and offer people a reason to stay here
4	I work hard and pay my taxes. All I and my fiancée want is a house to call home but all the government are worried about are making sure all foreigners have houses. Charity starts at home not abroad.
4	I'm aware from a family member who's a [removed] that houses in Hereford its self are "reserved" for the ever expanding community of Eastern Europeans; which to me says that the housing register is bias to migrants and unfair to British people who struggle to find accommodation.
4	Migrants who are moving to the county and have a planned to settle here do not have a close family so this could be a problem but HRT could be helpful in terms of that?
4	Our own people do not have a chance. E.U. countries are priority, we should not be doing this to our own people. Walk around the houses and E.U. countries out number our own people disgraceful !!!
4	People from EU countries should not be given our council accommodation. Not allowed on list Herefordians should come first. which we do not. I have been on list for over two years and am desperate for a home.
4	People from the E.U. i.e. Polish, Latvian, Romania, etc: should most definitely under no circumstances be allowed our council flats/houses. They should not be allowed to come into our country and be given priority. our own people must and should come first. we would not be given homes in the EU countries.
4	Stop giving houses to people not born in England
4	The influx of foreigners has increased waiting times. Lack of affordable housing needs addressing in these economic times.
4	Without being racist there is so much uproar of foreigners being allocated housing in this county over local's who have been on waiting list MUCH longer. This should be looked into (apart from professionals, doctors/dentists coming here).
5	I am 71 years of age still have my daughter living with me so need two bedroom, a bungalow would be good as enjoy gardening.
5	I am hoping to get my own business started in Leominster and may then be able to start employing people living in Leominster.
5	I have been on so for 2 year or more and really do need some where as I don't know how much more I can take of this.
5	I know good people have tussled with this. It will not be easy. I do hope if you cannot get it right that you do not get it wrong.
5	I live in a council flat in Hereford and would like to move to Ledbury to be by my by family. I have a learning difficulty and can not read.
5	I lived in Hereford for a number of years however moved to care for my dad in Birmingham until he died 3yrs 6months ago. Now I have got very depressed and can not live in the city any longer I need desperately to get back to the countryside and I love Herefordshire especially Leominster.
5	I would like to be considered for priority status when I finish at RNC and be able to live independently, I will need my own accommodation. I am registered severely blind after being attacked outside a nightclub 2yrs ago.

5	I've lived in Ross all my life, worked ever since leaving school and feel I should be considered for housing. I pay rent but cannot afford deposit to buy.
5	Repetition of above comment
5	No
5	No
5	No comments.
5	no one should jump the queue it should be fair for everyone
5	None
5	None
5	None thank you
5	On a positive note. There are much worse places in the world to live, but that does not mean we can not make it better here. I work in a school full time and this country is so expensive that even after a £500 top up from tax credit, I still have to claim housing benefit for my son and myself to survive. Something is not right with that.
5	Please allow animals in flats
5	Repetition of above comment
5	This is the response by Madley Parish Council.
5	We have moved back to Hereford because my husband left us in Jan 2012, I am disabled and my health and mobility is getting worse, my 12 yr old son has ADHD and its very hard almost impossible for my to give him 100% care and attention he needs as his dad has need very distant in his involvement with his son. So I have moved back to be close to my immediate family so they can be close to support and help us.
5	We were council tenants with this council some 28 years ago when through redundancy we lost our house. Married with 2 young children Without the help then we would have ended up god knows where. We were tenants for 10 years this is what it took us to get back on our feet but we did, we found work and sometimes took 2 jobs but got there. Everyone needs help at some point in their lives but as long as they do not abuse the system it is ok.
5	Repetition of above comment
6	Affordable housing should be for those who would otherwise have difficulty affording housing, irrespective of their origins. The affordability of housing depends on net income. This may be reduced by expenses arising from large family size, disability and age. It may also be reduced by unemployment or low income. If means-testing is not desirable, these factors should be used in selecting those eligible for affordable housing.
6	Cost of private rent - £800 per month - has forced me into debt. As I am employed and have a home I am not seen as a priority.
6	Herefordshire needs more affordable homes that people on low wages can use.
6	I can't afford any private rented property and housing association has let me down. where do you go if you work but don't earn enough for private rent and wen you do you get an overpayment of benefit and have to pay it back even though its their fault and its impossible to get a council house and even if you do there in places no-one wants and are so dated and old
6	I feel the gross family income of £60,000 is too high. At two thirds of that income they should be buying, not a burden on the taxpayers.
6	I think everyone deserves the right to social housing who work hard but are low paid like us. I think it wrong when people on benefits seem to get priority and regard it as their God given right.

6	People with assets/savings should have opportunity for affordable housing. It does not mean they cannot afford private rent and have got their money through hard work and use it to pay their way or for retirement.
6	Possibly some social housing needs to be available for problem families and those who have persistent arrears but they will then require support and guidance on a regular basis to earn their way to regular social housing. It must be persistent support for a period of at least six months.
6	Rent arrears - surely some kind of support from Stonham to sort this out and set up standing orders or direct payments. Some Clarification on what can do and what there remit is.
6	The questionnaire does not consider the possibility that some might deliberately make themselves more "needy", by getting pregnant for example, or that the fickle and idle who lose jobs or who are "unemployable" may acquire greater priority over the hard working but low paid reliable worker. The £60,000 figure quoted above is far too high. Reduce it to £25,000, the national average salary. End
6	think assets maybe set high as well as income
6	What provisions do you propose to make when those with the benefit of affordable housing cease to be eligible because for instance they acquire wealth or higher income? There will need to be a balance between ensuring that affordable housing is not seen as a benefit that once acquired becomes a life long right and the risk of penalising those who work hard and succeed by removing their affordable housing.
6	You do not allude to include change of circumstances during tenancy e.g. increase in personal wealth consider life-time tenancies or not.
7	Although it is recognised that everyone has a right to decent housing. If people who have not lived, or their families have not lived in the area, for a period of time, are thought to gain housing to the detriment of longer residing local people, it causes resentment amongst longer residing local people. This feeling of resentment is already very strong in Herefordshire and could eventually lead to more serious social problems.
7	Connections should be to parish not county.
7	Hereford is a county with severe housing issues- housing is too expensive for the meagre salaries available. Local people often have to seek to move away to more affordable areas with better job prospects as buying a house in the county is often not an option. There needs to be more affordable housing available to people that have grown up in the area and wish to stay not just give housing because of the amount of children they can produce! That encourages the wrong ethic
7	I feel strongly about affordable homes in villages being made available to those with a REAL FAMILY CONNECTION TO THE VILLAGE
7	local connection is a big joke where a sister in village is stronger than mother and father i.e. [address removed]
7	local' should be defined as people with connections with the immediate parish in allocating homes on 'exceptions' and quota sites
7	Most important facts to consider - employment in the county/studying in here
7	My concern living in a rural village is that people who are out of work are relocated or located to this village where there is no work and only public transport to towns at times which preclude work. you need a car to live and work here and if you don't have one you are ensuring people never get back on the work register. Recent relocations of people with substance abuse problems have also disturbed the locally raised youngsters. We would welcome affordable housing for local young adults who wish to stay in the village near their families.

7	My gripe with affordable housing is an increasing number in decent areas only open to existing tenants of HA's. I've a 3-bed family house and am trying to downsize but only get offered places in very unsuitable locations.
7	Priority needs to be given to those working in the area and with local family ties and commitments.
7	Scoring against criteria will be critical - In these difficult times, principle should be to benefit those with real need and definite local connections (more 'local' e.g. local parish scores higher) and who contribute/ have a history of contribution to the community (incl. work history and volunteering).
8	A very limited questionnaire which avoids some crucial questions on the subject of prioritisation such as nationality, social responsibility, and anti social behaviour.
8	Great piece of work.
8	I had to fight Hereford housing hand and tooth for a council property by got I got some real questions I would like answers to this survey really needs some thought put into it . And to be honest big wigs in the council department in my opinion don't understand the needs of everyday people so lets hope common sense prevails and someone with there feet on the ground will listen to people. And I think a rethink on the questionnaire would be a good start
8	I think it is a good idea to receive feed back from people on the Home Point List as they should and hope they give you there honest opinions.
8	I think that the questions posed do not offer a reflection of the complex issues that surround housing allocation and therefore do not offer an opportunity for an evidence based, balanced consultation. With this in mind, unless the consultation is re-designed, I do not feel that it is valid.
8	I think this is a valid questionnaire as the problem with scarce affordable housing and the way it is allocated has long been due for a rethink
8	It would have been useful to know the profile of the 5000 on the housing waiting list - ages, marital status, employment status, residence status, etc.
8	Its a hard issue to tackle and I wish you well
8	not enough questions in this questionnaire can't see how these few questions can sway any opinion in either party
8	Please see community covenant. There is a big gap in your questionnaire covering the military/veterans/widows detail.
8	Rather limited in scope. Its structure suggests that it is designed to confirm "what is currently practised" rather than explore better solutions.
8	Should have more questions on applicant's financial eligibility for subsidised and affordable housing.
8	Thank you for holding this consultation.
8	The question should have space for prioritising, 2-5. Also for some comments. [?] of children should be a factor one needs to know why people are in rent arrears and have antisocial behaviour
8	There are no questions regarding the needs of the people in housing e.g. Children, elderly, disabled. These factors surely affect the way housing is allocated especially with the current Banding system in place.

8	This consultation, while better than nothing, is of limited use. There's no information given about present policy, what the major problems are with this and the questionnaire steers some answers to what could well be a pre-determined point. For example, the first question ; who decided that the figure should be ?60,000 ? Why not ?70,000 or ?50,000 ? And it takes no account of the household situation ; a single person with a gross income of ?60,000 is totally different from a couple with some children, one of which might be disabled, etc.
8	This is a very thin questionnaire and I would suggest leading. The questions will no doubt produce a positive response but unless it is shown what the impact of such changes might be on others who currently may have priority the average respondent cannot properly judge.
8	To consider people ./c an annual income of £60,000 should not be considered very few people in this county would earn this amount.
8	You have a hard job as it is so why make it harder
9	A lot of unemployed people fear when they come off benefits because they have found work, that the rent charged by private landlords will be unaffordable. Employed/unemployed should be treated equally re housing allocation.
9	Changes to the amount of money people get for housing benefit directly affects those who live on their own in the county, most private rental properties are out of the reach of those people and a shortage of social housing means they have to move to towns.
9	I feel that people wanting subsidised homes should be able to prove that they can contribute to this privilege. After all it is at the Tax Payers expense in one way or the other.
9	I have been registered on home point now nearly 3 years with no offer of a property. I feel that because we are a working family we are punished for this by not being classed as a priority on the waiting list when at risk of being made homeless because the homelessness team only force you to sign up to the private sector hosing leaving you out of pocket paying extremely high rents. I am disgusted at the way I have been treated by home point and no doubt I will be waiting another 3 years if not longer on the waiting list.
9	I have been waiting for a property for 10 years and at present live at home with my two children. I am in silver band and don't seem to be getting anywhere with housing. the whole system stinks!
9	I have found myself homeless through relationship breakdown and have had to move to Hereford even though I work elsewhere in the county. My children are educated elsewhere too this has meant an hour bus ride just to be able to work/go to school.
9	I think there needs to be a review of private rental charges.
9	I've been excepted on Homepoint but as I have my own property I've been told if I sell and have money I don't stand a chance of council property and will be the same if I don't make myself homeless - I am only allowed a one bed property as well so why allow young girls with a baby to have two bed property? I have Ten grandchildren that take turns to stay with me why should they sleep with grandparents ?? It wouldn't be fair for either!! If my 3 bed was council no doubt I would of been offered a 2 bed so a family could have my 3 bed.
9	Should be a much wider survey, and should be accompanied by more facts and figures on the current housing crisis. More information would dispel a lot of the ignorance surrounding this often emotive subject.

9	The lack of housing is well documented (reports and research) as being the problem of the few owning most of the land and for what land that is available the negative effect of the planning system (causing the problem rather than helping solve it). The lack of building opportunity in rural areas causes rural shops, pubs, schools and other services to close.
9	There is a very real need to properly quantify and publicise the homelessness problem so viable solutions can be found.
10	I am fed up of seeing perfectly good affordable accommos being trashed, neglected and ruined by people who are drug addicts and are anti-social. We are too soft on these people when there are others registered who are more worthy.
10	If you or your children have a history of anti-social behaviour you should not qualify for social housing. You should only be offered one house, if that is not good enough for you then go back to the bottom of the priority and go to private renting, where you can choose exactly what house you want! The council should be tougher on those who don't pay their rent.
10	People whatever sex, gender, racer or colour should be treated the same. Teenagers who have children just to get a council home should be discouraged.
10	People with history of anti-social behaviours should not be on the list.
10	Stop making it easy for scroungers and layabouts to obtain accommodation. Take hard working people.
10	Where people are fit and working they should be encouraged towards private renting if they are not in a position to buy, leaving social housing available to the neediest. if there is a shortage of social housing, then it should definitely be means tested.
10	You should check from time to time - whether living in an apartment granted to whom it is granted. Why? Since many people renting a house with Council granted to other people for money.
11	(Q.1 on paper) Over 60yrs capped at £60,000. Alcohol abuse. [Additional comment] All applications should be given individual attention and individual circumstances taken into account NOT the general ticking of boxes
11	(Q1d on paper): allow to sort out arrears None
11	[Q.5] Because to be a foster carer you should have a stable life and home arrangements before even considering fostering. [Additional comment] The only priority should be cases involving children aged 0-16yrs. No matter the parent's background.
11	£60,000 is far too high a threshold and should be reduced to £5,000 or less. Those with savings should use them for housing before the state steps in. "Local" qualifications are unenforceable and should be abandoned as being divisive. Those with a genuine need should be housed but housing should be means tested, as should all benefits, regardless of the expense.
11	An exp[lanation] of my answer to question 4: - This group find it very very difficult to get a mortgage especially one for the amount (100%) required for property in this area. I have a daughter who is 20 years old and lord knows when she will afford to move out of home and remain in the area as she wishes to.
11	Q.4: Downsize - yes for the elderly other group given priority - disabled unable to work. Q.1: The gross annual income ceiling is set too high. People on £60k+ gross income and / or £60k + assets do not need to take up valuable and limited housing.
11	Question 1 is leading and not definitive so sets no parameters about the criteria for consideration. e.g. If you have assets worth more than X you are not eligible. Question 4 iv, only yes if already living in the County for 3 years, not those wishing to move into the County. Question 7 is irrelevant if equality and diversity is being applied to all applications

	equally.
11	Question 3 does not highlight the importance of local connection at the level of the parish or group parish. Those with close links to the parish must have priority before housing is made available to the county. Parish groups with priority are: 1. Born or resident in parish or group parish. 2. Long term residents of parish or group parish. 3. Elderly residents who have spent their lives locally. For local applications priority should be for those in work with the exception of retired people.
11	While council is obliged to house the homeless, the allocation of subsidised housing should be a reward (for effort to be independent of state assistance, as sound tenant), not a right (see Q1).
12	A big problem is lack of affordable homes to rent/buy in villages forcing younger generation to move out to seek accommodation and work.
12	I have lived in the County for 26 years with connections going back a further 50 years with my family. I now live on my own for the last 6 years in a private rented accommodation with the threat of possible being homeless if my landlord wants to use my home for holiday purposes. I have lived in a rural area for over 30 years, I work full time and always have done, yet on my salary alone I could not afford a high mortgage. If affordable housing was accessible to me and in my range, I would seriously take it up. Kind regards
12	Local parish councils should be closely involved in allocations in their parish, including maintaining local housing lists for affordable housing. The steering group should include representatives from the parishes.
13	I note "steering group recommend changes" I trust not just aiming to reduce the roll of applicants by seeing who may be excluded. I believe such exercise has been conducted in recent years I do hope one of the worthies on steering group will answer the description of "common man/person" who will see that the problem is not too many applicants but too few houses.
13	No where near enough housing in county needs a rule of 35% new builds allocated to affordable housing and also discount should e given to foster families to encourage this to happen.
1, 10	Put Hereford people first after all it is their county. If they were born here and are still here then they want to stay here. You can not afford to give accommodation to too many unemployed and homeless people, why are there no hostels for the homeless and girls with babies?.
1, 2	Local people or people in work or broken families should be given priority. Single people should not be allowed to live in a 2 or 3 bedroom property especially if not working.

1, 2	<p>priority should be given to those fleeing domestic abuse and domestic violence. people with health problems should have those medical needs taken into account even if they do not yet have a diagnosis (it took 5 years for me to get diagnosed) people with 2 children of the same sex should be able to bid on 3 beds if one or both kids has health problems (again whether diagnosed yet or not)e.g. I myself have a son with a sleep disorder, still trying to get a diagnosis. there is no way he can share a room with his brother (who snores) as this would worsen his problem considerably.(also it would disturb his brother as he is up a lot in the night) if we were to get social housing then my partner and I would have to sleep in the living room as we currently are eligible for 2 bedrooms. the one house we have been offered, well the 2nd bedroom was tiny, too small for them to share (they are teens-too big for bunk beds) or for me and my partner to use (too small for a double bed) so we had to turn the house down as it was not suitable for our needs. I doubt we will be offered another place for a long time. also we need more places in the city for those who cannot drive or access public transport due to disability. they should get more points if they have this problem as they are at a distinct disadvantage.</p>
1, 4	<p>Local people should be considered before those from other countries. I've been on the list 35 years and never had an offer. Something is very wrong.</p>
1, 4	<p>Myself and family live in wales, my partner worked and travelled 6 days a week at 80 miles per day, for several years, I also have close family in Hereford and Leominster, we have been on the waiting list since 2003, we have been unable to get housed anywhere in Herefordshire. Which I think is very unfair when all the polish are getting housed almost immediately.. not at all fair to the British people..</p>
1, 4	<p>The whole housing strategy needs changing. I was told twelve months ago that there were 46 people in front of me, but here I am years down the line and I am still waiting. There is no loyalty to our own people. We - should be the ones having our houses in our city. not foreign people.</p>
1, 4	<p>Vulnerable people come in all shapes and sizes and I believe each should be looked on as individual cases. this is one of the worst places for men over 25 to get housed. People from outside the UK get priority over british/ English who have lived here all there lives that is also wrong if they come to our country they have fought and travelled that far they should not be given priority or gold they should not be housed before our own people</p>
1, 6	<p>I think a priority should be given to families on a low income with more children rather than to family's with fewer children of different sex.</p>
1, 6	<p>Please let's go back to basics with the allocation of housing. Young working couples need help urgently. Local wages made it very hard for them to afford private rental property.</p>
1, 7	<p>local people should be given priority not ignored i.e. where I live we had a new development built out of the 14 houses only 4 were local with connections the others were all allocated to outsiders when there were more than enough local interest to of filled them people should also be listened to over concerns raised not ignored because the housing officer has a dislike of that person thus leaving residents feeling ignored and alone there should also be more consideration when developing new sites to what the local area needs</p>
10, 3	<p>Housing should be for really "poor" people, not those with an income of £60,000 or savings of £60,000. £25,000 would be a better limit. There is no explanation of the point system and banding - this would be useful.</p>
12, 7	<p>The homeless problem is county wide, but is magnified in our smaller villages. These communities are dependant on the proper demographics so that children can care for their parents, and for their aunts and uncles who were sometimes actually related to their parents! Your housing allocation policy will be v.important if "The Big Society" is ever to be</p>

	reborn in our villages.
13, 1	It seems that the council has no where near enough affordable housing for those who need it. It also [?] not enough accommodation for those who are disabled and will never be independent. These people will become a critical problem once their parents died. The council needs to plan ahead.
13, 2	Maybe because off the shortage off housing new affordable housing should be built or old houses that are empty should be done up.
2, 1	The allocation if housing needs to be carefully considered e.g. not allowing families with young children live where transport is limited and/or in areas where there are high levels or anti-social behaviour. The same for adults with disabilities both learning and physical disabilities should be housed some and nowhere appropriate
2, 10	Tenants should be required to downsize when they no longer need the size of house they have. Alternative means of accommodating young, single, teenage mums should be explored. For example, hostels with support from qualified staff.
2, 3	I think that the present allocations policy is restrictive because at the moment you categorise people into bands of bronze, silver, gold and those that are an urgent priority, but because of the lack of properties and the demand for them it means that people who are in silver and bronze often do not even get considered. This to me seems unfair! I personally think that you should allocate on length of time people have been waiting, or move them up the categories after they have been waiting a certain length of time, so that they move up the bands and be treated fairly, not just ignored!
2, 3	Why can't people who want to down size do it I have a friend who was told she couldn't as she was a good tenant but she only lives on the ground floor off a 3 bed house what a waste. Also an 80yr old gentle who wanted a quite 1 bed flat were no noise kids he lives in a 4 bed but also they were both told to bid on home point. What 80yr old would do that week after week please sot this out as so many families need homes and would benefit and people would be happy .
3, 1	House availability should be put back in the Admag as not everyone has a computer or can ring up during working hours. Please make it easier for single people to find housing.
3, 1	I want housing lot the elderly, i.e. past working age, to be means tested. British by origin, first in the queue. And no, I don't read the daily mail ! Just lets be fair. Stay happy and healthy all of you ! Cheers. [removed].
3, 1	I work within the council, part of my role is to support families through the housing process and to liaise with Herefordshire Housing/Homepoint. The current system does not seem to work. a family I work with who have six children the eldest being 12 the youngest being 2, have been trying to get a bigger house (Currently 3 Bedroom),despite being over the number of "units" for the size of the current property, but have been told that all 4 bed properties have been "frozen". They were also informed by an employee of HH that to alleviate the cramped conditions they could put a bed in the kitchen, to anyone this spells potential disaster, with 8 people in the household to have a bed in a room that offers a myriad of accidents is unbelievable. If it makes any difference the father of the family is seldom at home as he works (in Hereford), to support the family and all members of the family have been born and raised in Herefordshire. The family in question have Silver banding with Homepoint in my experience any band other than Gold will not get you a house despite the needs of the family.

3, 1	It is increasingly hard for anyone wanting to gain independence and move out from a family home. Even though being on the register for several years at a bronze level, it is obviously clear that this banding will never change, therefore making it so much harder to be consider for a place. Affordable housing is seen to be difficult to gain for anyone that has a full time job, no children and over a certain age.
3, 2	Lettings should be time limited and subject to regular review (change of circumstances or income especially). People living in houses after families leave home must be moved to smaller accommodation. As an owner I will have to downsize so why shouldn't a council tenant.
3, 2	Living in my home with a baby on the way has made me very ill and it looks like for the next two years I will be living in the same place trying to clear a months worth of rent at £14 a month I cant put a cot up or have draws there is no space for any baby equipment but Homepoint won't move me because of the arrears which I could continue to pay from a new address. also places outside of town that need a local connection to bid come before people on priority which is not fair if you come from Hereford you should be able to move anywhere in Herefordshire why should properties be saved for those who have a local connection letting homeless stay homeless because they don't know anyone or the area. Also if someone has had a home before and has been evicted on anti social behaviour grounds they should not be priority or gold they have made people lives hell. I have first hand experience of this if they had to wait and fight a bit longer they may appreciate the home when they get one.
3, 2	The council need to ensure that any major housing development includes a proportion of social housing (not affordable housing). Private & affordable housing is still quite often outside of the income bracket of a large number of people. I would also suggest looking at the large number of empty areas above shops etc. and setting up a low cost home improvement loan to enable owners to turn them into rentable accommodation with the loan being paid back through any rent received.
3, 6	I wasn't sure how these proposals would impact of the Council's obligations to provide emergency housing for vulnerable people, if at all? Also, I'm not sure how much impact in practice excluding people with incomes or assets over £60,000 is actually going to have - I would imagine virtually everyone on the affordable housing register at the moment has nothing like these amounts of capital - if they did have why would they be on the affordable housing register? In which case, I'm not convinced these two proposals would have any meaningful impact. Is it acceptable to penalise people with a history of rent arrears per se? Surely, these are the sorts of disadvantaged people that affordable housing is supposed to be there to help protect. I'd be happier if this restriction was applied only to those who have wilfully refused to pay the rent when they could afford it, rather than persecuting all people who have struggled financially in the past. Of course the difficulty is how to differentiate between the two in practice. Finally, trying to prove who had undertaken volunteering in the county sounds like a recipe for an expensive administrative nightmare.
3, 7	People are not being properly vetted properly, people are being moved into areas that don't suit them. city people (born and grown up in the city) being moved into small villages not by choice but because nothing else is available or being told that they have to then 6 months down the road they being moved back into the city, some of these are people on full benefits so the council have to pick up the bill for moving them and having the house prepared for the next families.
3, 7	People who live out of the county who have to travel to work full time have no hope of getting a house because of the current banding system

4, 2	Current system is archaic people who lie threatening to throw children & grandchildren out get housed and Eastern Europeans are housed over people born and bred here its a disgrace - but you know what this survey will not make one iota of difference and I bet my daughter & grandchildren will still be waiting for a home (marriage break up from violent relationship)12 months from now because I am not prepared to lie and say I'm throwing them out because that's dishonest! Sadly honesty no longer pays.
4, 6	I think its unfair that people from other countries who have not lived and worked here are being giving 'priority status' over people who have been born here and need a house. Also, I don't think it's fair that social housing should be available for anyone on any income. Why should people on larger incomes get a low rent house when they could afford private accommodation.
6, 2	I hope that at some point the Council will look into building or resourcing some more homes in Hereford. I also think that the necessity for people to live in affordable housing should be reviewed on the basis of income. There are obviously some well off people living in affordable housing and also sometimes there is one person living in a three bedroom family home.
6, 4	There seems to be no consideration or help for people in mortgaged property that can no longer afford to live this way. From experience they are ignored and offered no chance of council property; foreigners are given priority before any British and it's wrong as British families are in more need than foreigners. They choose to come here.
6, 7	I think that affordable housing should be allocated on the basis of income. Poverty limits choice. Poverty can be driven by a variety of issues - single parenthood, physical or mental illness, disability, unemployment. This is partly speaking from my own situation. I am a single parent of two children through a marriage breakdown. I currently pay a private monthly rent of 650. I earn 589 a month. I am a qualified nurse but I am unable to work as such because the children are too young to be left whilst I do shift work. Thus I do a low paid part time job and my income is heavily subsidised by various benefits which have recently been decreased again by 60. Last winter I had to choose between heating or food. Because I don't drive (apart from a moped) and probably could not afford to run a car everything has to be co-ordinated with the local bus service which requires walking along a road with no lighting and with no pavement. Since I work in Hereford and one of my children goes to school in Hereford our life would be much improved by living in Hereford. However it would be a pointless exercise bidding for a home in Hereford so I will continue to try to make ends meet whilst I bid for properties bus timetable in hand trying to juggle work, the children and paying the bills.
6, 7	I think these houses should be given to people like myself and my wife. Who both work, but can't afford to rent private, but have to, and I have lived in my town all my life.
7, 10	When local connection is required it should be just that someone who has a connection and people who cause trouble should be dealt with better people with special needs should not be allowed to move into a brand new development only to cause extra expense to housing by having bathrooms ripped out for shower rooms and stair lifts fitted within a few weeks of moving in - this happened in our new development angering locals as they were without local connection and outsiders and have also had other work done at extra cost people like this should not be allowed to do this.
7, 6	Please consider circumstances where someone may need to move to the county without local connections - fleeing Domestic Abuse. How would Home Point establish history of ASB & how would income levels/savings be verified? income questions need to take account of age and reasons for moving (elderly)
9, 13	More opportunity to rent in the private sector at affordable levels would provide more opportunities as affordability to buy even "affordable housing" is very limited

2, 4, 10,	<p>I feel that priority should be higher for those already housed in flats when it comes to the type of housing as you have many families living in flats and have been on the register for long periods of time for a house....new starter tenants should be housed in flats...feel that it is unfair that families who are already housed in flats are left in flats whilst the younger generation tend to apply for housing when they are pregnant and get housed in a house straight away. I also feel that priority should be given to those who work and pay their rent instead of relying on benefits to pay for their housing. I understand there is a minority who genuinely cant find work to pay the rent however there is a lot more that rely on housing benefit to pay for it. I also feel that those with a history of nuisance/anti social behaviour should have less priority than those that don't, I believe that they should also be prohibited for a length of time from being provided with affordable housing. I also believe that 'foreigners' should be only offered temporary housing until they have been living here for a period of years before they are offered permanent affordable housing. I do not believe they should have priority over UK citizens due to their seasonal work. I understand that we cannot be prejudice or racist however I feel that due to this fact that they are given priority over others. I feel that those people who are in homes too big for them should be suitably rehoused by the authorities, I understand that this may cause upset to those who have lived in these homes for many years and hope that this new 'room tax' will aid this. I feel that everyone should be vetted and people with a history of drug abuse/violence etc. should be vetted properly and not be housed in quiet cul de sacs causing disruption and nuisance to others. i feel that those that are not working should not be housed in rural areas as it makes it harder for them to find work that they can travel to without high travel costs.</p>
3, 2, 4	<p>Perhaps if we started building affordable homes, thousands of them. There would be places for everyone to live. Perhaps we would make work for 16 to 25 year olds. Perhaps they would be building and maintenance jobs after. Perhaps if we made bedsits or flats available to young people they would stop getting pregnant to get council properties. Perhaps we could stop all the greedy private landlords overcharging rent to make their purses fatter and pay off their mortgages and make their portfolios bigger. Perhaps if private landlords were taxed on every penny they charged over the fair rent amount, private housing could be more affordable. I had a gold banding for 6 months last year and I never got anywhere near the top of the priorities list. Whilst I am proud of our nations stance on immigration allowing troubled people to come here. Stop allowing immigration when there are not enough jobs or housing in this country for the people here already.</p>
3, 7, 4	<p>I am a landlord and feel the present system of social housing is very easy to manipulate and no apparent checks are made, especially where there are 106 agreements in place. Also bungalows have historically been seen as suitable for the elderly but now, recent overseas people can have them straight away most unfair and divisive.</p>
7, 2, 4	<p>I think every where should have local connection, I also think people should be made to down size not give them money if u should pay anyone it should be for people who are stuck in 2 bed room properties or put extensions on. The trouble with housing is you're letting our properties be sold so why not buy them back and stop giving um to people who belong in different countries.</p>

11, 9, 10	Affordable housing policies need a radical and wholesale reappraisal. It should be called social or assisted housing as 'affordable' does not represent the category appropriately. 60,000 income would allow most people to raise a mortgage of 150-200,000 which would enable them to buy or part purchase a home in Herefordshire. The 35% allocation for new development is also ridiculous and has proven to be a disincentive to developers. I am now hearing of some areas having too many 'affordable' homes which are then filled with outsiders or those with undesirable placements which causes friction and taints the ethos of social housing. I have also heard of families demanding certain types of property in specific areas and yet they purchase new vehicles, caravans and holiday homes.
12, 7, 2	There are many problems with both the creation, procurement and distribution of Affordable Housing (which should be termed 'Assisted/Social Housing' if allocated by the council or a HA. There will be an over supply in rural areas if the 35% allocation is upheld regardless of Community Led Plans/Neighbourhood Plans etc. Many people allocated housing have incomes and assets above £60,000 per annum. Many have no local connections - both problems which cause bad feeling and tarnish the theory of Social Housing. Likewise some single people and couples live in three/four bed HA homes. The standard of design of new AH in Herefordshire is also really terrible (for example Leintwardine) and more emphasis should go to helping young local couples build their own homes with restricted values. In rural areas it is very important that affordable housing is not over supplied and goes to local people. What about asking some of our local architects and building companies to design and build affordable housing which they get the Parish Councils to fill for subsidised rents, following general HA /council guidance. Why aren't HA purchasing (and remodelling/renovating) existing properties now that prices are low?

Comment extracted from the above table due to length.

The questionnaire does not consider the possibility that some might deliberately make themselves more "needy", by getting pregnant for example, or that the fickle and idle who lose jobs or who are "unemployable" may acquire greater priority over the hard working but low paid reliable worker. The £60,000 figure quoted above is far too high. Reduce it to £25,000, the national average salary. Whatever HCC says on the matter, affordable housing is associated with the young. The public may be wrong on that but if it holds those views it is a matter of poor communication rather than a perceptual error on the public's part. These comments should be read in that light. The current local connection rules are unworkable and therefore unfair on all parties, including tax payers. They are far too vague making affordable housing available to almost everyone but, if properly applied, they become tribal and divisive. Abandon the "local" qualification. Why should the tax payer subsidise the ? demand ? part purchase of housing, or anything for that matter? State aided housing should be for rent only, in perpetuity. A lifetime's secure tenancy is the maximum the state should offer and then only when the tenant is a good one. The housing should always remain in the ownership of the state (through housing trusts). High priority should be given to those who are trading down and so releasing under-occupied accommodation. This is particularly relevant to the elderly. Home ownership is not the be all and end all that the younger generation think it is. Security from a decent job and long tenancy agreements can be much more valuable. The welfare state is meant to be a safety net, not a nest liner. In addition, renting is more flexible and so more suitable to the young just starting out and who might move from job to job until they are settled in a decent one, or have to move to get promotion. I am not convinced that there is a genuine need for such large numbers of affordable housing,

especially in the rural areas. The figure of 5,000 is probably exaggerated because if a tenant in privately rented accommodation is asked if they would like affordable housing the answer is likely to be Yes even though they are adequately housed and possibly claiming housing benefit. If you check the occupancy of the [address removed] development in [removed] you will find that four of the shared ownership units remain empty as does one of the units for rent. Many of the others are occupied by residents from outside the county, some from way outside the county, or who were already adequately housed very near by in either privately or publicly owned housing. What has been achieved by that? I do not believe that any of the [address removed] residents demonstrate the desperate need that underwrites the affordable homes policy. To the best of my knowledge none has come from an overcrowded multi generation occupied home, none was homeless, only one is a young person trying to get on the housing ladder (the other occupied shared ownership unit is occupied by an older person) and, as previously explained, at least three families have vacated very local, adequate housing to take up an affordable unit. Why wouldn't they - brand new house, a secure tenancy and very low rents? If you build them they will come, but do we really need to build them? The housing survey for Border Group Parish Council shows beyond doubt that there is no real, genuine need for rural affordable housing. A need is distinct from a desire. There may be a stronger case in the more urban areas and that would be supported by the greater likelihood of a job to go with it. In the rural areas jobs are hard to find, low paid and distant from schools and services so generating a need for a car or two as well - additional expenses on the low paid! A ready supply of rural affordable housing does not encourage the younger generation to seek the better paid jobs in other areas. It does not encourage the spirit of adventure; of geographic or social mobility. This combination is likely to condemn generations to the margins; a combination of low paid employment and discouragement, or at least non-encouragement, of aspirations. The demographic profile shows that there is a trend for locals to return to the county having become established elsewhere. By this route they and the county benefit from better training, better pay and less dependency on the welfare state. If this has the side effect of putting home ownership beyond the means of low paid, static locals perhaps the static should follow the example! Thousands of previous generations have followed that route. Why should the present younger generation be any different? What is the origin of the idea that people must necessarily remain in the area in which they were born? I believe it in part arises from the selfish motives of the propagandised, older generation who are constantly being told they need the young to look after them but that the young are leaving the county because there is no housing. There is evidently plenty of housing in the rural areas and the needs of the older generation should not impinge on the needs of the younger. These long standing myths should be dispelled. Publicly owned housing for rent and perpetual public ownership combined with better paid jobs, yes?" romantic ideas that good old country peasants must remain so and the tax payer must assist such a dream, no. An added benefit of encouraging the rural young to seek their fortunes where the fortunes are to be made is that those who remain will be fewer and the scarcity of labour will force up wages. This has to go with greater control of international immigration and migrant seasonal working - of course. The do something for nothing culture promoted by affordable housing and other excesses will eventually be the undoing of the welfare state. That would be a shame.

Appendix B: Response from Herefordshire Association of Local Councils (HALC)

Herefordshire Council Housing Allocation Policy consultation

Response from HALC

The lack of supporting information prevents a fuller response to this consultation. However, given these limitations we would make the following observations.

Q1.

The imposition of income limits is an arbitrary tool as it takes no account of the individual circumstances e.g. the numbers of children or having caring responsibilities.

Equally on the next option, how are 'assets' defined? Equally savings is also difficult e.g. does this include retirement savings and are we looking only at realisable savings excluding investments?

What is meant by 'ongoing'. Two episodes of anti- social behaviour or rent arrears or three or more? Episodes of rent arrears may disproportionately affect women for a range of reasons e.g. domestic abuse.

The setting of arbitrary rules cuts across the principle of providing for need and assessing the merits of an individual application. It would inevitably lead to more disputes and litigation unless the discretion is enabled.

The question is about REGISTRATION. Is there a strategy for dealing with existing tenants who suddenly acquire large assets e.g. inheritance

Q2

Yes

Q3

We agree that local connections might be taken into account but they can be only one factor and again must be used with discretion along with other factors in determining a household's eligibility.

Therefore, to set a length of time is again arbitrary and therefore potentially problematic, e.g. two years so one year and 11 months is no but two years is yes. Also, would 'time lived in county' be continuous?

Regarding close family, yes, this could be a factor to take into account.

Q4.

The current debate about giving priority to those in work is a backward step to allocation systems prior to 1970. We are talking not about who will get housed but as this question is phrased priority on the housing register on which they may sit for many years. At the time of registration they may be in work and therefore be given a high place on the register but with no likely offer of a home for many

months or years. Shortly after registering they are made redundant. Do they then slip down the Register, a double whammy' only to go back up if they find work. What would be the case if the work they find is casual or moving from one short term contract to another with periods of unemployment in between?

We need to take account of the casualisation of the work force and increasing self employment often disguising under employment.

The second category, people working in the county but living elsewhere begs a definition of 'working'.

The third category, 'volunteering within the county' implies that social housing embraces a 'reward' system that belies its fundamental purpose which is meeting need.

However, the Government appears concerned to get families with a history of living off long term benefits in preference to working, jobs. By doing voluntary work, people might well see and enjoy the benefits of working thus leading them to seek paid employment. If some preference is given to people who are prepared to give something back to society and helps their status on the housing list, it could be a positive step.

Other questions might be what proportion of time spent in voluntary work would qualify someone and would there be categories of voluntary work, i.e some more worthy than others?

It should also be noted that DWP rules prohibit volunteering by some benefit groups.

The fourth category, downsizing, could be a possibility providing it would meet a requirement that the property released by downsizing is available to those on the Register in need of affordable housing. With this condition it could be a tool to achieve more efficient use of housing stock.

Q5

We would suggest adding Carers of elderly and/or sick family members.

At present an adult couple only qualify for one bedroom, despite the fact that in some circumstances they may require a room each e.g. a partner with chronic illness

Q6

We find it impossible to answer this without supporting information. Ex forces personnel through Section 189 of the Housing Act 1996, have a priority need for rehousing. Consequently, their right to go on the Register should follow as should their right to register prior to discharge.

Also does 'ex members' mean immediately prior to application or at any time in the past?

Beyond that it is impossible to say how other measure would affect them.

Q7

In part, this is answered in responses to other questions. But to ensure that unintended discrimination does not occur it is vital, as we argued, that there is

discretion on eligibility rather than the arbitrary criterion these proposals seek to impose.

Additional comments

We would have like to have seen a broader questionnaire with more background information to enable a fuller debate about how we allocate a diminishing resource.

Appendix C: Questionnaire

Housing Allocations Policy consultation

A change in the law has given councils more freedom to decide how they manage their housing registers. Herefordshire Council is therefore reviewing the way affordable housing* is allocated to people across the county.

Anyone can apply for affordable housing, but demand is very high: there are nearly 5,000 people on the register with approximately 19 properties available each week. The council has to decide how to prioritise who can access affordable housing in a way that is fair to everyone. At the same time, we have to make sure vulnerable people and those in most need have somewhere safe and affordable to live. We would like to ask your views on how we do this.

*Affordable housing is social rented, affordable rented and intermediate housing provided to eligible households whose needs are not met by the market.

How things work at the moment

Home Point is a partnership formed by the council and housing providers to manage a common housing register. Home Point operates from Franklin House in Hereford plus 13 partner offices across the county and also advertises properties via a website.

To apply for a home with one of the county's registered housing providers, you need to register with Home Point by filling out an application form which asks for information about you and your household. The application is assessed by Home Point and the applicant is allocated into one of the following bands:

Priority status
Gold band
Silver band
Bronze band

Properties that become available for letting are advertised through Home Point and people who have registered can bid for them. Home Point creates a shortlist based upon the guidance laid out in the Allocations Policy. An applicant's position on the shortlist is determined by their banding and the time they have been waiting on the register.

With so many people on the register we need to ensure affordable housing is allocated to people in a fair way. This may mean being realistic with people on their prospects of being allocated an affordable housing property. Where there is little chance of securing a property through Home Point we will continue to ensure that advice and support is available on alternative options.

How we'd like to change things

We want to know how you think we should prioritise housing requests. You can do this by completing and returning this questionnaire. It is completely anonymous and the information you provide will only be used to help us determine our Allocations Policy. Any comments you provide may be included in the published findings, but you will remain anonymous.

Who can take part?

We would welcome the view of anyone over the age of 16 who lives or works in Herefordshire and of any organisations or professionals with an interest in this issue.

Who do I contact if I want more information about this consultation, need help completing the questionnaire, or require it in another format or language?

Laura Tyler at Herefordshire Council on ltyler@herefordshire.gov.uk or 01432 260641.

When does this consultation end?

The deadline for responses is 1st October 2012.

What will happen next?

We will publish your views on our website. A steering group made up of people from a number of organisations will go through your views and recommend changes to the Allocations Policy.

The council's cabinet will be asked to consider these recommendations prior to a reviewed Allocations Policy being published in March 2013.

Questionnaire

Please note that there is space at the end of the questionnaire for any additional comments you want to make.

Q1 When deciding who should be eligible to register for affordable housing, should we take into account whether the applicant has:

	Yes	No	Don't know
Gross annual household income of £60,000 or more?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substantial assets or savings of £60,000 or more?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An ongoing history of anti-social behaviour?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An ongoing history of rent arrears?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 Should we take into account whether the applicant has local connections?

Yes No Don't know

Q3 If yes, what sort of local connections should we consider:

	Yes	No	Don't know
Time lived in the county?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If yes, please specify for how long:	<input type="text"/>		

	Yes	No	Don't know
Whether they are working in the county?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If yes, please specify for how long:	<input type="text"/>		

	Yes	No	Don't know
Whether they have close family in the county?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 Should the following be given priority on the register for affordable housing:

	Yes	No	Don't know
People in work living in the county ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People who work in the county but live outside the county?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People who volunteer within the county*?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People wanting to downsize to smaller accommodation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*By volunteering we mean an activity that involves spending time, without payment, doing something that aims to benefit individuals (other than close relatives), groups or the environment.

Do you think there are any other groups that should be given priority on the register?

Q5 Should people who are prospective or current foster carers be given priority where they require an additional bedroom?

Yes No Don't know

Q6 How do you think the questions above would affect members and ex-members of the armed forces wanting to register for affordable housing?

Q7 We want to ensure that any changes made are fair to everyone. To help us do this, please tell us if you think that any of the questions above will particularly affect any group of people due, for example, to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Yes No Don't know

If yes, please explain which groups and the reasons they might be affected:

Q8 Are you responding on behalf of an organisation? Yes No

If yes, please give the name of the organisation:

If no, please answer questions 9a-9c overleaf.

About you

Q9a What is your gender?

Male

Female

Q9b What is your age band?

16 - 24

25 - 44

45 - 64

65 - 84

85+

Q9c Are you currently: *(please tick all that apply)*

Renting from a private landlord?

Renting from a housing association/trust?

On the register for affordable housing?

Buying on a mortgage?

Owner of your home outright?

Living with parents/family/others?

Homeless?

Other? Please specify:

Please use the space below to make any additional comments on this questionnaire:

Any other comments:

Please return this questionnaire to the address below by 1st October 2012 (no stamp required).

Herefordshire Council Research Team
Freepost SWC4816
PO Box 4
HEREFORD
HR4 0BR

Thank you for taking the time to complete this questionnaire

MEETING:	CABINET – CORPORATE AND ASSETS
DATE:	20 JUNE 2013
TITLE OF REPORT:	CORPORATE PLANNING AND PERFORMANCE
REPORT BY:	ASSISTANT DIRECTOR PEOPLE, POLICY & PARTNERSHIP

1. Classification

Open

2. Key Decision

This is not a key decision.

3. Wards Affected

County-wide

4. Purpose

To review the evidence base, and be advised of proposals for future review/development of the corporate plan and the focus for future performance reporting.

5. Recommendation(s)

THAT:

- (a) the evidence base (consisting of Understanding Herefordshire, the corporate performance report for 2012/13 and the budget outturn report for 2012/13) be noted, and used to inform future planning, commissioning and decision making;
- (b) suggestions for recommendations arising from the 2013 Understanding Herefordshire be discussed by senior management, all Councillors, the Health and Well-being Board and the Herefordshire Partnership Executive Group;
- (c) the final outturn for 2012/13 be noted;
- (d) the movements to new reserves outlined in paragraph 8.7 of the report at Appendix C be approved;
- (e) the Treasury Management out-turn report be recommended to Council for approval; and
- (f) the annual review of the corporate plan be deferred to enable completion of the ongoing work to determine the future role of the council.

6. Key Points Summary

- The evidence base is available to inform strategic and operational decision making.
- The corporate planning cycle will be deferred to enable focus to be maintained on determining the future role and shape of the council.

7. Alternative Options

7.1 It is open to Cabinet to agree an alternative corporate planning cycle.

8. Reasons for Recommendations

8.1 To ensure that future decisions on service priorities, planning and commissioning take full account of the evidence available.

9. Introduction and Background

9.1 Cabinet have agreed an annual corporate planning cycle (not including consultation) as below:

Cabinet receive the evidence base and consider the need for revisions to the corporate plan	June
Subject to above, Cabinet consider proposals re corporate plan amendments for recommendation to Council	October
Council approve corporate plan	November
Cabinet consider following year budget proposals	January
Council approves budget	February
Council sets Council Tax	March
Cabinet approves delivery plan	March

9.2 This cycle enables the corporate plan, as the overarching policy document for the council, to be informed by an integrated evidence base, and in turn to inform future service planning and budget setting.

10. Key Considerations

10.1 Council approved the corporate plan in November 2012. The latest evidence base is set out in appendices A to C and consists of *Understanding Herefordshire* (which also fulfils the statutory requirement to produce a Joint Strategic Needs Assessment), the end of year performance report and the final budget outturn report for the previous financial year.

10.2 The findings from the consultations carried out during autumn 2012 (Your Community Your Say) and spring 2013 (budget consultation) have been taken account of within *Understanding Herefordshire*.

10.3 Given the decisions taken by Cabinet in April 2013 and at Council in May 2013, it is

proposed that a review of the corporate plan be deferred to enable the Chief Executive to complete the work he is currently leading to:

- Ensure delivery of the budget requirements to date and in the future
- Improvement and efficiency benefits for the customer, council and partners
- Development of the future Council core purpose statement and outcomes
- Transformation of the council to meet the Herefordshire 2020 aims

11. Community Impact

11.1 The evidence base informs the development of key strategic plans and commissioning decisions within the county.

12. Equality and Human Rights

12.1 *Understanding Herefordshire* considers inequalities in opportunities and outcomes, paying full regard the public sector equality duty. Officers will continue to assess any elements of the evidence base which are perceived as engaging the Council's duties under the Equality Act 2010 and report further as necessary.

13. Financial Implications

13.1 There are no financial implications arising from the recommendations of this report; financial implications associated with the reports at appendices A to C are set out in those appendices.

14. Legal Implications

14.1 None.

15. Risk Management

15.1 *Understanding Herefordshire* (and its associated web-based integrated evidence base) mitigate the risk that priorities and commissioning decisions are not based upon assessment of need.

16. Consultees

16.1 None.

17. Appendices

Appendix A – Understanding Herefordshire 2013

Appendix B – End of Year Performance Report 2012/13

Appendix C – Budget Outturn Report 2012/13

18. Background Papers

None identified.

MEETING:	CABINET
DATE:	20 JUNE 2013
TITLE OF REPORT:	UNDERSTANDING HEREFORDSHIRE 2013
REPORT BY:	ASSISTANT DIRECTOR PEOPLE, POLICY & PARTNERSHIP

1. Classification

Open

2. Key Decision

This is not a key decision.

3. Wards Affected

County-wide

4. Purpose

To review recommendations from the 2013 '*Understanding Herefordshire*' report.

5. Recommendation(s)

See cover report recommendations a to b

6. Key Points Summary

- ***Understanding Herefordshire*** is the overall integrated assessment of the health and well-being needs of Herefordshire's population.
- It provides strategic intelligence for commissioning and business planning, particularly to determine priorities for resource allocation. New evidence is highlighted and hyperlinks within the document give quick access to more detail about a topic or locality from the underpinning online evidence base ('facts and figures' website).
- Recommendations arising from the evidence base will be discussed by senior management and councillors at Herefordshire Council, the Health and Well-being board and the Herefordshire Partnership Executive Group. The emphasis is to focus on a small number of key priorities for the public sector and partners to focus on over the next few years, to meet the health and well-being needs of the people of Herefordshire.
- These agreed recommendations will be used to inform strategic planning and commissioning decisions. This includes priority areas for further in-depth analysis.

7. Alternative Options

- 7.1 There are no known alternative evidence bases to assess the interlinked wider determinants of health and well-being in Herefordshire.

8. Reasons for Recommendations

- 8.1 To ensure that future decisions on service priorities, planning and commissioning take full account of the evidence available.

9. Introduction and Background

- 9.1 *Understanding Herefordshire* provides a single integrated assessment of the health and well-being needs of the people of Herefordshire, bringing together the statutory requirement to produce a *Joint Strategic Needs Assessment* and the previous *State of Herefordshire* reports (developed over the last decade).
- 9.2 *Understanding Herefordshire* provides a high level summary with electronic links to the underlying evidence provided throughout the document, where more detail and supporting strategies can be found. The integrated evidence base is available at www.herefordshire.gov.uk/factsandfigures and maintained by the local authority research team with contributors from public health, quality and improvement team (children's and adults' services), housing, spatial planning and transport strategy and sustainable communities teams as well as Herefordshire's Clinical Commissioning Group, Herefordshire Voluntary Organisation Support Services and the Local Nature Partnership.
- 9.3 *Understanding Herefordshire* is a summary of the needs of the county as a whole but analysis has been carried out for smaller areas where possible and major geographical differences are mentioned as appropriate. Area profiles are available for localities, GP practices, wards, market towns and smaller areas within them.

10. Key Considerations

- 10.1 A review of Herefordshire Council's 2013-14 directorate delivery plans shows that about half of the recommendations of the 2012 *Understanding Herefordshire* are being addressed but for some areas there is insufficient detail to be able to make an informed assessment.
- 10.2 Given the pressure on budgets the future of 'Understanding Herefordshire' and the underpinning evidence base is not certain. Consideration needs to be given to whether the evidence base should continue to be developed and updated as frequently. If it is not currently being used sufficiently to inform commissioning and business plans, either we stop producing the evidence and strategic intelligence or we develop ways of improving use.

11. Community Impact

- 11.1 The evidence base informs the development of key strategic plans and commissioning decisions within the county.

12. Equality and Human Rights

- 12.1 *Understanding Herefordshire* considers inequalities in opportunities and outcomes wherever the evidence is available. This is particularly relevant for health inequalities.

13. Financial Implications

- 13.1 There are no financial implications arising from the recommendations of this report.

14. Legal Implications

- 14.1 None.

15. Risk Management

- 15.1 *Understanding Herefordshire* (and its associated web-based integrated evidence base) mitigate the risk that priorities and commissioning decisions are not based upon assessment of need. However this required the evidence to be used to inform decisions.

16. Consultees

- 16.1 The integrated needs assessment reference group contributed to and challenged the narrative summary of 'Understanding Herefordshire 2013'. The group is led by the corporate research team with representatives from the local authority (public health, transport, housing, forward planning, sustainable communities and the adult and children's improvement team), the clinical commissioning group, Herefordshire Voluntary Support Services and the local environment partnership.

17. Appendices

Appendix A1 – Understanding Herefordshire 2013

18. Background Papers

None identified.

Understanding Herefordshire 2013

An integrated needs assessment

Version 1.2
June 2013



www.herefordshire.gov.uk/understandhere

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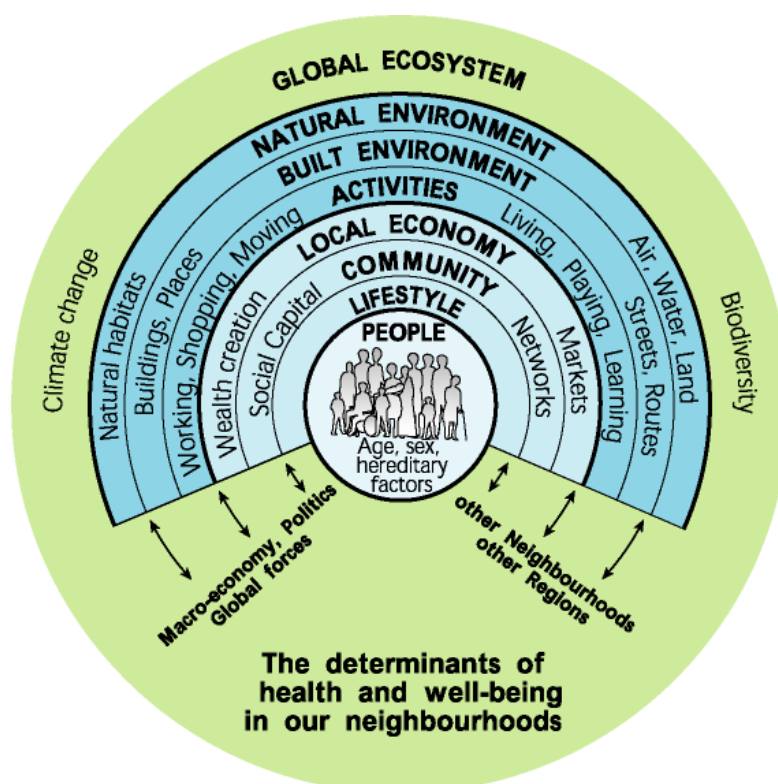
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If you need help to understand this document, or would like it in another format or language, please call the Research Team on 01432 383634 or e-mail researchteam@herefordshire.gov.uk

About Understanding Herefordshire 2013

Understanding Herefordshire provides a single integrated assessment of the health and well-being needs of the people of Herefordshire, bringing together the statutory requirement to produce a *Joint Strategic Needs Assessment* and the previous *State of Herefordshire* reports (developed over the last decade). It provides strategic intelligence for commissioning and business planning, particularly to determine priorities for resource allocation.

Individual determinants of health include a person's age, gender and hereditary factors but there are also the social, economic and environmental determinants of health which include lifestyle factors, social and community influences, living and working conditions, activities, the built environment (buildings and roads) and the natural environment. The diagram below shows these determinants of health and well-being and demonstrates the interdependences between different aspects. *Understanding Herefordshire* highlights some of the opportunities for joint working between organisations and communities in Herefordshire to meet the health and well-being needs of our population in the context of significantly reduced budgets.



The health map (Barton, H. and Grant, M., (2006); *A health map for the local human habitat*, Journal of the Royal Society for the Promotion of Public Health

This document provides a high level summary with electronic links to the underlying evidence provided throughout the document, where more detail and supporting strategies can be found. The integrated evidence base is available at www.herefordshire.gov.uk/factsandfigures and maintained by the local authority research team with contributors from public health, quality and improvement team (children's and adults' services), housing, spatial planning and transport strategy and sustainable communities teams as well as Herefordshire's Clinical Commissioning Group, Herefordshire Voluntary Organisation Support Services and the Local Nature Partnership.

Understanding localities



This document is a summary of the needs of Herefordshire as a whole, but wherever possible the analysis has been carried out for smaller areas and is available by following the **electronic links** to the underlying evidence base. Major geographical differences have been mentioned here where appropriate as denoted by the symbol to the left, but for a fuller understanding of a particular locality *Understanding Herefordshire* should be used alongside the *Key Findings About Herefordshire Localities* available at www.herefordshire.gov.uk/aboutlocalities. Also available online are statistical profiles of particular areas, including [localities](#), [GP practices](#), [wards, market towns and smaller areas within them](#). Profiles of key statistics from the 2011 Census for wards are available on request from the [research team](#).

Do our delivery plans address needs highlighted in 2012?

A review of Herefordshire Council's 2013-14 delivery plans shows that about half of the recommendations of *Understanding Herefordshire 2012* are being addressed but in some areas there is insufficient detail to be able to make an assessment.

Understanding Herefordshire 2013 will be considered by Cabinet in June 2013 alongside the 2012/13 year end performance report and budget monitoring report

Population and changing demographics

The 2011 Census confirmed that immigration to Herefordshire had been significantly underestimated during the last decade. The county now has 183,600 residents (mid-2011) – a growth of five per cent (8,700 people) since 2001. It is also home to the families of 3,000 students who live elsewhere in the UK during term-time, but may well use local services when home. The total population growth is more than double that originally estimated, but is still less than the seven per cent increase across England and Wales as a whole and Herefordshire still remains one of the least densely populated areas of the country. The growth has been entirely driven by migration since the 1990s, but prior to the expansion of the EU in 2004 the majority of migrants came from other parts of the UK. Indicative figures suggest the majority (60-70 per cent) of annual net migration has been from outside the UK.



Migration since the expansion of the European Union has been responsible for a reversal of the trend in the numbers of young adults (16-34) in the county; rather than declining by six per cent since 2001 as expected, they have increased by seven per cent (+2,400).

*+2,400 young adults
in the county due to
migration*

The number of children in the county has fallen since 2001 but not as much as expected; numbers of older people have gone up but not as much as expected and the numbers of young adults have gone up instead of down. Nonetheless, although some age-groups are substantially affected, these differences have had little impact on the county's overall age profile. It still has a relatively high proportion of older residents (21 per cent aged 65+ compared to 17 per cent nationally), and this is expected to continue to increase as the post-war 'baby-boom' generation moves into old age. In particular, although now 500 fewer than initially thought, the number of people aged 85+ will more than double to 12,200 by 2031. Latest forecasts, based on an expectation that 16,500 more dwellings will be built between 2011 and 2031, predict that the total population will grow to 205,300; 12 per cent higher than in 2011 - an annual average increase of 0.6 per cent.



Herefordshire's 39,400 residents aged 65 and over are scattered across the county, although those aged 65-84 are slightly more likely to live in rural villages, hamlets and isolated dwellings than the population as a whole (47 per cent of 65-84s; 43 per cent of all people). The very elderly (85+) are more likely to be living in rural town and fringe areas (Bromyard, Kington, Ledbury, Credenhill, Clehonger): 18 per cent compared to 11 per cent of the total population.

The changing demographics of county **children** will continue to pose challenges for delivering services for them and their families as it leads to higher numbers eligible for pre-school services, but a continued surplus of school places across the county – albeit with excess demand in some areas. Births remain at the higher level seen since 2007 (1,800-1,900 a year), with the increase driven by women of child-bearing age migrating to the county: eight per cent of births in 2011 were to mothers born in countries that joined the EU during the last decade (one per cent prior to their joining). The latest forecasts suggest that this will lead to a slight increase in the number of children between 2016 and 2025, peaking at 32,800 before starting to fall again. This peak is 4 per cent higher than currently (31,500) but still lower than in any year prior to 2005.

The census was the first opportunity to accurately quantify the impact that the unprecedented migration since the expansion of the EU in 2004 has had on the county's demographics. Of the 12,250 residents who were born outside the UK, 53 per cent have arrived since then – much higher than nationally (40 per cent). Just over 5,000 residents were born in the new member states (Estonia, Czech Republic, Hungary, Lithuania, Latvia, Poland, Slovakia and Slovenia joined in 2004; Romania and Bulgaria in 2007) – three fifths in Poland alone.

Unsurprisingly then, **ethnic make-up** has changed significantly since 2001, when only 2.5 per cent of the population (4,300 people) were from an ethnic origin other than 'white British'. In 2011, the figure was 6.3 per cent (11,600 people). Overall, this is still very low in national terms (19.5 per cent), but the proportion of county residents who identified as 'white: other' (3.9 per cent) is amongst the highest third across all local authorities in England and Wales. Numbers of people from other ethnic groups (e.g. Asian or Asian British) have increased, but not as much as estimates through the decade had suggested.

*Ethnic makeup has changed significantly: **6.3%** not 'white: British'*

The 2011 Census was also the first to include a **Gypsy and Irish Traveller ethnic group** category, and 360 Herefordshire residents chose to tick this box – just 0.2 per cent of the population, but just outside the highest ten per cent of authorities in England and Wales. It is estimated that the actual population is nearer to double this (between 550 and 800).

Current interest in migration is focused on what might happen in January 2014, when transitional controls on the employment of **Bulgarian and Romanian nationals** end. Since joining the EU in 2007, they have only been able to work in the UK if they are self-employed or recruited via one of two national schemes for temporary work – including the

Seasonal Agricultural Workers Scheme which sees several thousand come to Herefordshire for up to six months each spring and summer. Relatively few have settled here so far (less than 350 people spoke Bulgarian or Romanian as their main language in 2011), but there is speculation that this will change next year, especially for those who already have links with the county through their seasonal work. National experts say that it is impossible to predict what might happen, since it is a very different situation to the 2004 expansion. There are also concerns in the agricultural sector about what impact the changes will have on the supply of seasonal labour.

Language is a common barrier for members of our newest communities in accessing public services, and the 2011 Census has revealed that there are 2,000 usual residents of the county who can't speak English well or even at all. It is unlikely that those residents will be integrating in other ways.

2,000 residents (1.1%)
can't speak English well.

Vulnerable people

There is no single way of defining if someone is vulnerable across public services and there has been a shift away from defining vulnerability based on personal characteristics to a focus instead on the circumstances that make an individual vulnerable and the support activities required. For example a person may be vulnerable if in receipt of social care or while in hospital, if disabled, have a long-term health problem, in a domestic abuse situation, or becomes homeless or if their home is flooded. These circumstances may not be long-term.

Social isolation is a risk factor for vulnerability. Most residents in Herefordshire have contact with family, friends or neighbours most days of the week but for one in twenty the contact is once a month or less and a similar proportion felt lonely most or all the time. A community based approach is recommended where statutory services work with unpaid carers, communities and voluntary organisations to support vulnerable people.

Children and young people in social care

There has been a rise in numbers of referrals of children to social care. Additionally numbers of children subject to child protection plans and numbers of looked after children have risen, although the former have now stabilised (at 60 per 100,000 population, but still almost double the national rate). The Safeguarding and Protecting Children Improvement Plan has put in place a number of activities in place to stabilise the recent rise which emerged following the Ofsted inspection of arrangements to safeguard



children, in September 2012. There has been a rise in the number of young people re-referred to children's social care within six months of receiving a service, but the reasons for this have not yet been established.

Adults in social care

The most important driver of a person's need for care is the impact of disability related impairment (physical and cognitive) on the ability to perform basic activities of daily living (ADLs). However, not everyone who needs help to wash, dress, eat, go to the toilet or get in and out of bed, will require support from social services - this depends on an individual's income/wealth, housing circumstances, and the level of support from family, friends and the community. All of the demographic evidence suggests that levels of need will continue to rise, but an analysis in 2012 of factors affecting the need for adult social care established that the current trend is for fewer adult social care service users, albeit with more intensive care packages and rising costs. It also noted that numbers of people over the age of 65 claiming benefits related to a disability have levelled off, even though the population has increased. It concluded, therefore, that projections of numbers of future service users based on these rising indicators of needs are unreliable.

Rates of limiting long-term illness amongst those aged 65-84 are lower than nationally, and people turning 65 in the county can expect to live longer, and in good health and without a disability, than those elsewhere. Nevertheless, the natural ageing of the population, as the post-war 'baby-boomers' become very elderly, will have continuing implications on the need for care and support. Future levels of need for traditional social care are unclear, but older people and their carers will need to be enabled to support themselves. In particular, an estimated 3,000 people with dementia (two-thirds of whom are undiagnosed) could almost double in 20 years.



Known risk factors affecting the need for adult social care can be targeted through health services, housing, economic development, spatial planning and transport. There is a rich patchwork of support for vulnerable adults provided by community and voluntary groups, outside of the council's eligibility criteria although levels of activity and trends are not yet quantified. Everything required from a prevention strategy already happens somewhere in the county such as: advice and information on where to get help, benefits maximisation, community transport, support groups for people with particular conditions, support for carers, handyperson service, telecare provision, home aids and adaptations, user-led lunch clubs, community meals, falls prevention clinics, warm front campaigns, extra-care housing, winter flu vaccinations. However we need to do better what we already do in patches and work more effectively together across sectors and organisations.



As nationally, most users and carers in Herefordshire are happy with **social care services** once they are in place. The key area of discontent is the difficulty and time taken in getting in to the system. A key theme in the local account of adult social care in Herefordshire is how service provision is managed at a time of shrinking resources. The impact has been felt by users with new charges for their services and by provider organisations in reduced contracts. Despite the pressure, the trend had been to spend more money on adult social care in recent years, although this is mostly due to inflation.

Health

The **Public Health Outcomes Framework** (published in January 2012) set out a vision for public health, desired outcomes and the indicators that will help us understand how well public health is being improved and protected. It concentrates on two high-level outcomes for this namely '*health life expectancy*' and '*differences in life expectancy and healthy life expectancy between communities*'. Given the nature of public health, improvement in these outcomes will take years or even decades to see marked change. Therefore, a set of supporting public health indicators have been developed to understand how well we are doing year by year nationally and locally, which are grouped into four areas: improving wider determinants of health; health improvement; health protection and healthcare public health and preventing premature mortality. This information is covered in narrative form here in '*Understanding Herefordshire 2013*' but overview 'spine charts' comparing Herefordshire data with regional and national data can be accessed using the [public health outcomes framework tool](#).

Life expectancies at birth in Herefordshire remain significantly higher than regionally and nationally (both males and females) and inequalities in local health outcomes - as measured by the Slope Index of Inequality (SII) for Life Expectancy 2006-10 - are lower than for England. However, even within this context the effects of deprivation produce demonstrable inequalities – residents living in the most deprived areas generally have a shorter average life expectancy at birth and spend a greater part of that life expectancy with a disability when compared with residents of less deprived areas. Average male life expectancy varies across Herefordshire practice populations by almost 5 years and the **gap in life expectancies** between the most and least deprived areas (as measured by the SII) currently equates to 4.8 years for males and 4.1 years for females. Females living in the least deprived areas of the county can expect to live an additional 7.2 years of healthy life (i.e. free of disability) on average compared to residents of the most deprived areas, and males an additional 6.6 years.



Herefordshire's mortality rates are consistently lower than that of England and Wales as shown in the following graphic. The three disease groups that account for 80 per cent of all mortality in the county are still circulatory diseases, neoplasms (cancers) and respiratory diseases where the rates are lower than nationally. However analysis of individual causes of mortality in the period 2008-10 show that Herefordshire experienced significantly higher mortality from strokes and accidents compared with England.



Indicator	Herefs		SHA	England		England	
	Count	Value	Value	Value	Worst	Range	Best
Infant deaths	19	3.5	6.0	4.6	8.0		2.2
Mortality from circulatory disease, aged <75	446	60.8	70.2	67.2	123.2		46.2
Mortality from cancers, aged <75	734	102.7	112.3	110.1	157.1		77.8
Mortality from suicide and injury undetermined	56	9.9	8.1	7.9	14.2		4.1
Mortality from causes amenable to healthcare	603	87.9	99.7	92.3	160.2		60.0
Mortality from chronic liver disease, aged <75	53	8.0	11.7	9.7	32.6		4.9
Mortality from chronic respiratory disease, aged <75	69	8.7	11.8	11.7	28.5		5.7
Mortality from infectious diseases	82	7.4	9.1	7.6	17.4		4.0
Perinatal mortality	26	4.6	8.6	7.5	12.9		4.2
Epilepsy patients seizure free for 12 months	651	74.6%	74.2%	74.7%	63.3%		81.0%
Smoking attributable mortality	960	180.0	208.8	210.6	371.8		135.3
Alcohol Attributable Mortality (Male)	35	30.9	40.1	35.5	69.4		23.3
Alcohol Attributable Mortality (Female)	20	14.1	17.4	14.7	26.3		7.4
Estimated prevalence of CHD (all ages)	10163	5.7%	5.2%	4.7%	7.9%		2.7%
Estimated prevalence of CVD (all ages)	20098	11.2%	9.9%	9.5%	12.5%		6.5%
Estimated prevalence of stroke (all ages)	4466	2.49%	2.25%	2.07%	3.44%		1.26%
Estimated prevalence of hypertension (all ages)	52994	29.6%	25.8%	24.9%	31.7%		17.3%
Estimated prevalence of COPD (all ages)	5020	2.80%	3.22%	2.91%	5.37%		1.91%
1yr survival from colorectal (bowel) cancer	-	74.5%	-	74.2%	64.2%		82.3%
5yr survival from colorectal (bowel) cancer	-	55.0%	-	53.0%	41.4%		66.2%
1yr survival from breast cancer	-	96.3%	-	95.9%	91.9%		98.2%
5yr survival from breast cancer	-	84.0%	-	83.7%	73.3%		89.0%

Source: Fingertips, Copyright© 2011–2013, Public Health England. All rights reserved.



Health inequalities exist between Herefordshire residents living in the most deprived areas compared with those living the least deprived areas. Those living in the most deprived areas are 33 per cent more likely to die of cancer; 60 per cent more likely to die of coronary heart disease and over twice as likely to die prematurely (under 75 years) of cerebrovascular disease and 65 per cent more likely to die of chronic lower respiratory disease than those in the least deprived areas.

Residents of the most deprived areas of Herefordshire are approximately a third more likely to die as a result of suicide than the county population in general.

Those living in deprived areas
33% more likely to die of cancer; **60%** more likely to die of coronary heart disease.



A third of deaths in Herefordshire during 2006-10 were 'premature' (i.e. deaths in those aged under 75) with the **standardised premature mortality rate** 10 per cent lower than the average rate for England and Wales. However around 350 deaths in Herefordshire per year are from causes considered preventable. There were approximately seven and a half thousand years of life lost per annum in the pooled years 2008-10 in the county.

Rates of suicide are generally higher in Herefordshire than nationally or comparator areas, although rarely significantly so due to the small numbers (18 in 2012). Over 70 per cent of suicide deaths in Herefordshire are men and rates are highest locally amongst people aged 30 – 49 years.

There were almost 40 thousand **hospital admissions** (elective and emergency) of Herefordshire residents in 2010-11. Complications of pregnancy represent almost 17 per cent of all non-elective admissions. There were around 53 thousand accident and emergency attendances by Herefordshire residents at Wye Valley NHS Trust over the last four quarters for which data is available, leading to over 12 thousand hospital admissions. Herefordshire residents living in the most deprived areas are around 30 per cent more likely to be admitted to hospital due to an accident than those in the least deprived areas.

Self-reported levels of general health from the 2011 Census were similar to the picture nationally, with nearly half of all residents (around 46 per cent) reporting very good health and only about five per cent in bad/very bad health. Nevertheless, this still represents almost 10 thousand residents in the county that perceived their health as being poor.

10,000 Herefordshire residents say their health is poor

The highest proportions of residents reporting their health as good/very good were in the Ledbury locality and the highest reporting their health as bad/very bad were found in Leominster town and Bishop's Meadow - Hunderton areas



(south Hereford). The [2011 Herefordshire Health and Well-being Survey](#) showed that just under half of adults reported being on regular **medicine** prescribed by their doctor. Around 20 per cent of adults reported currently being treated for high blood pressure, 11 per cent for a respiratory illness, 8 per cent each for; a mental illness, a heart condition, arthritis, back pain and 7 per cent for diabetes. Men enjoy significantly better **self-reported physical and mental health** than women in Herefordshire. In general, although declining slowly throughout adulthood, physical health is relatively constant for both genders until their mid-50s, but thereafter men's physical health declines from the mid-50s and women's health from 60 onwards. The pattern of change with age for mental health is the same for both genders; relatively constant until late middle age (55-59) then increasing in early old age to a peak at 75-79 before falling rapidly in extreme old age.

Medicines account for a fifth of total NHS budgets so pharmaceutical services are ideally placed to add value to the use of medicines by helping patients to get the best from their medicines, for example, reducing waste and ensuring the most cost effective products are prescribed and dispensed. A [pharmaceutical needs assessment](#) was recently completed in Herefordshire to inform the future commissioning and approval of such services by ensuring they are based on local need, particularly where an enhanced service is required and by developing the role of community pharmacies in promoting health and wellbeing.

The 2011 Census also showed that around 34 thousand people (approximately 19 per cent) said that they had some form of **limiting long-term health problem or disability** – a slightly higher proportion compared to 2001 and nationally (both 18 per cent). However, the proportion of residents of working age with a limiting long-term illness was marginally lower than the proportion nationally. The areas with highest reported levels were in areas in Bromyard, North Hereford and Leominster. The [2011 Herefordshire Health and Well-being survey](#) of adults found that by far the most common cause of long-term limiting illness were musculoskeletal problems, accounting for almost half of all cases. It also found that 12 per cent of adults were limited in their ability to bathe and dress themselves.

12% of adults
struggle to bathe and dress themselves



Health improvement

Further analysis of the [2011 Herefordshire Health and Well-being survey](#) of adults in Herefordshire has enabled a more in-depth understanding of patterns of smoking, alcohol consumption and lifestyle behaviour generally.

Smoking remains the major cause of preventable death within Herefordshire. Recent evidence on smoking shows that just over one in five county adults currently smoke (similar to national rates), with prevalence in the most deprived areas twice this rate and more men smoking than women. Approximately 60 per cent of daily or occasional smokers would actually like to quit, but only 30 per cent of Herefordshire adults who currently smoke have attempted to quit in the past 12 months. This proportion is significantly lower for people living in the most deprived areas. A similar pattern emerges with smoking related mortality rates which are 40 per cent higher among the most deprived areas than the county overall. Adults (35+ years) residing in the most deprived areas are a third more likely to be admitted to hospital as a consequence of their smoking than the population of Herefordshire overall. In addition to smoking prevalence rates, nearly one in four non-smoking adults in the county are regularly exposed to other people's tobacco smoke.



Alcohol misuse is the third greatest overall contributor to ill health, after smoking and raised blood pressure. Over half of Herefordshire residents drink alcohol on a weekly basis, including 11 per cent who drink alcohol almost every day. 40 per cent of all adults drink alcohol at levels above the recommended guidelines on at least one day per week, including 19 per cent who binge drink. Men are significantly more likely than women to drink alcohol at levels above the recommended guidelines and are more likely to binge drink. Almost half of females aged 25-44 drink alcohol at levels above recommended guidelines including binge drinking. A higher proportion of adults residing in the most deprived areas appear to drink alcohol less than weekly, although this is based on small numbers.



Among Herefordshire residents there were just over 3,500 **alcohol related hospital admissions** in 2011-12. The consequent secondary healthcare costs to Herefordshire PCT were an estimated £6.25 million. There are on average around 64 alcohol-related deaths per year in Herefordshire (similar to national rates) and most of them are men (65 per cent). A person living in the most deprived quartile of the county is almost twice as likely to be admitted to hospital due to alcohol consumption as someone resident in the least deprived quartile and more than twice as likely to die an alcohol related death.



Young people (under 18 years) living in the most deprived areas are over 12 times more likely to be admitted to hospital as a direct consequence of their alcohol consumption than those living in the least deprived areas of the county. However numbers of teenage women accessing health services as a result of alcohol misuse were much lower in 2011-12 compared with the recent trend where they comprised 70 per cent of all teenage alcohol-related admissions across the previous five-year period.

In terms of other aspects of healthy lifestyles, just over a third of Herefordshire adults are **overweight** and a further 20 per cent are obese or morbidly obese. Adult men in Herefordshire are significantly more likely to be overweight but less likely to be obese than adult women. Around 40 per cent of young adults (16-24 years) are overweight or obese. Almost 30 per cent of adults in the county do not meet minimum physical activity guidelines on any day of the week and significantly more men than women meet the minimum recommended physical activity guidelines. Almost two thirds of adults in Herefordshire consume less than the recommended five portions of fruit or vegetables per day.

Child health profile

The child health profile shows that for some aspects Herefordshire fares better than rates for England: a lower level of obesity, higher level of physical activity, lower rates of entry to the youth justice system and lower levels of children living in poverty. However there are areas where the county is below the national average: higher rate of families who were homeless, poor dental health, low immunisation levels (particularly for those in care), higher level of emergency admissions due to alcohol and substance misuse, higher rates of under 18s being admitted to hospital for mental health conditions, lower educational attainment and early years development rates and higher level of young people not in education, employment or training (NEET). These wider determinants of health are covered in more detail in other sections of this report.



Health protection

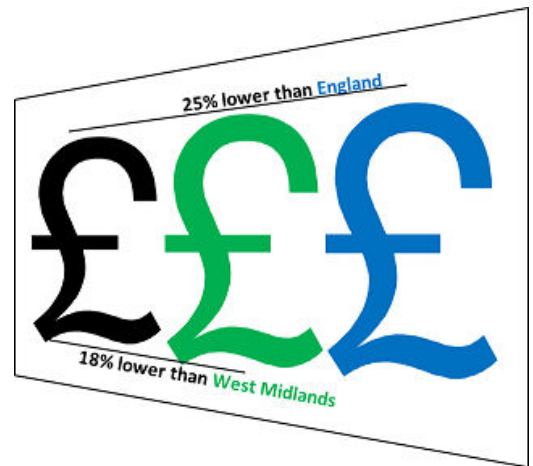
Immunisation rates have not improved in Herefordshire in the way that they have elsewhere and we have slipped from above average to poor. Rates for children under 5 were lower than both the England and West Midlands' averages in 2011-12, with differences apparent between Herefordshire's 24 GP practices. This follows a steady increase since the last dip in 2007-08 for the full courses of diphtheria, tetanus, pertussis, polio, measles, mumps and rubella. Herefordshire figures appear to follow the national trend in that uptake rate for the vaccines at age 1 are higher than those at age 5 - at 1st birthday the rate in 2011-12 was 94 per cent whereas the booster rate in 2011-12 was 85 per cent.

The dental health of children in Herefordshire continues to be poor – two in every five children have some experience of tooth decay by the age of 5 years and more than two in every five have experienced decay in at least one of their permanent teeth by the age of 12.

In terms of **sexual health**, teenage conception rates and abortion rates in Herefordshire remain lower than regional and national rates. There was a 13 per cent fall in the rate of sexually transmitted infections among Herefordshire residents in 2011 but the county has the highest infection rate for syphilis in the West Midlands. Rates of sexually transmitted infection were 70 per cent higher in the most deprived areas than in Herefordshire overall in 2011.

Economic development

Herefordshire's economic output is low compared to regionally and nationally; with persistently **low wages**. However there is currently no robust evidence to explain why wages in Herefordshire do not seem to be increasing in line with regional and national trends. Possible explanations are the types of employment by industry sector in the county (high proportions in low value sectors), the volume of employment



opportunities, the gender pay gap and relatively higher level of self-employment compared with nationally - the earnings for whom are not fully known as they are not incorporated into the standard measure for earnings. The last decade has seen an increase of two thousand more residents who are self-employed (+12 per cent) and nearly three and a half thousand more part-time employees (+20 per cent). In 2011 the county self-employment rate (14 per cent) was in the top ten per cent nationally and the rate of part time working (15 per cent) in the top twenty per cent. The overall employment rate also increased over the last decade, although there appears to have been a reduction in the percentage of working age people who are employees since 2008.

1 in 7 self-employed:
one the of the highest rates in the country

Increased housing provision and population growth is predicted to mean increased demand for **jobs** in 2031 – uncertainty over economic conditions makes it difficult to predict how many jobs there will be to meet this demand, although regeneration projects in Hereford City have the potential to create thousands of new jobs. Herefordshire has a lower rate of new business start-ups than England as a whole, but also a lower rate of closures meaning start-ups survive longer than they do nationally. However, in 2011 the number of closures was still higher than start-ups meaning a continued decline in the number of businesses in the county.

Transport has a key role to play in terms of supporting economic growth in Herefordshire through the provision and maintenance of transport infrastructure and services which provide access for businesses and services in the county. Evidence has shown that the western relief road and its complementary package of sustainable measures and parking policy changes will be an enabler of economic growth in the county by reducing congestion in the city centre particularly along the A49 trunk road, which is currently a designated Air Quality Management Area, and encourage more sustainable and healthier forms of travel such as walking and cycling. Without a reduction in congestion in Hereford, development and growth in areas such as the Hereford Enterprise Zone will be limited because of problems accessing the site. A western relief road will not only reduce traffic on the A49 close to the city centre but it will also provide an opportunity to introduce sustainable transport measures on the A49 and reduce short distance journeys by car across the city. Analysis shows that currently 10,000 car journeys of less than 5km are made each day during the morning and afternoon peak periods. Since 2006-07 overall vehicle flows along the A49 have increased by 5 per cent although there has been a steady decline over the last few years, whilst traffic on other radial 'A' road routes in Hereford has declined by eight per cent. This could be a result of the economic downturn as well as the council's [Destination Hereford](#) project which encourages people to reduce their short distance journeys by car in favour of more sustainable forms of transport.

[Unemployment](#) claimant rates remain low (2.5 per cent) compared with the West Midlands (4.6 per cent) and England (3.8 per cent), but the number claiming for more than 12 months continues to increase. As of March 2013 there were five times as many people claiming for this length of time than prior to the recession. In Herefordshire twice as many people claim an [out-of-work benefit](#) due to poor health than because they are unemployed and actively seeking work.

5 x as many people unemployed for more than a year; compared to before the recession

The recession has had less of an effect on unemployment levels than might have been expected given its length and depth. Whilst this is clearly positive, the way in which redundancies have been reduced i.e. through more part-time working and pay freezes, may have exacerbated the problem of “in work poverty” during the recession. Whilst part-time working increased notably over the last decade at a national level, the increase locally was much smaller meaning the proportion is now fairly similar. The increase in part-time working is forecast to continue. Work incentives under [Universal Credit](#) are also likely to mean more people taking part-time jobs.



Around a fifth of households in Herefordshire live in poverty¹ (14,500 households), a similar proportion to nationally and regionally. Income deprivation mostly occurs in the urban areas of Herefordshire, including Hereford City, Leominster and Ross-on-Wye, but also to a lesser extent the market towns of Kington and Bromyard. Smaller pockets also occur in more rural areas. Rural households are also likely to face additional costs associated with transport and heating the home, which have increased at a higher rate than inflation. Across the UK an increasing proportion of children live in poverty. The Herefordshire figure of 14 per cent (2010) is lower than the national figure but it disguises the pockets of high child poverty, mainly in Leominster and south of Hereford City.

The link between poverty and households being out-of-work is shown by the areas with the highest rates of poverty having the highest rates of claiming for out-of-work benefits. These same areas are those where most households will be affected by the various changes to the welfare system. Some households in these areas will be subject to a whole raft of changes including the implementation of universal credit, changes to housing benefit, reductions in support for Council Tax and changes to disability benefits. It's important that public services ensure support for those households most at risk is coordinated effectively. It is not just those on out-of-work or disability benefits that will be affected by changes to welfare. Those in work will also see changes to tax credit entitlements. In all, changes to tax and welfare payments over the coming years will result in more people living in poverty with those at the bottom end of the income scale most affected. Overall the economic impact of welfare changes in Herefordshire are estimated to be a loss of £43 million annually – approximately one per cent of total economic output. Per head of population (£385 per year) this is less than the national average (£448). It is difficult to define exactly which households in the county will be most affected, but they are likely to be those at the lower end of the income distribution who are eligible for housing and council tax benefit, those claiming incapacity and disability benefits, lone parents, couples with no children and those with low literacy and low financial literacy.

***Loss of £43 million
annually in Herefordshire
due to welfare changes***

Education, qualifications and skills

Educational attainment remains a mixed picture, with continued improvements in early years' development (although still below national levels) and achievement at the end of secondary school and 'A' levels, but a decline in performance at the start of secondary school and GCSEs. Levels are below the national average at all stages except 'A' level

¹ A household is considered to be in poverty if its net income (after housing costs and taxes) is less than 60% of the national average (median).

where Herefordshire is in the top quartile for the percentage of students achieving 3 A* - A grades at 15 per cent. Although the performance gap between boys and girls achievement has narrowed, there remains the need to raise boys' performance in some schools where the difference is particularly stark.

The last few years has seen an apparent increase in the proportion of Herefordshire's working age population without [qualifications](#) (14 per cent compared to 10 per cent across England). This is slightly at odds with information from the 2011 Census and needs further analysis. Herefordshire has a similar rate of enrolments on higher education courses as across the UK and around 40 per cent of graduates return to work in the county - a further two per cent find work elsewhere in the Marches.

Recent research shows that, although lower than nationally, a considerable proportion of employers in the county report that young people leaving education are poorly prepared for work (a quarter of those recruited from education at 16 or at 18 in 2011). A lower proportion of employers in Herefordshire recruited people straight from education in the last two to three years (22 per cent) compared with nationally (27 per cent across England). Herefordshire also has fewer vacancies with apprenticeships than in other areas in the Marches and there is less competition for each vacancy. In 2011 the county had the lowest proportion (seven per cent) of employers with any vacancies in the Marches area and less than half the national proportion (14 per cent). The county has the lowest percentage of organisations with hard-to-fill vacancies (one per cent), compared to the Marches and England. However, it has the highest rate of hard-to-fill vacancies per organisation. Only one per cent of employers in Herefordshire have skills shortage vacancies compared to three per cent in England and Telford and Wrekin.

The percentage of young people who are not in education, employment and training fell in 2012 from 7.7 per cent to 6.2 per cent bringing it in line with the regional average but higher than comparable areas. [Young people in rural areas](#) can face barriers to their choices because of transport, and are more likely to be in low paid work, with limited opportunities for progression because of the range of employment on offer.

Housing

Herefordshire has the worst [housing affordability](#) ratio (house prices remain at 8.6 times annual earnings) within the West Midlands region. There is high demand for affordable properties in Herefordshire, in particular Hereford City.

Although more than two-thirds of households are still owner occupied, there has been a substantial fall in those owned with a mortgage in the last ten years (in line with national trends): from 35 per cent in 2001 to 28 per cent in 2011. Conversely, renting from a private landlord or letting agent is now far more common: 14 per cent of households compared to nine per cent in 2001. The number of communal establishments has increased by 86 from 2001 to 300 in 2011; with 600 more residents to 2,900. 60 per cent of those residents are in care homes (either residential or nursing).

The census showed that just over 5 per cent of 'household spaces' were vacant (including because they were second homes or holiday accommodation) – now a higher proportion than nationally and more than in 2001. Only some of these could potentially be brought back into use by the local authority such as those identified as long-term empty.



A recent local housing market assessment recommends that intermediate tenures are included in the housing offer to cater for emerging households who can afford more than social rents, but cannot afford to rent privately or afford the full purchase of a home. Intermediate rental is relatively new so supply is currently limited whereas shared ownership (part owned and part rented) is also classed as an intermediate tenure, and here the county has been successful in that the number of units has increased by 130 between 2001 and 2011 – the proportion of households with this tenure is similar to nationally. As identified previously there is a need to build more accommodation suitable for older people, particularly open market housing (work is underway to address this).



A separate accommodation assessment for Gypsies and Travellers was carried out in 2008, and this concluded that an additional 91 pitches would be needed in Herefordshire over the next five years. An update of this shows that 53 of these are now in place, or firmly committed, and future need for pitches indicates that 31 will be needed during 2013 to 2017, i.e. about six pitches per year.

The introduction of the Allocations Policy in April 2014 will support social landlords in Herefordshire to allocate housing to those with the greatest need. Currently many applicants remain on the waiting list with no realistic chance of being rehoused. The new policy will reduce the numbers on the register; this will include those with sufficient funding to secure their own accommodation or not demonstrating a housing need. The Allocation Policy will also support recent legislative changes to discharge

our duty to secure accommodation under homelessness legislation with an offer of private rented accommodation without requiring the applicant's consent. Making a homelessness application will no longer be a direct route into social housing.

In 2012 the housing solutions team worked with 1,295 households at risk of homelessness of which 86 per cent were prevented from becoming homeless. For 352 households prevention was not possible and they applied as homeless of which 245 were accepted as statutory homeless. The number accepted as homeless was a slight increase on the number in 2011 (242), but much larger than previously (171 in 2010 and 187 in 2009). In 2012 over 60 per cent of homelessness cases were due to parents / other relatives / friends no longer willing to accommodate the applicant. This was a large increase from 2011 when the percentage was 38 per cent.

Energy efficiency in all residential dwellings has improved to above the national average, but although the standard of insulation has improved this is counterbalanced by increases in fuel prices. This is reflected in an increase in the percentage of households experiencing fuel poverty in the county (from 21 per cent in 2006 to 24 per cent in 2011).

24% in fuel poverty in
2011 from 21% of
households in 2006

Volatility in energy prices poses a challenge for households and businesses. Although both appear to be taking greater advantage of renewable energy and energy efficiency schemes locally than nationally, and homes are on average more efficient, there are still considerable opportunities for improvement. For example in 2011 just over half of all houses had below the recommended level of loft insulation. Furthermore, half of households in the county were assessed as being suitable for solar photovoltaics, but only three per cent currently have them installed.

Environment and transport

The county's **natural and historic environment** is important for residents, businesses and tourism. Access to local green space and nature areas improves public health and wellbeing. The proportion of wildlife and geological sites in positive management and favourable condition has improved considerably over the last five years, but the latest data shows a reversal of this trend (52 per cent in 2012-13) as a result of no funding for activity in the last year.





The amount of waste produced in Herefordshire has fallen by 15 per cent in the last ten years, however the proportion of waste landfilled (57 per cent in 2011-12) remains relatively high compared with other unitary councils where the average proportion was 35 per cent. We also have relatively low levels of **air pollution** but there are still air quality management areas in Hereford and Leominster. Emissions of carbon dioxide increased in 2010 (in line with the national trend), a likely result of cold conditions and more polluting forms of electricity generation being used – emissions per head of population in the county (9.0 tonnes of CO₂) remain above those nationally (7.6). Water quality in parts of the rivers Wye and Lugg is such that measures are required to ensure that protected species are not adversely affected in the long term, in particular while enabling development to take place.

The provision of sustainable transport infrastructure to encourage modal shift to more sustainable forms of travel such as walking and cycling, particularly for short distance journeys, assists in encouraging healthier lifestyles and hence improved physical fitness as well as tackling congestion and air quality. As with the national trend the number of people cycling or travelling by bus as their main form of transport to get to work declined between 2001 and 2011. Walking or driving a car or van on the other hand increased. In Hereford City the trends were the same, but more pronounced. The decline in cycling to work over the decade hides a trend of increasing cycle trips up to 2008-09 and then decline, possibly driven by the recession and some years with poor weather. Despite this trend Herefordshire has one of the highest rates of cycling compared to similar rural authorities (ranked sixth out of 48) and Hereford City ranks highly against urban districts of a similar size (ranked fifth out of 59). There are also opportunities through the council's Destination Hereford project to increase the number of people walking, cycling, car sharing and using public transport through its behavioural change campaign.



There are a lack of transport options for many rural communities and therefore high car ownership and dependency – the last decade has seen a 15 per cent increase in household car ownership, although this is not reflected in traffic flows of recent years with volumes in Hereford City and wider county having decreased. The proportion of people working from home increased over the decade from 15 per cent in 2001 to 17 per cent in 2011. Of those who did travel to work a greater proportion did so in a car or van or by walking, whilst fewer did so by bike or via bus/minibus or coach – 70 per cent now go by car or van compared to 68 per cent in 2001. There are still potential economies of scale through the integration of transport for health, social services and education, particularly for dispersed populations. There are also opportunities to increase the number of people car sharing through the 'Park and Share' schemes which currently provide 34 dedicated



sites across the county covering 343 spaces. Despite road traffic being forecasted to increase in the future, more efficient vehicles are expected to reduce average driving costs and emissions. The council have installed nine electric vehicle charging points around the county to encourage the use of electric vehicles in the future.

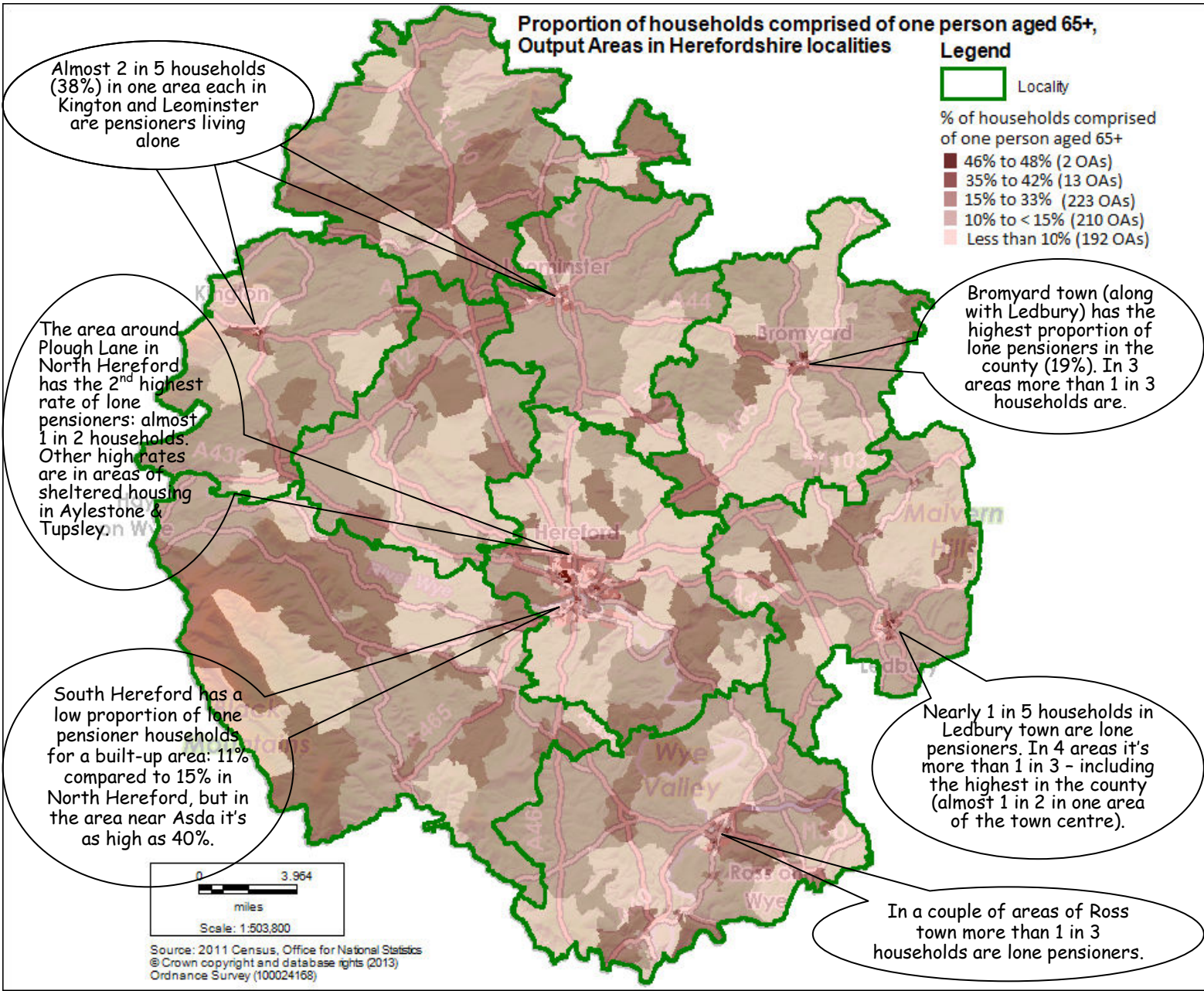
Sustainable Communities

Access to services

Providing services to a scattered population across a large geographic area is a challenge. The 2012 Quality of life survey found that some residents in Herefordshire find it difficult to access services: one in five find it difficult to use a **post office** (getting there and back); one in four find it difficult to see their **GP** (suitable appointments); just under one in three find it difficult to see an **NHS dentist** (mainly registering with one) and one in four find it difficult to access **public transport** (lack of services at suitable time). The majority of county residents (83 per cent) had access to **broadband** at home; half found it adequate but 44 per cent found it too slow for their needs. Of the 17 per cent without broadband, a quarter wanted it but didn't have a computer or the service was unavailable or not affordable; although more than half did not want it. Analysis of Mosaic data to show likely preferred ways of obtaining information suggests that the county has a very sizeable population of people who are unlikely to use the internet, for reasons not purely related to lack of broadband service in remote areas. As we move to a situation where the default method of accessing services and getting information is digital, it is important that those who cannot use the internet for whatever reason are not excluded. While most people in Herefordshire (60 per cent) had contact with family, friends or neighbours most days of the week, for one in twenty the contact is once a month or less and a similar proportion (five per cent) felt lonely most or all the time (regardless of age or where they live in the county). Those who live alone are most likely to experience this kind of isolation; currently 28 per cent of households comprise one person – half of whom are over 65.

The highest proportions of lone pensioner households are found in Hereford and the market towns (see map).





Social capital

Herefordshire has high levels of volunteering with 34 per cent of people in Herefordshire reporting that they had volunteered at least once a month in 2012 compared to 29 per cent in 2008 and 23 per cent in England overall in 2008. Those living in the most rural parts of the county are more likely to have given any unpaid help and those living in the most deprived areas of the county the least likely to do so.



Many older people in Herefordshire are active and well, and many are an asset to the community – reducing the burden on public services by providing large amounts of

informal care to friends and family and volunteering for third sector organisations. Most people over 65 will be grandparents, and nationally, two-thirds help look after their grandchildren. This interaction has advantages for both child and grandparent, as well as enabling parents – especially mothers – to work, and has been valued as contributing £3.9 billion to the national economy. As life expectancy continues to increase and the population structure ages, more grandparents will become part of what is referred to as the ‘sandwich generation’ – with their own parents who may need care and with grandchildren under the age of 16. These people, especially women, are also those who are most likely to be affected by increases in state retirement age requiring them to work for longer.



Latest figures from the 2011 Census show that 11 per cent of residents provide **unpaid care**, suggesting that Herefordshire is relying on approximately 21,000 **carers**, although this may be an under-estimate, as the *Herefordshire Health and Well-being Survey 2011* suggested that 19 per cent of adults (aged 16 and over) provide some level of unpaid care each week. When the same question was asked in the 2012 *Herefordshire Quality of Life Survey* 34 per cent of adults (18+) indicated they provide unpaid care each week. Only 3,500 carers are currently registered with Herefordshire Carers Support.

In 2012 a survey of carers who had received a carer’s assessment in the previous 12 months showed that only 34 per cent of carers felt they receive adequate encouragement and support and of those that had tried to access information and advice about support, services or benefits 35 per cent found this difficult. Over half of the carers surveyed indicated that they were disabled or suffered health problems themselves and 71 per cent did not feel that they had adequate social contact with people. The average age of family carers has been increasing, with already many adults with learning difficulties living with a carer over 70; and younger parents are much more likely to expect their children to live independently, away from the family home.



The main issues identified by unpaid carers were the need for additional support hours and the length of time taken by services to make decisions or follow through on any actions identified. Practitioners generally echoed these views with more specific points about the funding panels and lack of resources to offer services.

Residents' views

In 2012, when residents were asked about the delivery of public services, the proportion of respondents who would like communities to have a say in how they are run varied from 44 per cent up to 71 per cent depending on the service concerned, with residents most interested in having a say regarding road and pavement repairs, public bus services and health and care services. However, there was clearly much less desire for communities to be able to run the services themselves should they wish.



Views from the 2012 Quality of life survey show that the top three priorities from residents for the Council (from a list of 6) were: create a successful economy, improve health and social care and raise standards for children and young people. Views on what's important and what needs improving to make a local area a good place to live prioritised: affordable decent housing, job prospects, road and pavement repairs and public transport; with some variation across localities. Testing these and potential changes to public services through qualitative research (Your Community, Your Say) showed that health services, public transport and policing were high priority for residents and public toilets, street lighting, cultural facilities and services and planting schemes were less important. Road and pavement repairs and public transport were identified as most in need of improvement. There were also mixed views about the importance of maintaining public rights of way and street cleaning, although general consensus suggested that these services could be better delivered at a local level.



High numbers of residents participated in the council's Budget consultation, which received almost 3,000 responses. 56 per cent of respondents disagreed with the savings proposal to reduce the support to the voluntary and community sector, which was perceived as doing a good job and providing good value for money and essential services. 80 per cent of residents agreed with bringing together customer centres, libraries and other facilities where these are duplicated in an area, but 51 per cent disagreed with reducing opening hours for customer service centres and libraries. There was also strong opposition to reducing the subsidy to bus services and concern at the impact this may have on rural communities.



When residents were asked for their **views about public services** in 2012 there were higher levels of satisfaction compared to 2008 for the police (69 per cent), local dentist (80 per cent) and the way Herefordshire Council runs things (51 per cent). Satisfaction with GPs, local hospital and the fire and rescue service remained high (80 per cent+). However, only a little over a quarter of respondents agreed that the council provides value for money, only slightly more than in 2008. Furthermore, the Your Community,

Your Say engagement events held in 2012 and the subsequent **Budget consultation** revealed that many residents felt the council communicates poorly with residents, with a widespread perception that the council wastes money and its leadership is overpaid and ineffective.

With the reduced funding available to local authorities, there is a danger that some residents will be disproportionately affected by the resultant changes to services and there is a need to ascertain and monitor the impact of these changes on communities, for example with regard to social isolation and access to services.



Safer communities

The majority of residents **feel safe** (60 per cent) and feel the police are doing a good or excellent job in their local area (70 per cent). On the whole, **crime is low** in Herefordshire and continues to decrease. Theft and handling of stolen goods and criminal damage accounted for over half of recorded crimes (37 per cent and 15 per cent respectively). Both decreased over the last year, whilst burglaries (both of a dwelling and 'other') increased. Violence against the person (other and with injury) were the third and fourth highest category of offence - both decreased over the last year.



Domestic violence and abuse was highlighted as a concern in the last *Understanding Herefordshire*, and since then a needs assessment has been undertaken. One of the main findings is that insufficient information is collected from the majority of agencies. West Mercia Police and Women's Aid can provide a detailed picture of those individuals involved with their respective agencies however there is limited information available from primary health care services such as GPs, health visitors, alcohol, drugs and mental health services, and also from adult and children's social care. A number of initiatives and improvements have begun such as improved recording in children's social care when domestic abuse is a factor of concern for the child; education for five of the 'high risk' primary schools and ten of the secondary schools; and pilot programmes for perpetrators.



Alcohol is a significant factor in incidents and crimes recorded by the police, and in some cases can often lead to more violent offences. There is currently some misunderstanding among professionals about what alcohol services can be accessed or referred into by professionals. Some work is underway to clarify the situation and ensure that the alcohol service available in Herefordshire meets clients' needs.



Drug offences make up a relatively low proportion of crimes in Herefordshire, with the majority receiving a positive outcome, e.g. offender arrested. However, there has been a

slight increase in number of crimes so far in 2013-14; particularly possession of controlled drugs (excluding cannabis).

Re-offending in Herefordshire has seen a four per cent increase since the 2007-08 baseline whereas England and Wales has seen an overall reduction of four per cent. There has been a steady decline in the number of young people coming to the notice of the police for the **first time** and this is a third lower than in 2000. However, the characteristic of young offenders has changed such that they are more likely to re-offend. There was no re-offending by **looked after children** in the third quarter of 2012-13.

There has been a ten per cent reduction in the number of **anti-social behaviour** incidents reported to the police over the last year.

The number of people **killed or seriously injured on Herefordshire's roads** has generally been decreasing. In 2012 there were 80 adult casualties (33 per cent lower than the 2005-09 baseline) including five fatalities and 75 serious casualties resulting from 64 collisions. In addition there were 10 child casualties in 2012.

Incidents of deliberate **fires** have reduced by two thirds compared to last year with only 59 deliberate fires² in 2012-13. The busiest months for the fire and rescue service were between May and September, however there was a spike of deliberate primary fires in vehicles during October, November and December. The areas for focus for fire and rescue are around home fire safety checks for vulnerable persons and road safety via the safer roads partnership.

Recommendations

These will be discussed by senior management and councillors at Herefordshire Council, the Health and Well-being board and the Herefordshire Partnership Executive Group. The emphasis is to focus on a small number of key priorities for the public sector and partners to focus on over the next few years, to meet the health and well-being needs of the people of Herefordshire.

For further information, please contact the research team on 01432 261944 or e-mail researchteam@herefordshire.gov.uk

² Including deliberate primary fires, deliberate primary fires in vehicles and deliberate secondary fire (excluding deliberate secondary fires in vehicles)

MEETING:	CABINET
DATE:	20 JUNE 2013
TITLE OF REPORT:	CORPORATE PERFORMANCE REPORT 2012-13
REPORT BY:	ASSISTANT DIRECTOR, PEOPLE, POLICY AND PERFORMANCE

1. Classification

Open

2. Key Decision

This is not a key decision

3. Wards Affected

County-wide

4. Purpose

To invite Cabinet Members to review performance for the operating year 2012-13.

5. Recommendation(s)

See cover report recommendation a

6. Key Points Summary

- The proportion of performance measures achieving or better than target is 63.4%, compared to 58.8% last year. The proportion improving against the same period last year is 58.2%; compared to 56.4% last year.
- The majority of projects in the corporate delivery plan are or have been delivered to schedule.

7. Alternative Options

- 7.1 The Performance Improvement Framework provides that Cabinet will formally review performance against the Corporate Plan quarterly. There are therefore no alternative options.

8. Reasons for Recommendations

- 8.1 To ensure that progress towards achievement of the agreed outcomes, service delivery targets and organisational health measures is understood. Further, to ensure that the

Further information on the subject of this report is available from Jenny Lewis, Assistant Director People, Policy and Partnerships

reasons for important areas of actual or potential under-performance are understood and are being addressed to the Cabinet's satisfaction.

9. Introduction and Background

9.1 The Corporate Performance Report is a regular report, focusing on progress towards achievement of the six priority themes in the Joint Corporate Plan 2011-14 (i.e. improvement measures), and on how well the business is being managed (i.e. organisational health measures). Progress is measured through the management and monitoring of selected performance indicators and projects. Following Council's approval in November 2012 of a refined Corporate Plan for 2013/15 and the subsequent decisions taken by Cabinet in April 2013 and at Council in May 2013, future performance reporting will be focused on a smaller number of critical areas of the council's activity.

Broadly based on a balanced scorecard approach, the report provides a summary of performance in the following areas:

- a. Achievement of outcomes sought within each of the 6 priority themes
- b. Achievement of Delivery Plan milestones
- c. Corporate customer service performance
- d. Corporate HR performance

10. Key Considerations

10.1 A high level summary of performance in each of the areas above is provided in a 'balanced scorecard' style at Appendix 1.

10.2 Achievement of outcomes

Performance against the measures in the Corporate Delivery Plan is included in the background paper 'Delivery Plan measures'. An overview of performance against each of the six priorities is below. Further detail is also included in the directorate commentaries in paragraphs 10.41 – 10.43.

Create a thriving economy

Latest data shows that the overall employment rate is remaining steady, but lower workplace based earnings.

There are increasing numbers of people of working age population that are qualified to Level 2, Level 3 or Level 4 equivalent.

Improve health care and social care

The inequality gap in life expectancy for men shows a positive reduction, but the gap for women has widened.

Fewer delayed transfers of care from hospital are helping older people to remain at home 91 days after discharge.

People using social care who receive self-directed support continues to rise, achieving target.

Raise standards for children and young people

Although the target for reducing the number of young people not in education, employment or training has been missed, performance has improved throughout the year and is better than last year.

There has been a rise in the number of young people re-referred to children's social care within six months of receiving a service.

The proportion of primary school children recorded as obese is better than last year.

The overall Ofsted profile of schools has improved during the year with very low number of schools requiring improvement.

Promote self-reliant local communities

There has been a fall in numbers using Halo, local authority museums and h.Art compared to last year.

An increased number of affordable homes delivered and empty properties brought back in to use have been delivered during the year, but there has also been a rise in the number of households in temporary accommodation.

There has been a positive reduction in the amount of recorded crime in Herefordshire; as to, the repeat incidents of domestic violence.

Create a resilient Herefordshire

There was an increase in satisfaction levels with the Council as reported through the Quality of Life Survey compared to the last survey in 2008, although overall satisfaction with the way the Council runs things is still only 51%.

There are less people that believe people from different backgrounds get on well together than when last surveyed in 2008. This has been influenced by the economic downturn, and the local and national media focus on immigration. There have also been a number of cases of attacks on people of different faith groups. The No Prejudice in Herefordshire campaign and the MIRA project have been instrumental in ensuring that migration is seen in a positive light.

Commission the right services

Satisfaction with GPs, local hospital, local dentist, West Mercia Police and Hereford & Worcester Fire and Rescue Service all improved.

10.3 Delivery Plan Milestones

The key headline is that the majority of projects have or are being delivered to plan, although 9 are currently reported as being behind schedule; the majority of projects are rated Blue, as being delivered to schedule. It should be noted however that the timetable for many projects has been amended during the year to reflect the reduced resources available to meet the original plan.

The list of projects rated **Red** in the Corporate Delivery Plan is included in the background paper 'Delivery Plan projects'.

10.4 **Service Performance**

10.41 **Places and Communities**

What has gone well?

Strong performance is being seen in the area of cultural and leisure services overall.

Markets and street trading in the county are operating well and the open markets are well supported with an increasing number of traders in Hereford City. However, the number of traders attending some of the market towns has seen some decline.

Waste management is performing well overall; the amount of residual household waste is expected to better its performance compared to the previous year. The Authority is doing well in both minimising the amount of waste produced to landfill by the introduction of a range of waste prevention initiatives and promotion of the kerbside recycling service.

Housing Solutions has improved against its target figure for households in temporary accommodation, completing a generally improving performance position with 79 in temporary accommodation as at 31st March. The number of affordable homes delivered in the county has also exceeded target with 61 delivered to 31st March.

Housing enforcement and related activity is operating well overall. A particular improvement has been seen in Disabled Facilities Grant completion timescales.

There has been strong performance in the area of Community Protection. One example is fly tipping which has fallen by 25% in over the last 5 years.

Following previous reports of an increase in domestic abuse repeat cases, a detailed needs assessment has been completed and presented to the Herefordshire Partnership Executive Group and a Domestic Abuse Action Plan is being implemented.

Examples of projects/schemes currently progressing well are:

The Hereford Enterprise Zone is making good progress. The Secretary of State has agreed to the authorisation of the Local Development Order.

Positive work is being undertaken with colleagues in Planning and Highways to progress the Model Farm site.

A draft Business Plan was submitted in March to the Local Enterprise Partnership, the Business Board and to the Department for Communities and Local Government. The Board is now meeting monthly.

Work is progressing well with the Broadband Business Support programme. EU Business Support has been awarded to Herefordshire.

The Destination Hereford funding supports the delivery of Connect 2 to a revised programme which involves completion by summer 2013. Sustrans support this revised programme. A calendar of promotional campaigns is currently being developed to promote healthier and more sustainable travel choices in the county.

The draft Core Strategy is currently out to public consultation until 22nd April. The Western corridor for the relief road route is included in the draft Core Strategy.

The Local Transport Plan is now complete and has been approved by Cabinet.

Good progress is being made in the area of carbon management with several initiatives taking place. For example, rolling out LED street lights across the county, a Solar PV project and the schools energy programme.

What has not gone so well and what are we doing to rectify it?

Whilst the percentage of the Herefordshire population claiming out of work benefits is above the target level, it is showing a slight improvement in terms of direction of travel. The local rate is better than regional and national rates. Local projects such as The Tudorville Project in Ross and two skills academies (construction and retail) have been set up to provide training, apprenticeships and work experience to assist people into work.

The latest outturn to March 2012 for net additional homes provided shows that the target was not achieved due to the general economic situation which has depressed the housing market.

There was a year-on-year reduction in the number of visits to local authority museums during 2012-13 and as such we did not meet the target.

The latest annual figures (2010) indicate that there has been a 5% increase in countywide CO₂ emissions per head. Key projects and initiatives are progressing to address this and the countywide CO₂ strategy will continue to develop in 2013/14.

Rise in domestic abuse / violence amongst new communities. We continue to work with partner organisations, in particular the Police, housing and community safety to combat this rise.

Major Contract/Commissioning Agreements update (as per last update):

Legal agreement negotiations are ongoing with Worcestershire to develop a joint Energy from Waste plant for Herefordshire and Worcestershire remains of importance for future waste management needs. Cabinet agreed in December to pursue alternative options for the financing of the project to improve value for money. A Cabinet report is being developed for consideration in September 2013.

10.42 People's Services

What has gone well?

Integrated Support Service

Roll out of the Integrated Support Service. This is now up & running and providing intensive support to families. Youth contract provision: so far, 60 young people have started on the youth contract, which meets our target. 20 of these young people have re-engaged with education or training. 4 of these have remained in this positive destination for at least 6 months and a further 25 are also in positive destinations but have yet to meet the 6 month point. The Troubled Families initiative has been successfully introduced and has secured the year one reward grant; we are working with families to reduce incidents of crime and anti-social behaviour, improve school attendance and address employment issues.

Schools

The overall Ofsted profile of schools has improved during the year with very low numbers of schools requiring improvement.

Public Health

The catch up plan for Herefordshire regarding invitations going out to people who are eligible for an NHS Health check has produced good results. At the end of December 18.8% of the eligible people had been offered an NHS Health check, this being the third best performance within PCTs in the West Midlands and compares to the England level of 11.7%. Uptake is also good at 45% but this needs to be improved alongside a national campaign running this year, directed at increasing uptake to 75%. Of the 6,666 people who have received an NHS Health Check 685 people have been identified at high risk of

vascular disease. Early treatment and management of these patients will contribute to achieving health improvement outcomes.

The current total of people stopping smoking for 4-weeks stands at 512 quitters for 2012/13, the final number will not be known until mid-June. The quit rate is currently running at 43% which is slightly above the average rate. It is clear that the two campaigns run over the year have had a positive effect, but the effect of the No Smoking Day campaign in March will not be known until June.

Adult Social Care

An Adult Social Care Business Change programme has been established to deliver in year savings and a different approach to adult social care in Herefordshire. Key areas of work include:

- Next stage integration for Wye Valley NHS Trust and 2gether NHS
- Framework I – Agresso integration
- Self-Directed Support acceleration

Work has started to measure more closely the impact of personalised care and improve the experience of users. This is being done through applying the "Making It Real" assessment. Herefordshire is working towards signing up to the national "Making it Real" partnership.

The Frameworki Adults delivery plan has now been agreed and, prioritisation is being made for work on the 2Gether workflow and adult safeguarding. Support being given to the Self Directed Support project due to the reworking of the assessment process.

Children's Social Care

Improvement Plan

The actions within the plan are being progressed and these are being overseen by the Improvement Board. The independent chair has recently written his first update report to the Minister and his judgement indicates that progress is being made satisfactorily.

Fostering Inspection

Ofsted inspected our Fostering Service in Jan 2013 and the outcome was that overall the service was adequate with some 'good' elements. Parts of the service were recognised as having made improvements since the last Ofsted inspection of arrangements to safeguard children, which bodes well for our improvement journey.

Duty System

A new duty system was implemented in the social care referral and assessment team in January 2013. This has led to more effective management of new contacts and referrals. In February 100% of all contacts had a decision on them within 24 hours. The number of cases which require a social care assessment are also reducing which is leading to more manageable case loads for some social workers.

Assessment Issues

We have had an historical issue with a backlog of out of date assessments which through a concerted strategy was resolved by the end of the year. Similarly, a significant improvement in the timeliness of Core Assessments has been achieved this quarter with 84% being completed within the 35 day timescale required.

Supervision

We can now evidence that social care staff in Children's services are receiving regular supervision within the agreed timescales. We now need to ensure that all workers are

receiving supervision which is high quality and reflective. These issues will be measured through our new auditing process.

What has not gone so well and what are we doing to rectify it?

Adult's Social Care

Community based Reablement work has not been recorded in Frameworki but information on the number of referrals is now being provided - about 33 cases per week are currently referred to neighbourhood teams for Reablement. Work is on-going to ensure timely data recording.

The Financial Sustainability Project – The saving plan is high risk based on scale and pace of change required. Project leads have been identified to ensure accountability and robust project management approach. Work continues to support the creation of the project plans for each of the savings to ensure a robust project management approach is taken across the Adult Social Care Business Change programme. Actions have been agreed to progress the resolution of historic disputed invoices, although new disputed invoices are still occurring. Action is being taken to understand why this is happening and to take steps to address it.

Children's Social Care

Performance in the recording of visits to looked after children and those subject to child protection plans requires some improvement.

Some improvements have been made in performance reporting. To strengthen this further, there is development work taking place with Frameworki to provide service management reports and information to improve casework. Accuracy will be improved through better recording and reporting facilities which are currently being implemented and will be available to teams on an incremental basis and finally by end of June, 2013.

The recruitment of permanent social workers has had some success however, there is still heavy reliance on agency staff particularly at front and middle management levels. Work is continuing to develop a robust approach that will reduce the reliance on agency staff and make Herefordshire an employer of choice over the next two years.

Education

The small schools policy has not been progressed to original timetables. The developments regarding Free Schools, and the decisions by the Secretary of State has resulted in the cabinet reflecting on policy and practice. This action will not be completed by March 2013 but will be started and carried forward into the next financial year.

Work on improving educational attainment was focussed on the Closing the Gap project. This work identified that the children who have the biggest gap in educational attainment compared to other children are those who are entitled to Free School Meals aged up to 5 and children with English as an Additional Language between the ages of 8 – 11. The project is identifying actions to address this and ways of involving more schools in the work.

Child Poverty

The Child Poverty Steering Group reviewed the actions and impacts of a variety of work for a more focussed plan for the 2013-14 year.

10.43 Corporate Services

An overview of performance for Customers, Workforce and Finance are included in paragraphs 10.5 - 10.7. For other areas of Corporate Services:

What has gone well?

- The Accommodation Strategy is progressing, with Legal Services and Resilience moving to Union Street in the last quarter, and work continuing on the Civic Hub. A large number of staff moves have been completed as we reduce the number of buildings being occupied and deliver the Better Ways of Working programme.
- “The Digital Strategy” and the delivery plan to achieve it were approved by Cabinet. Progress is being made on key aspects of the work including improved information management, a shift to digital communication channels and the interfacing of systems.
- The “Workforce Strategy” and delivery plan was agreed by Cabinet. Progress is being made with the HR policy changes and reducing the pay-bill initiative. Lean and systems thinking philosophies put to practice in process redesign and a focus on improving the number and quality of staff appraisals.
- New Commissioning and Commercial Strategy approved by Cabinet on 14th March.
- On 1st April responsibility for local Social Fund activity was successfully transferred from Department of Work and Pensions to the council. The council now provides this important local welfare provision for vulnerable people within an overall cash limit following Government’s transfer of responsibility to local authorities.

What has not gone so well and what are we doing to rectify it?

The council's commitment to improving Data Protection compliance has been recognised during the recent visit from the Information Commissioner's Office auditors. The draft report reflects the limited assurance status of where we are in our delivery plan but recognises that the plan will address the shortfalls including an Information asset register and our Information Governance eLearning modules which are now available. These activities are critical to our Information Governance improvement plan which has included the establishment of the Information Governance (IG) function in November 2012. A central register was set up in July 2012 to capture IG incidents and we now have 80 of which 21 are open, 3 self-reported to the Information Commissioners Office (ICO) and a further 3 which potentially will be reported. The ICO auditors noted that the profile of the IG team was high enabling a good level of incident reporting. A significant number of reported incidents are from Children’s Services and the auditors also recognised the work that they have been doing with the IG team to improve.

10.5 Customer Services

The year 2012/13 has been a difficult one for customer services. The number customers contacting customer services has increased significantly this year compared to 2011/12 by 23.5%. This has been managed within the resources available and has had an impact at times on the level of service delivered. Despite this, telephone abandonment rates have remained at around 14% (missing target), with 85% of customers responding that they were satisfied with the service provided.

There have also been a number of factors during the last quarter of the year that have created very high spikes in customer demand and consequently service performance has suffered. The key issues that have arisen are flooding and heavy snow, these created significant demand on service with customers not only seeking advice but also progress chasing. Also during February and March 2013 significant changes to Council Tax and Housing Benefits legislation increased demand significantly, for example contact increased by 29.5% between February and March. Whilst additional resources were introduced to cover these peaks these issues still impacted on performance for resolving issues at first contact and the speed of answering calls in the Contact Centre. There was also a slight fall in the percentage of respondents who when asked if staff were polite and courteous said yes.

10.6 Corporate Workforce Performance

The full time establishment position continues to reduce, whilst there is a noticeable increase in agency workers. The majority of the agency staff are covering permanent posts for reasons of absence or vacancy; only some are additional to establishment. The use of agency workers is effective when the demands of the service require a more flexible approach to resourcing. However the dependency upon agency workers in some services areas due to recruitment and retention issues is presenting significant challenges for maintaining service standards hindered by regular changes in staff. These issues are being addressed in the specific service areas focussing on all aspects of recruitment and retention.

The annualised turnover rate has increased significantly from December, and is now at 32.76%. A contributing factor to this was the number of staff either TUPE transferred (Out) or who opted to leave under the Councils mutually agreed exit policy during March. This is an indicator that will continue to run at a higher level than previously as a result of reducing budgets and service changes. The Council has committed to continuing to optimise ways of reducing costs and managing staff reductions whilst minimising compulsory redundancies.

The average sickness absence has fallen slightly since the last report from 3.95% to 3.65%. Plans have been developed and implemented to provide additional support to staff to assist their health and wellbeing and reduce absence levels.

10.7 Corporate Finance Performance

The year-end budget report appears elsewhere on the agenda.

The overall revenue budget position for 2012/13 shows an overspend of £2,282,000.

11. Community Impact

- 11.1 Delivering the Joint Corporate Plan is central to achieving the positive impact the Council wishes to make across Herefordshire and all its communities.

12. Equality and Human Rights

- 12.1 The corporate delivery plan recognises our Public Sector Equality Duty, and includes a specific project that contributes towards its achievement. Equality Impact Assessments will be carried out as an integral part of decision making in respect of all new projects/policy changes.

13. Financial Implications

- 13.1 None.

14. Legal Implications

- 14.1 None.

15. Risk Management

- 15.1 By highlighting progress against the Joint Corporate Plan, including the major risks to achievement and how they are being mitigated, this report is an essential component of the

Council's management of risks.

The financial challenge and capacity to deliver the transformation necessary to both improve outcomes for people and deliver savings remains the most significant risk. Risk also remains in assuring safeguarding of children and vulnerable adults across the whole system.

16. Consultees

16.1 None.

17. Appendices

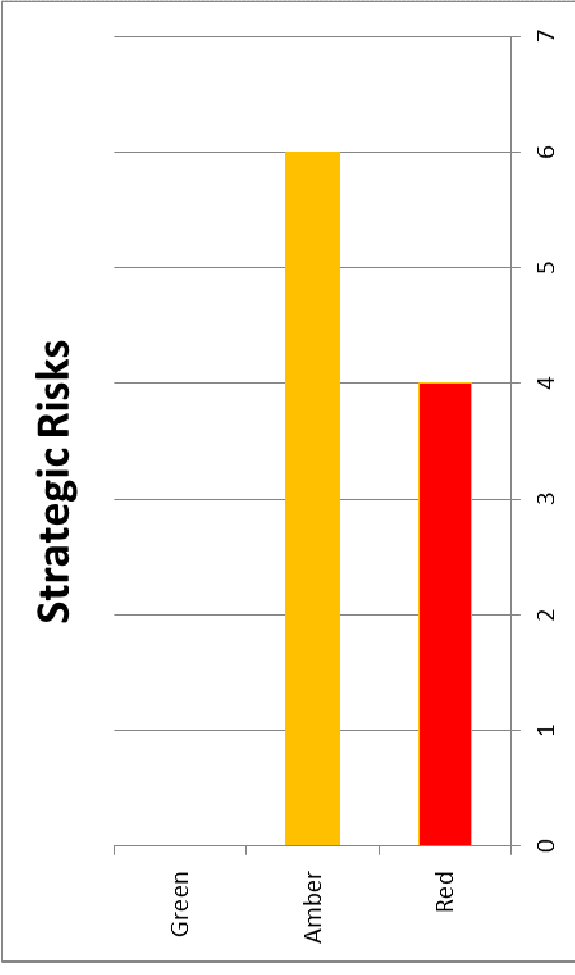
17.1 Appendix 1 Summary Balanced Scorecard

18. Background Papers

18.1 Delivery Plan measures
Delivery Plan projects
Customer Service measures
Finance measures
Workforce Report

Summary Balanced Scorecard

KEY		
Measures	Symbols	Projects
More than 10% ahead of target	Green	Ahead of Plan
Achieved or exceeded target by less than 10%	Blue	On schedule
Up to 5% behind target	Amber	N/A
More than 5% behind target	Red	Behind Plan
Getting better	▲	N/A
No change in performance	◄►	N/A
Getting worse	▼	N/A
Data or target missing	?!	Project not updated
N/A	bb	Not due to have started



Corporate Plan Priorities	Performance Measures			Direction of Travel compared to last year	
	Red	Amber	Blue	Green	Direction of Travel
Create a thriving economy	0	2	2	0	▲
Improve health care & social care	0	0	0	4	◄►
Raise standards for children & young people	7	0	2	0	▼
Promote self reliant local communities	3	2	3	5	▲
Create a resilient Herefordshire	1	0	3	2	◄►
Commission the right services	0	0	5	0	▼
Total	11	4	15	11	25

Projects	Red	Blue	Green	?!
	1	29	1	0
0	13	1	0	
4	8	2	1	
0	37	1	0	
1	28	0	0	
3	19	0	0	
9	134	5	1	

Direction of Travel	Customer Measures		Workforce Measures		Finance Measures	
	Red	Amber	Blue	Green	Red	Amber
	4	1	1	1	-	-
	1	1	1	1	-	2
	1	1	1	1	-	4
	3	0	2	2	-	-
	0	0	0	0	-	6
	4	4	0	0	-	1

MEETING:	CABINET
MEETING DATE:	20 JUNE 2013
TITLE OF REPORT:	FINAL OUT TURN REPORT 2012/13
REPORT BY:	CHIEF OFFICER: FINANCE & COMMERCIAL

1 Classification

Open

2 Key Decision

This is not a key decision

3 Wards Affected

County Wide

4 Purpose

To consider and approve the final revenue and capital outturn position for 2012/13.

5 Recommendation(s)

See cover report recommendations c to e

6 Alternative Options

6.1 There are no alternative options.

7 Reasons for Recommendations

7.1 Whilst work continues on the range of tasks necessary to prepare the council's statutory Statement of Accounts for 2012/13, it is sufficiently advanced for Cabinet to consider the final outturn for the year.

8 Key Considerations

8.1 Appendix A shows that the revenue budget overspent by £2.3 million compared to an anticipated £3.5 million overspend as at the end of February 2013.

8.2 The most significant overspend related to commissioning of adult services, which had been anticipated and included in budget monitoring reports during the year. The final figures on adult social care were an overspend of £5.9 million. The position was mitigated by action within the Adult Services area and savings within other services, resulting in an over spend within the People's Directorate budget of £5.2 million.

- 8.3 The Treasury Management projected out-turn is an underspend of £869k on borrowing costs, largely achieved through delaying taking out Public Works Loan Board (PWLB) loans by utilising internal reserves and short-term borrowing from other local authorities. It also includes capitalised interest on schemes over 12 months duration. Investment income underachieved by £69k as investment balances are less than budgeted due to the delay in borrowing, but this was more than compensated for by the savings on borrowings exceed the reduced investment income. Appendix C includes a detailed analysis and the formal treasury management out-turn report in line with the CIPFA Code of Practice on Treasury Management. The council has complied with its Prudential Indicators for 2012/13, which were approved on 18 February 2013 as part of the Council's Treasury Management Strategy Statement.
- 8.4 Further mitigation is from the £1m revenue contingency agreed as part of the budget. This is only available in 2012/13 as it is funded from the Council Tax Freeze Grant.
- 8.5 The net overspend on centrally held budgets was £474k. This includes an overspend on redundancy costs of £467k after providing for commitments at 31st March for non-school staff of £440k (as required by accounting standards). Also included is an under-recovery of procurement savings targets of £1.3 million. The majority of the schemes identified to deliver the procurement savings were in adult social care (notably Homecare and Domiciliary Care Overpayments Audit). These overspends have been offset by other unused centrally budgets, which were held back as part of the recovery plan to mitigate the financial position e.g. waste disposal contingency.
- 8.6 The general reserve balance as at 31st March 2013 was £3.8 million, after funding the £2.3 million overspend. However, the 2013/14 budget includes a transfer to the General Fund reserve of £2 million, bringing the balance to £5.8 million. This transfer in the 2013/14 budget means we comply with the policy requirement to hold a general fund reserve equivalent to a minimum of 3% of net budget. The minimum amount would be approximately £4.5m in 2013/14 but given financial pressures it is appropriate we hold sufficient balances to meet any unexpected issues that arise in 2013/14.
- 8.7 As at the 31st March 2013 the council held £13.9 million of earmarked reserves, which are detailed in Appendix A. The specific nature of some reserves means that some are not available for reclassification as general reserves, for example schools balances and dedicated schools grant. However, the requirement for other reserves was reviewed as part of the 2012/13 accounts closedown and £142k was re-designated towards change management costs in 2013/14. The out-turn position includes three new reserves as detailed in paragraph 7 of Appendix A;

	£000	
Community Equipment store	110	Potential funding shortfall in 2013/14
Community social workers	116	Potential funding shortfall in 2013/14
Change Management	142	Created from realigned reserves

8.8 The council has received a communication from Shropshire County Council that there has been an issue during the external audit of the West Mercia Supplies accounts around the treatment of the sale of the business. The original treatment has been to account for this as a capital receipt, which has been distributed to member authorities, including Herefordshire. It has been suggested that an element of this receipt may possibly be accounted for as revenue income, but our discussions with Grant Thornton indicate that this issue is far from settled and it would be prudent not to change our accounts unless there are further developments. If it is concluded that this is the case then £825k (of the £1.5m received) would be transferred from capital receipts to the revenue account.

8.9 Appendix B includes the position on the capital programme for 2012/13. It shows that in 2012/13 the final outturn was £38.6m, £500k more than forecast in February.

9 Community Impact

9.1 Not applicable

10 Equality and Human Rights

10.1 The recommendations do not have equality implications

11 Financial Implications

11.1 These are contained within the report

12 Legal Implications

12.1 None

13 Risk Management

13.1 The council is required to ensure the closure of 2012/13 accounts by 30th June 2013 including signing off of the statutory statements by the Council's Chief Finance Officer. Failure to do so carries a reputational risk for the council in relation to its corporate governance role.

14 Consultees

14.1 None

15 Appendices

15.1 Appendix A – Revenue Budget Monitoring

Appendix B – Capital Monitoring

Appendix C – Treasury Management

16 Background Papers

None

REVENUE BUDGET MONITORING
Summary

1. The following table summarises the 2012/13 final out-turn position as at 31st March 2013.

Annual budget before year-end adjustments						
£'000	Exp Budget	(Income) Budget	Annual Budget	Year-end Adjustments*	Final Net Budget	(over) or under spend
People's Services	181,222	(108,658)	72,564	13,308	85,872	(5,180)
Places and Communities	51,034	(13,799)	37,235	12,453	49,688	77
Corporate Services	88,919	(67,040)	21,879	(12,556)	9,323	1,144
Directorate Position					144,883	(3,959)
Capital funding					16,072	869
Investments					(352)	(69)
Revenue Contribution to Capital					635	341
WM Energy Profit Share					(624)	(293)
Centrally Held Budgets (net)					(480)	(474)
Government grants					(4,508)	303
Contingency					1,000	1,000
Year-end accounting adjustments					(14,030)	0
Transfer to/from Reserves					763	0
Total					143,359	(2,282)

* The year-end figures reflect the requirement to allocate internal recharges to comply with CIPFA's Service Reporting Code of Practice (SERCOP). This makes the accounts comparable across all local authorities by ensuring services report their full costs including overheads and capital charges. It also includes technical accounting adjustments to comply with International Financial Reporting Standards (IFRS), including pensions, PFIs and holiday accruals, which have to be undertaken to complete the statutory accounts. The report shows budgets before and after these adjustments, with reconciliation under each Directorate summary

2. As of the end of March 2013 the overall revenue budget position for 2012/13 shows an overspend of £2.282 million, which is approximately 1.6% of the council's £143.359 million revenue budget.
3. The Treasury Management out-turn is an underspend of £869k on borrowing costs. This is mainly through delaying taking out PWLB loans by utilising internal reserves and short-term borrowing from other local authorities and capitalising interest on schemes over 12 months duration. Investment income underachieved by £69k as investment balances are less than budgeted due to the delay in borrowing, but the savings on borrowings exceed the reduced investment income. Appendix C includes a detailed analysis of Treasury management activities.

Revenue Reserves Position

4. The general reserve balance as at 31st March 2013 was £3.8 million. This amount is below the council's policy of maintaining a minimum of £4.5 million of general reserves as a contingency against unforeseen emergencies and events. However, the 2013/14 budget includes £2 million top-up of general reserves, bringing the opening position for 2013/14 to £5.8 million.

Earmarked Reserves

5. At 1st April 2013 the council held £13.9m of earmarked reserves, which are detailed in the table below. The specific nature of those reserves means that some are not available for reclassification as general reserves. One such example is the balance held for schools.

	31 Mar 2012 £000	31 Mar 2013 £000
Schools balances	5,789	5,535
Grange Court	83	0
Commuted sums	36	0
Industrial Estates - maintenance	413	431
Schools Insurance	443	497
Schools sickness	136	141
ICT	91	0
Members	40	40
Planning	24	0
Community Centre	180	10
Waste Disposal	2,407	2,407
Hereford Futures	125	213
Whitcross school PFI	321	339
Schools Rates Reserve	106	0
Economic Development	163	127
Pool car reserve	10	10

Three Elms Industrial Estate	362	241
Contingent Liabilities	0	306
Community Equipment store	0	110
Community Social Workers	0	116
Change management	0	142
Unused Grants carried forward	2,729	3,303
	13,458	13,968

6. The biggest movement in reserves relates to revenue grants not yet used at year-end (£1m of which are schools related). The 2012/13 approved budget included a transfer to the contingent liability reserve, which had been utilised in 2011/12. In addition to reserves being applied during the year in line with their original purpose, a review of the reserves was undertaken as part of the in-year recovery plan to offset the projected overspend. This identified £407k to mitigate the overall out-turn position, which was included in the projected out-turn during the year. A final review was undertaken as part of the 2012/13 accounts closedown and £142k was re-designated towards change management costs in 2013/14.
7. There are three new reserves in the out-turn position, including the change management reserve. Two reserves have also been provided in relation to Community Equipment (£110k) and Community Social Care (£116k).

PEOPLE'S SERVICES DIRECTORATE

Outturn

	Annual budget before year-end adjustments					
£'000	Exp Budget	(Income) Budget	Annual Budget	Year-end Adjusts**	Final Net Budget	Under / (Over) Spend
Directorate costs	1,017	(15,053)	(14,036)	897	(13,139)	289
Children's Safeguarding	12,205	(29)	12,176	1,226	13,402	(528)
Other Children's Provider Services	10,200	(429)	9,771	1,259	11,030	665
Total CYP Provider Services	22,405	(458)	21,947	2,485	24,432	137
Learning and Achievement	7,531	(1,308)	6,223	493	6,716	126
Children's Commissioning	1,882	0	1,882	(333)	1,549	66
Other Children's Services	9,463	(1,896)	7,567	6,733	14,300	99
Total Children's Commissioned Services	18,876	(3,204)	15,672	6,893	22,565	291
Older People	18,309	(4,530)	13,779	(1,558)	12,221	(1,338)
Learning Disabilities	19,432	(5,131)	14,301	(433)	13,868	1,614
Physical Disabilities	8,637	(742)	7,895	(240)	7,655	25
Mental Health	10,789	(1,923)	8,866	51	8,917	523
Other adult social care*	8,625	(6,163)	2,462	4,116	6,578	(6,734)
Total Adult Social Care	65,792	(18,489)	47,303	1,936	49,239	(5,910)
Health & Wellbeing- EHTS	2,737	(859)	1,878	1,097	2,975	213
Root and Branch Savings Target -HERS	(200)	0	(200)	0	(200)	(200)
Total Health and Wellbeing	2,537	(859)	1,678	1,097	2,775	13
Total Local Authority	110,627	(38,063)	72,564	13,308	85,872	(5,180)
Schools	70,595	(70,595)	0			0
Total Peoples Services	181,222	(108,658)	72,564	13,308	85,872	(5,180)

* This includes the transformation savings plan in Feb budget, which was not allocated to the individual client groups until March based on actual achievements.

** The adjustments to the budget which have been actioned to close down the accounts in accordance with accounting standards and practice are as follows;

	£000
Budget before year-end adjustments	72,564
Support service recharges	9,473
Capital charges	8,277
IFRS adjustments	(3,805)
Redundancy pot allocations	417
Reserves movements	(872)
Other	(182)
Final budget	85,872

Headlines

8. The last reported outturn to Cabinet for February was £6.52m overspend. The March outturn sees an improvement to this position by £1.34m. Overall the directorate delivered savings of £5.447m. The key changes from the February position have been within Adult Social Care where there has been a reduction in the cost of all types of care packages across all the client groups.

Directorate Costs

Key Points

9. The directorate outturn shows an, underspend of £289k. Overall this is in line with the February outturn. The three key changes relate to
- a. Additional severance costs for schools compared to the position reported in February of £219k
 - b. A prudent view of potential data protection fines has been taken and a provision is included in the outturn, however significant work has taken place to address the underlying issues with the data commissioning office. The February estimate of £100k for the possible data protection fine has been moved to the relevant service (see children's safeguarding below).
 - c. Transfer staffing and project costs to adult social care £141k

Children's Provider Services

Key Points

10. Overall Children's Provider services delivered savings of £0.9m, in line with target.
11. Safeguarding services outturn has worsened by a further £246k since February. The key reason for this is the provision for data protection breach fine of £220k (an increase of £120k of which £100k was previously included under the directorate costs). The cost has now been attributed to the area in which the breach occurred. The key components of the £528k overspend versus budget are:
- a. Provision for possible fines for the data protection breach of £220k (as above).
 - b. The cost of agency staff within fieldwork teams has led to an overspend of £173k over the year due to the high number of vacant social work and team leader posts. As a result of the Ofsted inspection in autumn 2012 additional interim resources have been brought in to address the issues highlighted in the report.
 - c. During 2012/13 there has been a greater emphasis on reducing the amount of children in residential and agency fostering placements through a successful

campaign to increase the number of in house foster carers (against national trends). This has resulted in a net underspend on agency residential and foster placements (including secure placements) but this has been offset by increased costs for the 16+ service and other carers costs. It should however be flagged that as a result of the Ofsted inspection there has been a sharp rise in LAC cases in the early part of 2013/14 which has financial implications for the 2013/14 budget.

- d. Management costs overspent by £105k arising from having 2 interim Heads of Service and settlement costs.
 - e. The remaining key element of the, overspend relates to Children with Disabilities (£116k) arising through additional staffing costs and increased direct payment costs.
 - f. The use of the adoption grant has also reduced service costs by £60k.
11. Other Children's Provider Services outturn is an underspend of £665k which is broadly unchanged from the predicted £643k underspend reported last month. The key components of the under spend are:
- a. Children's centres - £204k arising from vacancy management and cost control
 - b. Integrated youth support - £288k arising from vacancy management and cost control
 - c. Additional Needs and Education Psychology as above - £79k
 - d. Complex Needs case - £66k
 - e. Parenting and Family Support - £26k

Children's Commissioning

Key Points

12. Savings achieved of £0.5m in line with target.
13. Children's commissioning reported an underspend of £572k in February. This has reduced by £281k in the final outturn position. This is due in the main to the following:
14. The extra provision for the cost of possible data protection fines has been increased by £85k.
15. The creation of an extra reserve of £81k in relation to a specific grant (received in 2012/13) to be used for work around Troubled families. This unspent grant will then be used in the current financial year to continue this specific work around troubled families.
16. Extra contract costs for schools transport were reported of £137k.
17. Further reductions on discretionary spend savings of £22k were achieved.

Adult Social Care and Commissioning

Key Points

18. The Final outturn overspends now stands at £5.91m, a net improvement of £1.838m from the February reported position. This includes achieving £3.6m of savings.
19. The key reductions include:
 - A reduction in the number of active packages for Domiciliary care of £993k. This has resulted from data cleansing to remove inactive packages from the previous

forecasts.

- An increase of Continuing Health Care funding of £253k, approved during March, but backdated to the point of referral for Learning Disability services.
- A decrease in the cost of residential care cost of £522k. Growth and transitions from child to adult packages had been assumed in the February forecast, but costs were much lower than anticipated.
- A reduction in the provision of cost for personal budgets of £370k. Package costs and growth that had previously been expected did not emerge or were at significantly lower cost.
- A reduction in the anticipated contract value of the supporting people contracts of £770k. Provision had been made for a full year of all existing contract costs at the end of February and many of these were substantially reduced when the final bills were received in March.

20. The reductions have mitigated the following pressures

- Pressures across all client groups within adult social care of £258k.
- A creation of two separate reserves for community equipment (£110k) and Community social care (£116k).
- A transfer back to reserves of £197k, for the unspent transformation funding given in 2012/13.
- Slippage on the delivery of the anticipated achievable savings of £158k.
- A shortfall in the anticipation of revenue expenditure eligible to capitalise of £90k.
- Staffing and project costs now recharged to adult social care of £141k from directorate.

Health and Wellbeing – Environmental Health and Trading Standards

Key Points

21. Savings delivered of £0.4m in line with targets.
22. The final underspend of £13k is a result of the hold on discretionary spend across the service. The service also met additional costs for landfill issues and absorbed reduced pest control income.
23. The service was able to achieve the £200k HERS saving by the one-off agreement from the PCT to offset £128k against management costs within the Public Health Consultant budget.

PLACES AND COMMUNITIES DIRECTORATE

Outturn

	Annual budget before year-end adjustments					
£'000	Exp Budget	(Income) Budget	Annual Budget	Year-end Adjusts**	Final Net Budget	Under / (Over) Spend
Economic, Environment and	11,231	(4,071)	7,160	3,307	10,467	251
Homes and Community Services	7,801	(4,483)	3,318	1,619	4,937	139
Place Based Commissioning	31,654	(5,188)	26,466	7,417	33,883	(355)
Director and Management	348	(57)	291	110	401	42
Total	51,034	(13,799)	37,235	12,453	49,688	77

** The adjustments to the budget which have been actioned to close down the accounts in accordance with accounting standards and practice are as follows;

	£000
Budget before year-end adjustments	37,235
Support service recharges	7,989
Capital charges	5,599
IFRS adjustments	(1,187)
Redundancy pot allocations	70
Other central budget allocations (waste contingency & property pool fund)	509
Reserves movements	(527)
Final budget	49,688

Summary

24. The Directorate underspent by £77k in 2012/13. This position is £70k less than last reported and mainly reflects the costs of the re-procurement of the Amey contract.
25. This position reflects the achievement of the Directorate Savings Plan of £2.81m.
26. The in year pressures on budgets in relation to Planning Fees and Car Parking Fees, the shortfall on Bellwin Grant funding and Winter Maintenance costs were also met by in year savings and the use of previous years grant funding held in reserves.

Economic, Environment & Cultural Services

27. There was a shortfall of planning income for the year of £257k. This improved position is a result of February fee income being £175k higher than predicted. Planning income levels for the year are 14% lower than 2011/12 and the graph below illustrates the planning income fee over the course of the last 3 years. This pressure was mitigated by a planned underspend in the services through the halt on discretionary spend and use of unused grant and earmarked reserves.
28. There was an underspend of £75k on Local Development Framework budgets in relation to transport modelling.
29. There were also pressures within the service on Tourism (£48k) and Markets budgets (£39k) within the year relating to accommodation cost and shortfall of stall income. However these are mitigated by further discretionary spend savings resulting in an overall underspend for the service of £251k

Homes & Communities

30. The pressure on Car Parking income for the year remained at £185k, as last reported, which reflects the shortfall in income on car parking charges. This includes projections of increased income from changes to parking fees introduced in November 2012 which improved income levels by 5% compared to the same period in 2011/12. As previously reported the pressure partly reflected the closure of 58 spaces on the Garrick Surface Car Park and the adverse weather conditions throughout the year.
31. There are in year savings to mitigate this position from the discretionary spend budgets and the use of previous years grant reserves resulting in a net underspend for the service of £139k.

Place Based Commissioning

32. The final outturn for the service was a £355k overspend. This is slightly worse than the last report and mainly reflects the Highways Engineer and Legal professional fees of £145k incurred in the re-procurements of the Amey contracts. These costs were expected to be mitigated by in year savings within the Council's Central budgets, however these were not available. Additional budget had been identified as part of the medium term financial strategy to meet future re-procurement costs in 2013/14.
33. The Met Office reported that Herefordshire followed the national trend of a colder than average gritting season, with the exception of December. March in particular had maximum temperatures 4.4°C colder than average, with triple the usual number of days of air frost.
34. In addition to the addressing the pressure of the Bellwin threshold, final claims have been submitted to DCLG for September, November and December flooding events totalling £2.41m. As previously reported, only 85% of the works will be met by the grant for these events which put pressure on the service budget of £362k. Previous claims, June and July 2012, were 100% funded in excess of the annual threshold liability of £459k. This pressure was met by the Directorate through in year savings.
35. The roll out of LED lighting and other energy saving strategies across the street lighting asset have helped reduce inflationary increases in 2012/13 energy costs and as the project is extended across the whole of the street lighting asset, further savings will be achieved. Further energy saving projects will continue in 2013/14 as part of the Public Realm services contract. These will be funded through interest free loans from government and prudential borrowing with loan repayments being met from the resultant energy savings. The pressure in 2012/13 of £138k was mitigated by reduced routine

street lighting works due as a result of prioritising the above energy savings capital program of works.

36. Transportation budgets underspent by £250k. This was achieved through substantial grant funding in relation to Local Sustainable Transport Fund to deliver local schemes and the hold on discretionary spend.
37. The final outturn for the joint Waste Disposal contract with Worcestershire County Council for 2012/13 was £8.9m.

Director and Management

38. There is a net underspend of £42k in relation to the Directorate's annual non pay inflation budget which is will be used to mitigate the pressures within the Directorate.

CORPORATE SERVICES DIRECTORATE

Outturn

£'000	Annual budget before year-end adjustments			Year-end Adjusts*	Final Net Budget	Under / (Over) Spend
	Exp Budget	(Income) Budget	Annual Budget			
Customer Services and Communications	3,233	(287)	2,946	(2,328)	618	152
People, Policy and Partnership	9,471	(1,520)	7,951	(5,736)	2,215	1,169
Law, Governance and Resilience	3,756	(931)	2,825	(283)	2,542	(178)
Chief Finance Officer and Commercial	69,372	(64,092)	5,280	(3,401)	1,879	99
Corporate Management	2,503	0	2,503	(434)	2,069	(39)
Chief and Deputy Chief Executive	584	(210)	374	(374)	0	(59)
Total	88,919	(67,040)	21,879	(12,556)	9,323	1,144

**The adjustments to the budget which have been actioned to close down the accounts in accordance with accounting standards and practice are as follows;

	£000
Budget before year-end adjustments	21,879
Support service recharges	(17,597)
Capital charges	7,475
IFRS adjustments	(2,581)
Redundancy pot allocations	306
Reserves movements	166
Property Pool Fund allocations	(139)
Other central budget allocations	(186)
Final budget	9,323

Summary

39. The Directorate underspent by £1.144m in 2012/13, This position is £132k less than previously reported
40. This position includes the achievement of the Directorate Savings Plan totalling £1.8m.

Chief and Deputy Chief Executive

41. The final outturn for this area was an overspend of £59k, this incorporate the mitigation of Directorate Savings from 2012/13 non-pay inflation budgets.

Chief Finance Officer and Commercial

42. The final outturn for the service was £99k underspend.
43. Additional costs of £80k identified in relation to internal audit costs, mainly as a result of additional one off projects such as fraud investigation.
44. The final position on the surpluses resulting from Housing Benefit Subsidy collection incentives and recovery of benefits overpayments was £140k less than previously estimated. The final surplus was £417k.
45. Procurement costs increased by £162k, mainly relating to staff cost supporting the re-procurement of the suite of contracts as a result of the expiry of the Amey contract. These costs were expected to be met from in year savings from central budgets however these were not available.
46. Whilst the hold on all non-emergency property repairs and the funding of qualifying capital works from capital budgets drove out substantial savings in year, additional costs identified in the final months of the financial year requiring funding from the property pool fund reduced the discretionary spend savings.

Customer Services & Communications

47. The service is underspent by £152k.

People, Policy and Partnership

48. The service outturn improved by £410k to underspend by £1,169k for the year.
49. Further savings of £90k have been identified through the further review of ICT expenditure to identify costs that can be funded through the capital programme.
50. Further in year savings were achieved through contract savings in relation to the Community Network and the hold on discretionary spend on ICT equipment and Projects.

Law, Governance and Resilience

51. The pressure on the service budget increased to £178k for the year.

Capital Outturn 2012/13

1. The capital outturn for 2012/13 totals £38.6m, £0.5m more than forecast in February. The main reason for this increase is as a result of the capitalisation of revenue costs incurred where possible. ICT spend of £0.5m and property costs of £0.7m were capitalised in the year. A summary by directorate and funding source is provided in Table A below.

Table A – Funding of 2012/13 Capital Outturn

Directorate	2012/13 Outturn £'000	Prudential Borrowing £'000	Grants & Contributions £'000	Capital Receipts Reserves £'000
People's Services	6,985	92	6,893	-
Places & Communities	25,860	8,346	14,870	2,644
Corporate Services	5,718	5,297	168	253
Total	38,563	13,735	21,931	2,897

Table B - Schemes with an outturn exceeding £500k in 2012/13

Scheme	2012/13 Outturn £'000	2012/13 Original Forecast £'000	2012/13 February Forecast £'000	Comments
People's Services				
Blackmarstons Special School	1,984	3,000	1,933	SEN school extension in progress
Condition property works	1,190	1,807	1,267	Annual programme of works at various sites committed on a highest need first basis. The funding has decreased in 12/13 as a result of a number of schools converting to academies
Basic Need – Schools	619	-	1,217	This funding has been allocated to schools through a structured bidding process. This relates to grant funding brought forward from previous years.
Hampton Dene	618	750	708	SEN school specialist unit works complete
Places & Communities				
Local Transport Plan	9,985	9,985	9,985	Annual programme of capital works to highways, footways and bridges, This funding has been cut by 5% from the 2011/12 funding allocation
Link Road	6,808	4,593	6,470	Key property purchase complete
Grange Court	1,320	-	1,152	Refurbishment works complete
Connect 2	1,006	1,779	1,100	Cycle footpath connection between the city centre and Rotherwas, site works have commenced
Rotherwas Enterprise Zone	994	-	600	To enable the provision of serviced plots to private sector inward investors
Ledbury Library	889	2,537	591	Grant funding to contribute towards the

				next phase of works
Disabled Facilities Grant	743	-	1,000	There is a large demand for these grants, processing is dependent on the rate of referrals. This represents grant funding (unknown when original budget set) plus match funding brought forward.
Street Lighting	638	63	480	Original forecast increased by Salix interest free loan financing received
Rotherwas Relief Road	614	-	584	Final compensation payments falling due
Putson Community Building	579	-	765	S106 funded new build
Corporate Services				
Corporate accommodation	2,822	4,580	2,985	Works underway at Plough Lane, the civic hub and the better ways of working project. The new heritage, archive and record centre (HARC) has been granted planning permission
Hereford Leisure Pool	1,029	-	911	Scheme complete, forecast represents budget brought forward from 2011/12
Sub Total	31,838	29,094	31,748	
Schemes with a budget <£500k in 2012/13	6,725	14,935	6,311	
Total	38,563	44,029	38,059	

Prudential Borrowing

2. A summary of the Prudential Borrowing (PB) position is set out below.

	£'000	£'000
2012/13 Original Prudential Borrowing Forecast		11,905
Less: Slippage into 2013/14	(789)	
Removal of Halo driving range funding	(346)	
Add: Revenue financed IKEN capital scheme	65	
Capitalised interest costs	126	
Slippage from 2011/12	<u>2,774</u>	
		1,830
Use of Prudential Borrowing in 2012/13		13,735

Capital Receipts Reserve

3. The opening capital receipts reserve balance was £2.8 million as at 1st April 2012. This has been increased by capital receipts of £3.6 million, which includes £1.5 million from the sale of West Mercia Supplies, £1.0 million from the sale of the old livestock market and £0.5m preserved right to buy receipts. £2.9 million of this funding resource was used to fund capital expenditure in 2012/13 with the balance remaining (£3.5m) earmarked to fund future year's capital expenditure.

Annual Treasury Management Report 2012/13**1. Background**

- 1.1 The Council's treasury management activity is underpinned by CIPFA's Code of Practice on Treasury Management. Before the start of every year the Code requires local authorities to produce Prudential Indicators and a Treasury Management Strategy Statement detailing the policies and objectives of the council's treasury management activities for the forthcoming year. After the year end an outturn report is then produced detailing the actual results for the year.
- 1.2 Treasury management is defined as "the management of the local authority's investments and cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks."
- 1.3 Overall responsibility for treasury management remains with the council. No treasury management activity is without risk; the effective identification and management of risk are integral to the Council's treasury management objectives.

2. Economic Background

- 2.1 The global outlook stabilised mainly due to central banks maintaining low interest rates and expansionary monetary policy for an extended period.
- 2.2 The UK economy shrank in the first, second and fourth quarters of calendar year 2012. It was only growth of 0.9% in the third quarter, aided by the summer Olympic Games, which allowed growth to register 0.2% over 2012.
- 2.3 Household finances and purchasing power were constrained as wage growth remained subdued at 1.2% and was outstripped by inflation. Annual CPI (Consumer Price Index) dipped below 3%, falling to 2.4% in June before increasing to 2.8% in February 2013. Higher food and energy prices and higher transport costs were some of the principal contributors to inflation remaining above the Bank of England's 2% CPI target.
- 2.4 The lack of growth and fall in inflation meant that the Bank of England maintained the Bank Rate at 0.5% and also sanctioned an additional £50 billion of asset purchases (known as Quantitative Easing (QE)) in July, taking total QE to £375 billion. The possibility of a cut in the Bank Rate was discussed but was not implemented as the potential drawbacks outweighed the benefits.
- 2.5 The resilience of the labour market, with the unemployment rate falling to 7.8%, was the main surprise given the challenging economic backdrop. Many of the gains in employment were through an increase in self-employment and part time working.
- 2.6 The Chancellor largely stuck to his fiscal plans with the planned austerity drive extending into 2018. In March the Office for Budgetary Responsibility (OBR) halved its forecast of growth in 2013 to 0.6% which then resulted in the lowering of the forecast for tax revenues and a corresponding increase in the budget deficit. With the deterioration in the national debt position, it was not surprising that the UK's sovereign rating was downgraded by Moody's to Aa1. The AAA status was maintained by Fitch and S&P, albeit with a Rating Watch Negative and with a Negative Outlook respectively.

Annual Treasury Management Report 2012/13

- 2.7 The government's Funding for Lending (FLS) initiative commenced in August which gave banks access to cheaper funding on the basis that it would then result in them passing this advantage to the wider economy. There was an improvement in the flow of credit to mortgagees, but lending to businesses was less than anticipated.
- 2.8 One direct consequence of the Funding for Lending Scheme, and the availability of cheap cash, was the sharp drop in rates offered by banks for local authority investments. For example, at the start of the year Barclays was paying 0.91% for a three month term deposit compared to 0.45% at the end of the year.
- 2.9 Gilt yields ended the year lower than at the start in April. 10-year yields fell by nearly 0.5% ending the year at 1.72%. The reduction was less pronounced at the longer end; 30-year yields ended the year at 3.11%, around 0.25% lower than in April. Interest rates on loans from the Public Works Loan Board are set approximately 1% higher than gilt yields and so PWLB interest rates also fell but the cost of carry associated with borrowing longer-term loans, whilst investing the monies temporarily until required for capital financing, remained high.

3. Borrowing

- 3.1 In November 2012 the Public Works Loan Board (PWLB) introduced the Certainty Rate, allowing local authorities to borrow from the PWLB at a reduction of 0.20% on the Standard Rate. However, given the large differential between short and longer term interest rates, and with PWLB rates forecast to remain low for the foreseeable future, the council funded the 2012/13 capital programme using short-term borrowing from other local authorities.
- 3.2 Council borrowing as at the year-end is shown in the table below.

Borrowing Activity in 2012/13	PWLB & LOBO's £m	LA's £m	Other £m	Total 01/04/13 £m	Total 31/03/12 £m
Short Term Borrowing	16.00	16.00	0.13	32.13	15.98
Long Term Borrowing	124.54	-	0.34	124.88	128.53
TOTAL BORROWING	140.54	16.00	0.47	157.01	144.51
Other Long Term Liabilities	-	-	28.24	28.24	29.19
TOTAL EXTERNAL DEBT	140.54	16.00	28.71	185.25	173.70

- The above amounts show the principal outstanding. The figures in the council's annual accounts will be higher as they include accrued interest and other accounting adjustments.
 - The short-term borrowing includes £12 million of LOBO loans because it is possible (although unlikely) that they could be repaid in 2013/14 (see note 3.6 below).
 - The "other" borrowing of 0.47 million is an interest-free loan received by the council under the Salix Energy Efficiency Scheme. The loan is repayable over four years.
- 3.3 The council took out nineteen short-term loans during the year from other local authorities. The amounts borrowed were between £1 million and £3.97 million and for periods ranging from one week to forty weeks. Interest rates (inclusive of

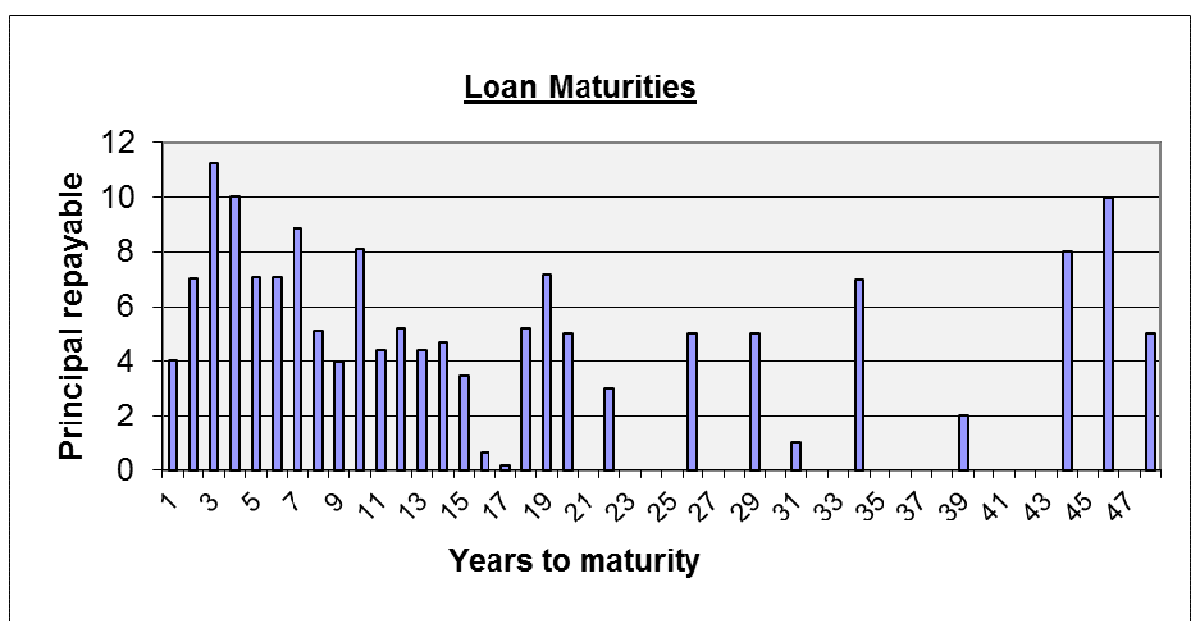
Annual Treasury Management Report 2012/13

broker's commission) ranged from 0.35% to 0.44% (average 0.39%). This is a very cost effective approach to managing borrowing to fund capital works. It produces interest savings that support the overall general fund position. This is outlined in paragraph 3.9.

- 3.4 Eight short-term loans, totalling £16 million, were outstanding at the year end, as follows.

Date Borrowed	Local Authority	£m	Period (days)	Date Repayable	Interest Rate – gross including brokers commission
26/11/12	Merseyside Transport	2.00	224	08/07/13	0.40%
30/11/12	South Yorkshire	2.00	255	12/08/13	0.42%
30/11/12	Merseyside Transport	2.00	283	09/09/13	0.44%
04/01/13	City & County of Swansea	2.00	97	11/04/13	0.35%
05/01/13	City & County of Swansea	2.00	92	08/05/13	0.40%
06/02/13	Kent Police Authority	2.00	119	05/06/13	0.40%
26/03/13	Worcestershire	2.00	16	11/04/13	0.40%
28/03/13	Worcestershire	2.00	119	05/06/13	0.40%

- 3.5 At the year end the borrowing from the PWLB consisted of 40 loans with an average remaining period to maturity of 19.44 years and an average rate of interest of 3.98%. The maturity profile of the principal repayable is shown below.



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- 3.6 In addition to the PWLB loans, the council also has two LOBO bank loans of £6 million each on which the council pays interest at 4.5% (LOBO being Lenders Option then Borrowers Option). Every six months, when the interest payment becomes due, the lender has the option to increase the interest rate being charged at which point the council can accept the revised terms or reject them and repay the loan. LOBO loans present a potential refinancing risk to the council since the decision to amend the terms is entirely at the lender's discretion. If the lenders do not revise the terms the loans mature in 2053/54 and 2054/55.
- 3.7 In February the council asked Arlingclose to investigate the possibility of repaying these loans and was advised that the penalty for early repayment would be in the region of £2.2 million for each loan. Therefore this is not considered to be an option at the present time.
- 3.8 The council's borrowing costs in 2012/13 have been as follows.

Summary of Borrowing Costs for 2012/13	Budget	Actual	Saving
	£m	£m	£m
Minimum Revenue Provision	9.95	9.78	0.17
Interest on existing loans (January 2012 position)	5.76	5.76	-
Provision for borrowing of £5.50m to be taken out before the end of 2011/12 at 4.00%	0.22	-	0.22
Borrowing requirement for 2012/13 of £6m, included at an interest rate of 4.00%	0.24	-	0.24
Interest payable on short-term borrowing in lieu of longer-term loans	-	0.02	(0.02)
Additional budget towards property disposal costs	0.05	0.05	-
Original budget	16.22	15.61	0.61
Budget adjustment relating to a reduction in capital financing contributions from directorates	(0.15)	-	(0.15)
Capitalised interest	-	(0.39)	0.39
Year end accounting adjustment: Difference between opening and closing interest accruals re longer-term loans	-	(0.02)	0.02
Budget surplus as at 31 March 2013	16.07	15.20	0.87

- 3.9 As can be seen from the above, the strategy of using short-term loan finance from other local authorities has saved the council interest of £440,000 compared to the budgeted interest on new longer-term PWLB loans.

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4 Investments

4.1 The council follows CLG's Investment Guidance which requires local authorities to focus on security and liquidity, rather than yield.

4.2 Investments held at the start and end of the year were as follows:

Investments	Balance on 01/04/2012 £m	Balance on 31/03/2013 £m
Instant Access Accounts	1.63	0.97
Term Deposits	9.50	8.50
Total	11.13	9.47
Decrease in investments		(1.66)

4.3 Security of capital remained the council's main investment objective. This was maintained by following the Council's counterparty policy as set out in its Treasury Management Strategy Statement for 2012/13. Investments during the year comprised:

- Investments in AAA-rated Money Market Funds
- Call accounts and deposits with UK Banks
- Deposits with the Nationwide Building Society
- A deposit with another Local Authority (Gateshead Council)

4.4 The council sought to optimise returns commensurate with its objectives of security and liquidity. The UK Bank Rate was maintained at 0.5% through the year.

4.5 Interest rates fell during the year, the main reason being the availability of cheap alternative finance for banks through the Funding for Lending Scheme (as noted in 2.8). For example, interest rates on the following investments have been as follows:

Investment	2 nd Apr	2 nd Jul	28 th Sep	27 th Dec	31 st Mar
Prime Rate Money Market Fund (instant access)	0.87%	0.69%	0.61%	0.46%	0.45%
Ignis Money Market Fund (instant access)	0.82%	0.72%	0.65%	0.50%	0.44%
Nationwide E.g. 3 month term deposit	0.98%	0.60%	0.51%	0.44%	0.44%
Barclays E.g. 3 month term deposit	0.91%	0.83%	0.53%	0.46%	0.45%
Lloyds Group E.g. 3 month term deposit	1.40%	1.40%	1.35%	0.70%	0.70%

Annual Treasury Management Report 2012/13

4.6 Investment income received during the year was as follows:

Month	Amount invested		Average rate of interest earned		Amount of interest earned £	Budget £	Short-fall £
	Actual £m	Budget £m	Actual %	Budget %			
Apr	22.11	30	1.15	0.90	20,643	22,500	(1,857)
May	31.94	40	1.09	0.90	29,281	30,000	(719)
Jun	32.57	45	1.07	0.90	29,008	33,750	(4,742)
Jul	32.34	50	0.93	0.90	25,653	37,500	(11,847)
Aug	31.33	45	0.98	0.90	26,123	33,750	(7,627)
Sep	28.82	45	0.99	0.90	23,445	33,750	(10,305)
Oct	28.00	45	0.99	0.90	23,491	33,750	(10,259)
Nov	25.61	40	0.98	0.90	20,506	30,000	(9,494)
Dec	31.17	35	0.92	0.90	24,387	26,250	(1,863)
Jan	32.04	35	0.92	0.90	24,831	26,250	(1,419)
Feb	28.88	30	0.87	0.90	19,265	22,500	(3,235)
Mar	16.82	30	0.91	0.90	13,221	22,070	(9,279)
Interest received in 2012/13					279,854	352,070	(72,646)
Less interest payable to third parties					(11,353)		(11,353)
Add interest receivable on loans					14,688		14,688
Add interest receivable on long-term investments					126		126
Total for year					283,315	352,070	(68,755)

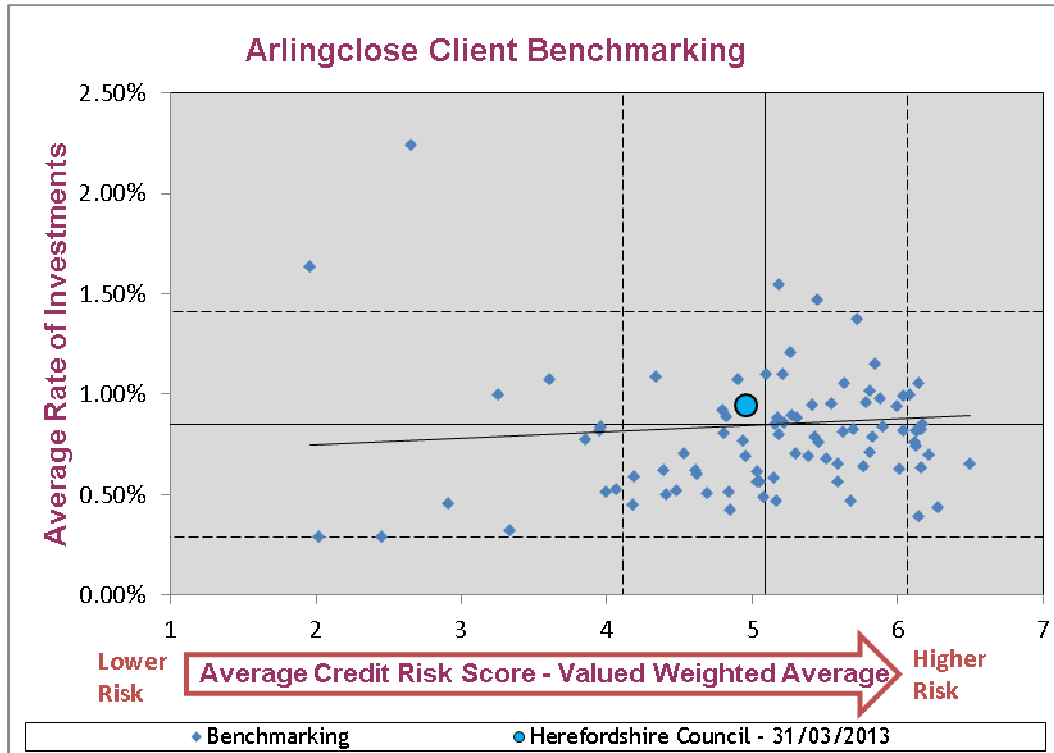
4.7 The interest received has fallen short of the amounts budgeted by £68,755. Whilst the average rates achieved have generally been higher than the budgeted rate of 0.90%, the average amounts invested have been lower.

4.8 The investment budget was set on a consistent basis with the borrowing budget assuming that the council may take out further borrowing totalling £11.5 million at the end of 2011/12 and/or at the beginning of 2012/13. The postponement of this borrowing caused investment income to fall but the reduction in income is outweighed by savings made on the borrowing side. Short-term borrowing from other local authorities reduced the gap between projected and actual investment balances but falling council reserves had the opposite effect.

4.9 The average interest rate received on investments during 2012/13 was 0.98% which was lower than the 1.15% achieved in 2011/12 because of the general fall in the rates offered by banks on term deposits. However, the rate compares favourably with the generally accepted benchmark of the average 7-day London Inter-Bank Bid (LIBID) rate of 0.49%.

Annual Treasury Management Report 2012/13

- 4.10 In addition, Arlingclose have provided the following graph where each dot represents one of their clients and shows the rate of return achieved by each compared to their level of risk. You will see that as at 31st March 2013 Herefordshire Council was earning an above average return with a lower than average level of risk.



- 4.11 Another graph produced by Arlingclose replicates the above but just shows the sixteen unitary authorities within their client base. This graph has not been reproduced here but shows returns ranging from 0.42% to 1.07% and averaging 0.75%. At the year end the council was earning 0.94% with only one unitary authority exceeding that rate and eight authorities assessed by Arlingclose as being exposed to more credit risk.

5 Compliance with Prudential Indicators

- 5.1 The Council can confirm that it has complied with its Prudential Indicators for 2012/13, which were approved on 18th February 2013 as part of the Council's Treasury Management Strategy Statement.

Details of Prudential Indicators can be found in Appendix 1.

Annual Treasury Management Report 2012/13

Appendix 1PRUDENTIAL INDICATORS**1. Background**

Prudential indicators for 2012/13, and the two following years, formed part of the Treasury Management Strategy for 2012/13 which was approved by full council before the start of the year. This Appendix looks at the indicators that were set for 2012/13 compared to the actual results for the year.

There were no significant deviations from expectations.

2. Authorised Limit and Operational Boundary for External Debt

- The Local Government Act 2003 requires the Council to set an Affordable Borrowing Limit. This is a statutory limit which should not be breached.
- The Operational Boundary is based on the same estimates as the Authorised Limit but reflects the most likely, prudent but not worst case scenario without the additional headroom included within the Authorised Limit.
- The Chief Officer – Finance and Commercial confirms that there were no breaches to the Authorised Limit and the Operational Boundary during the year.

	Approved Operational Boundary for 2012/13 £m	Approved Authorised Limit for 2012/13 £m	Actual External Debt as at 31/03/2013 £m
Borrowing	175.00	185.00	157.01
Other Long-term Liabilities	35.00	40.00	28.24
Total	210.00	225.00	185.25

3. Upper Limits for Fixed Interest Rate Exposure and Variable Interest Rate Exposure

- These indicators allow the Council to manage the extent to which it is exposed to changes in interest rates.
- The upper limit for variable rate exposure allows for the use of variable rate debt to offset exposure to changes in short-term rates on our portfolio of investments.

	Approved Limits for 2012/13	Maximum during 2012/13
Upper Limit for Fixed Rate Exposure	100%	100%
Compliance with Limits:	Yes	Yes
Upper Limit for Variable Rate Exposure	25%	10.22%
Compliance with Limits:	Yes	Yes

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4. Maturity Structure of Fixed Rate Borrowing

- This indicator is to limit large concentrations of fixed rate debt needing to be replaced at times of uncertainty over interest rates.

Maturity Structure of Fixed Rate Borrowing	Upper Limit %	Lower Limit %	Actual Fixed Rate Borrowing as at 31/03/13 £m	% Fixed Rate Borrowing as at 31/03/13	Compliance with Set Limits?
Under 12 months (Inc LOBO loans)	0%	20%	16.00	11.38%	Yes
12 months and within 24 months	0%	10%	4.01	2.85%	Yes
24 months and within 5 years	0%	30%	19.34	13.76%	Yes
5 years and within 10 years	0%	30%	18.01	12.82%	Yes
10 years and within 20 years	0%	40%	37.17	26.45%	Yes
20 years and within 30 years	0%	40%	13.00	9.25%	Yes
30 years and within 40 years	0%	40%	10.00	7.12%	Yes
40 years and within 50 years	0%	40%	23.00	16.37%	Yes
Total fixed rate borrowing			140.53	100%	

Short-term borrowing from other local authorities is categorised as variable rate borrowing and not included above.

The two LOBO loans totalling £12 million are shown as being repayable in less than one year as they need to be shown as being repayable on the earliest date on which the lender can require payment, i.e. the next call date.

5. Estimates of Capital Expenditure

- This indicator is set to ensure that the level of proposed capital expenditure remains within sustainable limits and, in particular, to consider the impact on Council Tax.

Capital Expenditure	2012/13 Estimate £'000	2012/13 Actual £'000
Total	39,362	38,563

- Capital expenditure was financed as follows:

Capital Financing	2012/13 Estimate £'000	2012/13 Actual £'000
Capital receipts	465	2,897
Government Grants	26,992	21,931
Total Financing	27,457	24,828
Prudential borrowing	11,905	13,735
Total Financing and Funding	39,362	38,563

Annual Treasury Management Report 2012/13

6. Ratio of Financing Costs to Net Revenue Stream

- This is an indicator of affordability and highlights the revenue implications of existing and proposed capital expenditure by identifying the proportion of the revenue budget required to meet financing costs.
- The ratio is based on costs net of investment income.

Ratio of Financing Costs to Net Revenue Stream	2012/13 Estimate £'000	2012/13 Actual £'000
Net Revenue Stream	143,359	143,359
Financing Costs	18,049	17,148
Percentage	12.59%	11.96%

- The actual percentage is less than the estimate due to using cheaper short-term borrowing from other local authorities, rather than longer-term finance from the PWLB, and also due to capitalising interest costs of £0.39 million.

7. Capital Financing Requirement

- The Capital Financing Requirement (CFR) measures the council's underlying need to borrow for a capital purpose. The calculation of the CFR is taken from the amounts held in the Balance Sheet relating to capital expenditure and its financing.

Capital Financing Requirement	2012/13 Estimate £'000	2012/13 Actual £'000
Total CFR	209,189	212,212

8. Actual External Debt

- This indicator is the closing balance for actual gross borrowing plus other long-term liabilities. This indicator is measured in a manner consistent for comparison with the Operational Boundary and Authorised Limit.

Actual External Debt as at 31/03/2013	£'000
Short-term borrowing (including £12 million of LOBO loans, 16 million of short-term LA loans and £4 million of PWLB borrowing repayable next year)	32,133
Longer-term PWLB borrowing	124,876
Total borrowing	157,009
Other Long-term Liabilities – Finance leases and PFI schemes	28,238
Total external debt	185,247



MEETING:	CABINET – CORPORATE & ASSETS
MEETING DATE:	20 JUNE 2013
TITLE OF REPORT:	EXECUTIVE ROLLING PROGRAMME
REPORT BY:	HEAD OF GOVERNANCE

1. Classification

Open

2. Key Decision

This is not a key decision.

3. Wards Affected

County-wide

4. Purpose

To review the Executive Rolling Programme.

5. Recommendation(s)

THAT:

- (a) the Executive Rolling Programme be reviewed and any proposed amendments be advised;
- (b) consideration be given to identifying any elements for referral to the relevant Overview and Scrutiny Committee; and
- (c) the Executive Rolling Programme be scheduled for future review by Cabinet on a quarterly basis.

6. Alternative Options

6.1 There are no Alternative Options; the Executive Rolling Programme is maintained to ensure that Members and the public are aware of planned decisions.

7. Reasons for Recommendations

7.1 To support transparency of decision-making.

8. Key Considerations

8.1 Whilst there is no requirement for Cabinet to publish or review the Executive Rolling Programme, it is the key tool by which the overall business of executive decision making can be managed and publicised. Cabinet are therefore invited to review the current programme, at Appendix A to the report, and identify any areas for amendment. It is also open to Cabinet to identify any specific items they would wish to refer to the relevant Overview and Scrutiny Committee to consider so that their views are able to inform future decision-making.

Further information on the subject of this Report is available from
John Jones, Head of Governance on Tel (01432) 260222

9. Community Impact

- 9.1 Publicising decisions to be taken in the future will support greater engagement of members and the public in decision-making, and enable a greater understanding of the broader work of the council.

10. Equality and Human Rights

- 10.1 The Executive Rolling Programme identifies decisions to be taken by the Executive; these items will need, at the time of decision-making, to consider whether there are implications in relation to the authority's public sector equality duty.

11. Financial Implications

- 11.1 None

12. Legal Implications

- 12.1 Whilst there is a requirement under Part 3, Section 9 (Publicity in connection with key decisions) of The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 to give 28 days' notice of key decisions, there is no similar requirement to publicise other decisions to be taken by the Council.

13. Risk Management

- 13.1 None

14. Consultees

- 14.1 None

15. Appendices

- 15.1 Appendix A – Executive Rolling Programme

16. Background Papers

- 16.1 None identified.

Executive Rolling Programme: June 2013

Final Decision Maker	Meeting / Decision Date	Issue Type: • KEY • Budget & Policy Framework Item (B&PF) • Non Key	Report Title	Purpose	Directorate and Lead Officer
CABINET	13/06/13 Additional Meeting	KEY	Future Contractual Arrangements	Future contractual arrangements to replace the Amey contract.	Places and Communities / Richard Ball / Rob Ewing
CABINET Portfolio – CM EH&P	20/6/13	KEY	Housing Allocations Adoption Policy	The Housing Allocation Policy describes the criteria that Herefordshire Council uses to prioritise affordable housing for those with a housing need. The Local Authority is using powers under the Localism Act 2011 which gives increased flexibility to review its policy to enable them to manage their housing registers which better reflects local demand, whilst still protecting the most vulnerable.	Places and Communities / Richard Gabb
CABINET Portfolio C&A	20/6/13	Non Key	Corporate Planning and Performance Report	To include Budget Monitoring Report; Understanding Herefordshire Annual Report; ICPR	Corporate Services / Jenny Lewis
CABINET Portfolio – H&WB	20/6/13	KEY	Open Book Review of Residential and Nursing Home Fees for Older People	To approve the future pricing model for fee increases in the future.	People's Services / Kathy McAteer
CABINET Portfolio – C&A	20/6/13	Non Key	Executive Rolling Programme		Corporate Services / John Jones

GENERAL OVERVIEW AND SCRUTINY COMMITTEE ITEMS – JUNE 2013

MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&S PRE-DECISION PRIOR TO:	
			A&G Committee	Meeting Date
18 June 2013	Local Development Framework	To consider the results of the LDF consultation prior to consideration by Cabinet		

HEALTH AND SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE ITEMS – JUNE 2013			
MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO:
			A&G Committee Cabinet Council
7 June 2013	Wye Valley Trust (tbc)	To consider the Quality Accounts	
7 June 2013	Recovery Plan for Children Safeguarding	To receive a progress report on the Action Plan.	
7 June 2013	Work Programme	To consider the Committees Work Programme	

Executive Rolling Programme: July 2013

Final Decision Maker	Meeting / Decision Date	Issue Type: • KEY • Budget & Policy Framework Item (B&PF) • Non Key	Report Title	Purpose	Directorate and Lead Officer
CABINET Portfolio – EH&P	4/7/13	B&PF *decision of Council - July requires 28 day notice	Local Development Framework	To consider the revised LDF for adoption by Council	Places and Communities / Yvonne Coleman
Audit & Governance Committee	5/7/13	N/A	Annual Audit Fee Letter and Plan		Corporate Services / David Powell
Audit & Governance Committee	5/7/13	N/A	Annual Governance Statement		Corporate Services / David Powell
Audit & Governance Committee	5/7/13	N/A	Annual Internal Audit Plan		Corporate Services / David Powell
Audit & Governance Committee	5/7/13	N/A	Audit and Governance Committee Work Programme		Corporate Services / David Powell
Audit & Governance Committee	5/7/13	N/A	Amendments to the Planning Code		
Audit & Governance Committee	5/7/13	Non-key	Appointment of independent persons to the council's standards panel	To recommend the appointment of two independent persons to the standards panel	Corporate Services / John Jones
Cabinet Member -	12/7/13	Non Key	Halo Prudential Borrowing for Purchase of Air	To approve the allocation of Capital Expenditure funded by prudential borrowing for the purchase of	Places and Communities / Mick

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Final Decision Maker	Meeting / Decision Date	Issue Type: • KEY • Budget & Policy Framework Item (B&PF) • Non Key	Report Title	Purpose	Directorate and Lead Officer
			Handling Units for Ledbury Swimming Pool	Air Handling Units for Ledbury Swimming Pool	Ligema
COUNCIL	19/7/13	N/A	Hereford and Worcester Fire and Rescue Authority Report		
COUNCIL	19/7/13	N/A	Leader's Report	To receive the Leader's report, which provides an overview of the Executive's activity since the last COUNCIL meeting.	
COUNCIL	19/7/13	N/A	Audit and Governance Committee Report including Standards Panel Report	To receive a report on standards case (Cllr Glenda Powell)	Corporate Services
COUNCIL	19/7/13	B&PF same as KD requires 28 day notice	Local Development Framework core strategy	To consider the revised LDF for adoption by Council	Places & Communities Andrew Ashcroft
COUNCIL	19/7/13	N/A	Electoral Review of Herefordshire	To receive a report on the Boundary Commission's final recommendations of the Electoral Review of Herefordshire	Corporate Services
COUNCIL	19/07/13	N/A	Appointment of Returning Officer & Electoral Registration Officer		Corporate Services John Jones
COUNCIL	19/7/13	Non-key	Appointment of independent persons to the council's standards panel	To recommend the appointment of two independent persons to the standards panel	Corporate Services/John Jones
CABINET Portfolio – C&A	25/7/13		Integrated Corporate Performance Report Q1		Corporate Services
CABINET Portfolio – CS&F	25/7/13	Non Key	Budget Monitoring Report	To report the financial position for both Revenue and Capital.	Corporate Services / David Powell
CABINET Portfolio - H&WB	25/7/13	KEY	Next Stage Integration – Wye Valley		People's Services
CABINET Portfolio – H&WB	25/07/13	KEY	Community Support Services / Domiciliary Care Element	To set out procurement approach and timeframes for a decision on whether to extend domiciliary care contracts or to procure within the current timeframes of contacts due to expire Oct 2013 To provide cabinet with options for models of domiciliary care provision for a decision which	People's Services David Powell Wayne Welsby

Final Decision Maker	Meeting / Decision Date	Issue Type:	Report Title	Purpose	Directorate and Lead Officer
		<ul style="list-style-type: none"> • KEY • Budget & Policy Framework Item (B&PF) • Non Key 		model to procure.	
CABINET Portfolio – C&A	25/7/13	KEY	Herefordshire County Network Renewal (PSN)	To outline options for Network renewal including Public Sector Network Options. To request authority to the AD with the delegated function for ICT to approve West Midlands PSN Option	Corporate Services / Jenny Lewis / Dominic Latham
Cabinet Member - CS	25/7/13	Non Key	Charging Proposals for School Transport		People's Services / Jenni Hicks

GENERAL OVERVIEW AND SCRUTINY COMMITTEE ITEMS – JULY 2013

MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO:	
			A&G Committee Cabinet Council	Meeting Date
8 July 2013	Music Service	Agreed in July 2011 to review after 2 years. To receive an update on how the service is performing since the reconfiguration of the Service in 2011 including accessibility to the service; peripatetic links to the schools and school results.		
8 July 2013	Budget Monitoring	To consider the Executives response to the Council's budget position.		
8 July 2013	Implications for Scrutiny following the Francis Inquiry Report	To consider the implications for scrutiny following the Francis Inquiry Report – Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry.		

HEALTH AND SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE ITEMS – JULY 2013				
MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO:	
			A&G Committee Cabinet Council	Meeting Date
11 July 2013	Recovery Plan for Children Safeguarding	To receive a progress report on the Action Plan.		
11 July 2013	Strategic Plan for Delivering Adult Services	To consider a quarterly report containing a schedule of performance reports outlining the savings that are being achieved through the Strategic Plan. (July12)		
11 July 2013	Health Watch	To receive a progress report on Health Watch		
11 July 2013	Work Programme	To consider the Committees Work Programme		

Executive Rolling Programme: August 2013

Final Decision Maker	Meeting / Decision Date	Issue Type:	Report Title	Purpose	Directorate and Lead Officer
Audit & Governance Committee	6/8/13	<ul style="list-style-type: none"> • KEY • Budget & Policy Framework Item (B&PF) • Non Key 			
		N/A			

Executive Rolling Programme: September 2013

Final Decision Maker	Meeting / Decision Date	Issue Type:	Report Title	Purpose	Directorate and Lead Officer
CABINET Portfolio - MC	September 2013	<ul style="list-style-type: none"> • KEY • Budget & Policy Framework Item (B&PF) • Non Key 	Waste Contract		Places & Communities / Andy Tector

Final Decision Maker	Meeting / Decision Date	Issue Type: <ul style="list-style-type: none"> • KEY • Budget & Policy Framework Item (B&PF) • Non Key 	Report Title	Purpose	Directorate and Lead Officer
Audit & Governance Committee	6/9/13	N/A	Counter-fraud and Corruption Policies – Biennial Review		Corporate Services / David Powell
Audit & Governance Committee	6/9/13	N/A	Whistle Blowing Policy – Biennial Review		Corporate Services / David Powell
CABINET Portfolio – CS&F	19/09/13	Non Key	Budget Monitoring Report	To report the financial position for both Revenue and Capital.	Corporate Services / David Powell
CABINET Portfolio – H&WB	19/09/13	Non Key	Local Account	To approve the Local Account relating to Adult Social Care Performance.	People's Services / Peter Sowerby
CABINET Portfolio - CS	19/09/13	KEY	Post 16 Learners with Learning Difficulties & Disabilities (LLDD) Review		People's Services
CABINET Portfolios – C&A	19/09/13 (TBC)	KEY	Buttermarket Refurbishment	To establish if and how the Council wishes to fund the refurbishment of the Buttermarket and to clearly set out the options available in managing the delivery of the project should it progress	Places and Communities / Chris Jenner
Council	27/9/13				

GENERAL OVERVIEW AND SCRUTINY COMMITTEE ITEMS – SEPTEMBER 2013			
MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO: A&G Committee Cabinet Council
3 September 2013	Waste Contract update	To receive an update on the Waste Contract prior to consideration by Cabinet	

HEALTH AND SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE ITEMS – SEPTEMBER 2013			
MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO: A&G Committee Cabinet Council
12 September 2013	Recovery Plan for Children Safeguarding	To receive a progress report on the Action Plan.	
12 September 2013	Work Programme	To consider the Committees Work Programme	

Executive Rolling Programme: October 2013

Final Decision Maker	Meeting / Decision Date	Issue Type:	Report Title	Purpose	Directorate and Lead Officer
Audit & Governance Committee	15/10/13	<ul style="list-style-type: none"> • KEY • Budget & Policy Framework Item (B&PF) • Non Key 			
CABINET Portfolio – CS&F	17/10/13	Non Key	Budget Monitoring Report	To report the financial position for both Revenue and Capital.	Corporate Services / David Powell

GENERAL OVERVIEW AND SCRUTINY COMMITTEE ITEMS – OCTOBER 2013	
MEETING/ ITEM	PURPOSE

BRIEFNG DATE			A&G Committee Cabinet Council	Meeting Date
7 October 2013	Root and Branch Reviews - Update	To receive an update and consider progress as it relates to this Committee.		
7 October 2013	Task and Finish Group – Income and Charging - Projected additional income	Overview and Scrutiny Committee 19 March 2012 added to the Task and Finish Report that a report be made in October 2013 setting out how much of the projected additional income had been achieved and reviewing the intended and unintended consequences of new/additional charges.		

HEALTH AND SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE ITEMS – OCTOBER 2013				
MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO:	
			A&G Committee Cabinet Council	Meeting Date
11 October 2013	Recovery Plan for Children Safeguarding	To receive a progress report on the Action Plan.		
11 October 2013	Strategic Plan for Delivering Adult Services	To consider a quarterly report containing a schedule of performance reports outlining the savings that are being achieved through the Strategic Plan. (July12)		
11 October 2013	Work Programme	To consider the Committees Work Programme		

Executive Rolling Programme: November 2013

Final Decision Maker	Meeting / Decision Date	Issue Type: • KEY • Budget & Policy Framework Item (B&PF) • Non Key	Report Title	Purpose	Directorate and Lead Officer
Audit & Governance Committee	26/11/13				
CABINET Portfolio – CM FM	21/11/13	Non Key	Budget Monitoring Report	To report the financial position for both Revenue and Capital.	Corporate Services / David Powell
CABINET Portfolio – CM CS	21/11/13	Non Key	Integrated Corporate Performance Report Q2		Corporate Services / David Powell

GENERAL OVERVIEW AND SCRUTINY COMMITTEE ITEMS – NOVEMBER 2013

MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO: A&G Committee Cabinet Council	Meeting Date
11 November 2013				

HEALTH AND SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE ITEMS – NOVEMBER 2013

MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO: A&G Committee Cabinet Council	Meeting Date
7 November 2013	Recovery Plan for Children Safeguarding Work Programme	To receive a progress report on the Action Plan.		
		To consider the Committees Work Programme		

Executive Rolling Programme: December 2013

Final Decision Maker	Meeting / Decision Date	Issue Type: • KEY • Budget & Policy Framework Item (B&PF) • Non Key	Report Title	Purpose	Directorate and Lead Officer
COUNCIL	13/12/13	N/A	Annual Report – Corporate Plan		Corporate Services
COUNCIL	13/12/13	N/A	Leader's Report		Corporate Services
COUNCIL	13/12/13	N/A	Monitoring Officer's Annual Report		Corporate Services / John Jones
CABINET Portfolio – CM FM	19/12/13	Non Key	Budget Monitoring Report	To report the financial position for both Revenue and Capital.	Corporate Services / David Powell

GENERAL OVERVIEW AND SCRUTINY COMMITTEE ITEMS – DECEMBER 2013

MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO:	
			A&G Committee Cabinet Council	Meeting Date
9 December 2013				

HEALTH AND SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE ITEMS – DECEMBER 2013

MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO:	
			A&G Committee Cabinet Council	Meeting Date
6 December 2013	Recovery Plan for Children Safeguarding Work Programme	To receive a progress report on the Action Plan.		
		To consider the Committees Work Programme		