

# Public Document Pack



## HEALTH AND WELLBEING BOARD

Wednesday, 12 July 2017 at 6.15 pm  
Conference Room, Civic Centre, Silver  
Street, Enfield, EN1 3XA

Contact: Jane Creer  
Board Secretary  
Direct : 020-8379-4093  
Tel: 020-8379-1000  
Ext: 4093  
E-mail: jane.creer@enfield.gov.uk  
Council website: www.enfield.gov.uk

## MEMBERSHIP

Leader of the Council – Councillor Doug Taylor (Chair)  
Cabinet Member for Health and Social Care – Councillor Alev Cazimoglu  
Cabinet Member for Community Safety & Public Health – Councillor Krystle Fonyonga  
Cabinet Member for Education, Children’s Services and Protection – Councillor Ayfer Orhan  
Chair of the Local Clinical Commissioning Group – Dr Mo Abedi (Vice Chair)  
Healthwatch Representative – Deborah Fowler  
Clinical Commissioning Group (CCG) Chief Officer – Noreen Dowd  
NHS England Representative – Dr Helene Brown  
Director of Public Health – Tessa Lindfield  
Executive Director of Health, Housing and Adult Social Care – Ray James  
Executive Director of Children’s Services – Tony Theodoulou  
Voluntary Sector Representatives: Vivien Giladi, Litsa Worrall (Deputy)

## Non-Voting Members

Royal Free London NHS Foundation Trust – Peter Ridley  
North Middlesex University Hospital NHS Trust – Libby McManus  
Barnet, Enfield and Haringey Mental Health NHS Trust – Andrew Wright  
Enfield Youth Parliament – Robyn Gardner, Bobbie Webster

## AGENDA – PART 1

- 1. WELCOME AND APOLOGIES**
- 2. DECLARATION OF INTERESTS**

Members are asked to declare any pecuniary, other pecuniary or non-pecuniary interests relating to items on the agenda.

- 3. THRIVE LONDON (6:20 - 6:40PM) (Pages 1 - 4)**

To receive the report of Tessa Lindfield, Director of Public Health regarding the Thrive London programme.

**4. MENTAL HEALTH CO-PRODUCTION (6:40 - 6:55PM) (Pages 5 - 12)**

To receive the report of Healthwatch Enfield further to its thematic report 'Listening to Local Voices on Mental Health'.

**5. INTEGRATION AND BETTER CARE FUND PLAN 2017-2019 (6:55 - 7:15PM)**

To receive the report of Bindi Nagra (Assistant Director, Adult Social Care, LB Enfield) and Graham MacDougall (Director of Strategy and Partnerships, Enfield CCG), seeking approval of the draft 2017-19 Better Care Fund Plan, subject to final guidance from NHS England.

**TO FOLLOW**

**6. PROGRESS UPDATE ON JOINT HEALTH AND WELLBEING STRATEGY (7:15 - 7:30PM)**

To receive the report of Tessa Lindfield, Director of Public Health.

**TO FOLLOW**

**7. REVIEW OF FORWARD PLAN (7:30 - 7:45PM) (Pages 13 - 20)**

To receive the report of Tessa Lindfield, Director of Public Health, seeking approval of a new Enfield Health and Wellbeing Board Forward Plan.

## **REPORTS FOR INFORMATION**

The following reports are for information only.

**8. HOUSING ALLOCATIONS SCHEME (7:45 - 8:00PM) (Pages 21 - 102)**

To receive the report of the Executive Director of Housing, Health and Adult Social Care, presenting the draft Housing Allocations Scheme.

**9. LBE RESPONSE TO DEPT FOR ENVIRONMENT, FOOD & RURAL AFFAIRS (DEFRA) AIR QUALITY CONSULTATION (8:00 - 8:10PM) (Pages 103 - 108)**

To receive the response sent by Councillor Daniel Anderson, Cabinet Member for Environment, for Enfield Health and Wellbeing Board to note the LB Enfield response to the air quality consultation.

**10. MINUTES OF THE MEETING HELD ON 19 APRIL 2017 (Pages 109 - 116)**

To receive and agree the minutes of the meeting held on 19 April 2017.

**11. DATES OF FUTURE MEETINGS**

Members are asked to note the dates of meetings of the Health and Wellbeing Board:

- Tuesday 10 October 2017

- Tuesday 5 December 2017
- Thursday 8 February 2018
- Tuesday 17 April 2018

All meetings take place at 6:15pm unless otherwise indicated.

Members are asked to note the dates of meetings of the Health and Wellbeing Board Development Sessions:

- Tuesday 5 September 2017
- Tuesday 21 November 2017
- Tuesday 16 January 2018
- Tuesday 20 March 2018

The development sessions take place at 2:00pm unless otherwise indicated

## **12. EXCLUSION OF PRESS AND PUBLIC**

If necessary, to consider passing a resolution under Section 100A(4) of the Local Government Act 1972 excluding the press and public from the meeting for any items of business moved to part 2 of the agenda on the grounds that they involve the likely disclosure of exempt information as defined in those paragraphs of Part 1 of Schedule 12A to the Act (as amended by the Local Government (Access to Information) (Variation) Order 2006).

There is no part 2 agenda.

This page is intentionally left blank



## MUNICIPAL YEAR 2017/18

Meeting Title:  
**HEALTH & WELLBEING BOARD**  
 Date: 12<sup>th</sup> July 2017

<b>Agenda Item:</b>
<b>Subject: Thrive LDN:        A citywide movement to improve        the mental health and wellbeing of        all Londoners</b>

Contact officer: Tessa Lindfield  
 Telephone number: 020 8379 3355  
 Email address:  
[tessa.lindfield@enfield.gov.uk](mailto:tessa.lindfield@enfield.gov.uk)

<b>Report approved by:        Tessa Lindfield        Director of Public Health</b>
--------------------------------------------------------------------------------------------

### 1. EXECUTIVE SUMMARY

The Enfield Health & Wellbeing Board has identified mental health resilience as a priority. Thrive London is a new programme launching over the summer with the support of the Mayor of London and the London Health Board which may present opportunities for Enfield.

### 2. RECOMMENDATIONS

That the Board Considers:

How best to support Enfield engagement in the Thrive LDN conversation over the summer

### 3. BACKGROUND

3.1. In April 2017 the Enfield Health & Wellbeing Board selected improving mental health resilience as one of their focus areas for action planning for the final 2 years of the Joint Health and Wellbeing Strategy. This coincided with a London Health Board programme of work on mental health, a potential opportunity to add value for Enfield. This paper describes the work to date to develop Thrive LDN, due to be launched 4<sup>th</sup> July and asks the Enfield Health & Wellbeing Board to consider whether this could be a component of its approach to mental health resilience.

## 4. REPORT

- 4.1. Building on the work of the London Health Commission, The Mayor of London has made commitments to develop London wide health policy. The London Health Board committed to explore the potential for a 'mental health roadmap' for London in December 2015 which has through a process of stakeholder engagement become Thrive LDN.
- 4.2. Two linked documents are due for consultation over the summer of 2017, the Health Inequalities Strategy and Thrive London.
- 4.3. Thrive LDN<sup>1</sup> builds on work in New York and the Midlands to create citizen led movements for change to improve the determinants of good mental health and wellbeing. The aim is to develop a core programme of activities that are best done 'once for London' supported by local actions under the Thrive LDN banner. The Health Inequalities Strategy will include a chapter on mental health inequalities coherent with Thrive LDN.
- 4.4. The conversation on Thrive LDN is due to be launched 4<sup>th</sup> July, so the full version of the launch document is not available in time for the production of HWB papers. As the subsequent Board meeting is not until the autumn this paper has been included to take the opportunity to consider the opportunity of Thrive LDN in a timely fashion. A presentation will be given at the Board to share the final Thrive LDN proposal.
- 4.5. It is understood that the aim is for Thrive LDN to become a social movement for change and the document aims to spark a conversation across London about the mental health of Londoners. The conversation will be based on work done by a series of task and finish thematic groups who have involved over 200 people to develop the approach. The thematic groups have considered the following topics: Improving everyone's understanding of mental health; employment; children and young people's mental health; suicide prevention; community resilience; and vulnerable people.
- 4.6. The Groups have suggested a range of possible actions for Thrive LDN from enhancing the successful Time for Change programme to tackle stigma in the workplace; social prescribing and mental health literacy programmes through to tackling arrest rates for looked after children and work on suicide data with coroners. The conversation over the summer aims to find out what Londoners think with a view to developing business cases for pan London work in the autumn.

---

<sup>1</sup> <https://www.london.gov.uk/what-we-do/health/london-health-board/thrive-london-improving-londoners-mental-health-and-wellbeing>

## **5. Proposal**

That the Board Considers:

How best to support Enfield engagement in the Thrive LDN conversation over the summer

2.2 How to incorporate Thrive LDN in its approach to improving mental health resilience locally.

Tessa Lindfield  
Director of Public Health

This page is intentionally left blank



## MUNICIPAL YEAR 2017/2018

**MEETING TITLE AND DATE**  
**Health and Wellbeing Board**

Director of

Contact officer and telephone number:

E mail:

**Patricia Mecinska, Chief Executive,  
Healthwatch Enfield**

[chiefexecutive@healthwatchenfield.co.uk](mailto:chiefexecutive@healthwatchenfield.co.uk)

**020 8373 6283**

**Deborah Fowler, Chair, Healthwatch  
Enfield**

[Deborah.Fowler@healthwatchenfield.co.uk](mailto:Deborah.Fowler@healthwatchenfield.co.uk)

<b>Agenda - Part:</b>	<b>Item:</b>
<b>Subject:</b>	
<b>Mental Health Co-Production</b>	
<b>Wards: ALL</b>	
<b>Cabinet Member consulted:</b>	
<b>Approved by:</b>	

**1. EXECUTIVE SUMMARY**

In December 2016, Enfield's Health and Wellbeing Board endorsed Healthwatch Enfield's latest thematic report, '*Listening to Local Voices on Mental Health*' (which can be accessed at <http://healthwatchenfield.co.uk/wp-content/uploads/2017/04/listeningtolocalvoices.pdf>). Articulating the voices of more than 220 mental health service users, professionals, and carers on their experiences of the support and services available within the borough, the report makes some 29 recommendations focussing on various aspects of service delivery and support; the report also calls for the development a local mental health co-production approach, as advocated by service users.

Enfield's Mental Health Partnership Board (which includes membership from all local stakeholders including commissioners; providers; voluntary and community sector organisations; Public Health representatives; MET Police, Housing Officers and others) has been identified as a vehicle to develop and pilot Enfield's co-production. The Mental Health Partnership Board considered Healthwatch Enfield's thematic report on mental health in December 2016 and, since then, it agreed new Terms of Reference that put co-production at the core of service design and delivery and established a work-stream focussing on developing an 'Experts by Experience' forum for Enfield.

Healthwatch Enfield has also been working with partners including Barnet Enfield and Haringey Mental Health NHS Trust, NHS Enfield Clinical Commissioning Group and Enfield Council to co-design an

action plan to pursue implementation of the recommendations of *'Listening to Local Voices on Mental Health'*.

Across the four themes outlined within Healthwatch Enfield's report, **62% of recommendations have either been implemented or work is in progress to implement** them. In some instances, work has been instigated by Healthwatch Enfield, while in others the voices that we have amplified have helped to accelerate plans that had been in development:

**(1) Theme 1: availability of support**

<b>Status</b>	<b>No.</b>	<b>Additional information</b>
Number of recommendations implemented	5	training for GPs, support for primary care through Primary Care Liaison workers, review of the Crisis and Resolution Home Treatment Team (CRHTT), provision of supported accommodation for people with long-term mental health needs and commissioning additional psychological input
Number of recommendations where work is in progress	3	Service user involvement in commissioning (co-production), awareness of mental health services within primary care, carers involvement
Number of recommendations, which will be implemented over longer-term	2	Review of the number of acute adult mental health beds available, in conjunction with a review of the availability of appropriate alternative intensive support in the community; embedding Triangle of care
Number of recommendations requiring additional support	1	Provision of support to carers through primary care

**(2) Theme 2: seamless integrated care**

<b>Status</b>	<b>No.</b>	<b>Additional information</b>
---------------	------------	-------------------------------

Number of recommendations where work is in progress	2	Inviting service users to be integral to designing ways for people's support and care needs to be met in a way that is as effortless as possible for the service user; mental health services to ensure that the service user or patient is involved in drawing up and agreeing the plan to transfer them from one service into the care of another, including GP care
Number of recommendations, which will be implemented over longer-term	2	working together to commission services that enable service users to experience more holistic, seamless care; ensuring that GPs are offering regular physical and mental health reviews to patients who have an established mental health condition

### (3) Theme 3: a person-centred approach

Status	No.	Additional information
Number of recommendations implemented	1	improving interpreting services used for health and social care, including mental health – a new provider has been appointed and their performance is being monitored
Number of recommendations where work is in progress	3	review of mental health care in Enfield to determine what level of staffing would be necessary to provide appropriately person-centred care, particularly, but not exclusively, in acute settings; exploring with local BAME (Black, Asian and Minority Ethnic) community groups and service users how to build on good practice; working with deaf people on commissioning intentions
Number of recommendations, which will be implemented over longer-term	2	NHS England and NHS Improvement should work with any other relevant bodies to enable urgent investment in the St Ann's site; review of the care pathways for people who have both a learning disability and a mental health

condition

**(4) Theme 4: communications – 4 out of 8 are in progress**

Status	No.	Additional information
Number of recommendations where work is in progress	4	<p>Service users and carers should be invited to be involved in developing clear and up-to-date information packs;</p> <p>Service users who are being transferred from specialist mental health services to the care of their GP should be helped to understand the reasons for this change;</p> <p>Service users and carers should be invited to work with professionals to draw up a protocol on what sort of information they would like to be recorded and passed on among staff to improve the seamlessness of their care;</p> <p>All providers of mental health services should ensure that the service user or patient receives clear communication around any changes to their care or support arrangements, including a clear explanation as to the reason for this change</p>

Number of recommendations, which will be implemented over longer-term	2	Mental health professionals should be more willing to listen to informal carers and to communicate with them when carers express concern over the apparent deterioration in the mental wellbeing of a patient; Care coordinators and other professionals should make every effort to keep appointments, should always let service users and carers know immediately if an appointment needs to be cancelled at short notice, and should follow up promptly with a full explanation and a rearranged appointment
Number of recommendations requiring additional support	2	Care coordinators and other professionals should receive regular, up-to-date training to ensure they understand and can explain to service users the basics of personal budgets; working together to commission mental health awareness training for frontline staff of JobCentre Plus offices in the borough

## 2. RECOMMENDATIONS

Health and Wellbeing Board members are asked to:

- (1) consider any offer of support for areas where implementing the recommendations has not progressed as it requires additional input
- (2) help to accelerate the development of a local Experts by Experience forum e.g. through commissioning this as a service

## 3. BACKGROUND

Soon after its launch in late 2013, Healthwatch Enfield became aware of quite widespread concerns that existing mental health support and services were not satisfactorily meeting the needs of local people. The health and social care watchdog heard these concerns from colleagues in local voluntary and community sector (VCS) organisations, including members of our Reference Group who generously shared their views with. Healthwatch Enfield also heard directly from local people at events, such as a consultation on the draft Enfield Mental Health Strategy in January 2014. In 2013 and early 2014, reports by the Care Quality Commission on wards at St Ann's and Chase Farm Hospitals also revealed several

serious issues and the Care Quality Commission took Enforcement Action against St Ann's Hospital in January 2014.

With its explicit role as a consumer champion and having a wealth of information at its disposal (as outlined above), Healthwatch Enfield committed resources to engage with over 220 local people to ascertain individual's perception of mental health services in Enfield.

Following publication of its third thematic report, '*Listening to local voices on mental health*', Healthwatch Enfield asked Enfield's Health and Wellbeing Board to endorse the report, its recommendation and the proposal to co-design an action plan to

This report provides an overview of work carried out to develop local mental health co-production approaches, as recommended by Healthwatch Enfield's latest thematic report, '*Listening to Local Voices on Mental Health*'; a summary of progress against 29 of the report's recommendations is also outlined.

#### **4. ALTERNATIVE OPTIONS CONSIDERED**

Not applicable

#### **5. REASONS FOR RECOMMENDATIONS**

Healthwatch Enfield's report "Listening to local voice on mental health" amplifies voices of local residents and should be utilised to enhance mental health services provision within the borough to ensure the services are more person-centred and more effective in meeting individual needs.

Significant progress has been made in implementing the recommendations articulated by local mental health service users however, support from the Health and Wellbeing Board will accelerate the work as the Board:

- (1) has the influence and decision-making powers to impact service design;
- (2) has strategic influence over commissioning decisions.

#### **6. COMMENTS OF THE DIRECTOR OF FINANCE, RESOURCES AND CUSTOMER SERVICES AND OTHER DEPARTMENTS**

##### **6.1 Financial Implications**

Training and other costs associated with improving services in the ways indicated by service users and carers. Potential costs associated with developing the 'Experts by Experience' forum.

##### **6.2 Legal Implications**

Healthwatch Enfield has a statutory role to make people's views known to improve services.

#### **7. KEY RISKS**

The risk of failing to implement the Report is that the future design and commissioning of services is not reflective of the evidence base contained

within Healthwatch Enfield's "Listening to local voices on mental health" Report, making provision less effective, more costly to the wider health and social care system and unresponsive to individuals' needs.

A risk of developing a co-production approach to implementation of the Report is that public expectations of what can be delivered are excessively raised, compared to what is achievable. This risk would need to be mitigated during the co-production process by openness about any constraints, but also a genuine willingness by all parties to co-produce.

## **8. IMPACT ON PRIORITIES OF THE HEALTH AND WELLBEING STRATEGY**

**8.1** Ensuring the best start in life: – not applicable to the short, medium and long-term actions for this priority, as outlined within Enfield Joint Health and Wellbeing Strategy 2014-2019.

**8.2** Enabling people to be safe, independent and well and delivering high quality health and care services:

Implementing the Recommendations of "*Listening to local voices on mental health*" would contribute to the delivery of high quality mental health services, help to improve service users' and carers' mental health and wellbeing, and promote a move towards parity of esteem within Enfield.

**8.3** Creating stronger, healthier communities:

Through amplifying the voices, perceptions and opinions of local people "*Listening to local voice on mental health*" demonstrates the role that community cohesion plays in improving health and wellbeing. Promoting local people's wellbeing also helps to promote healthier communities.

**8.4** Reducing health inequalities – narrowing the gap in life expectancy:

People with mental health problems tend to have poor physical health outcomes and a significantly shorter life expectancy. Implementing the Recommendations in the Report would contribute to improved mental health within Enfield and therefore would contribute to a narrowing of one aspect of the life expectancy gap.

**8.5** Promoting healthy lifestyles: – although not specifically targeting this priority, supporting people to have better mental health does give them a better foundation on which to build a healthier lifestyle.

## **9. EQUALITIES IMPACT IMPLICATIONS**

Not applicable

### **Background Papers**

Healthwatch Enfield's report, '*Listening to local voices on mental health*'

This page is intentionally left blank





## MUNICIPAL YEAR 2017/18

Meeting Title:

**HEALTH & WELLBEING BOARD**

Date: 12<sup>th</sup> July 2017

Contact officer: Tessa Lindfield

Telephone number: 020 8379 3355

Email address:

[tessa.lindfield@enfield.gov.uk](mailto:tessa.lindfield@enfield.gov.uk)

**Agenda Item:**

**Subject: A new HWB Forward Plan**

**Report approved by:**

**Tessa Lindfield**

**Director of Public Health**

### 1. EXECUTIVE SUMMARY

The Enfield Health & Wellbeing Board identified a series of priorities at its last meeting. This paper proposes an amended forward plan in the light of this decision.

### 2. RECOMMENDATIONS

- 2.1. The Board agrees the proposed forward plan at Appendix B as a starting point.
- 2.2. The forward plan is regularly updated and considered at each Board and Executive meeting.
- 2.3. The Board trials an information bulletin for the next meeting.

### 3. BACKGROUND

- 3.1. The Enfield HWB has recently decided on new processes for reviewing progress against the Joint Health & Wellbeing Strategy (JHWS). A performance grid of outcomes was agreed with 10 areas of interest for enhanced monitoring of which 3 were identified for focussed action planning. In addition, the Board has agreed to work jointly with the Safe and Strong Communities Board on tackling

domestic violence. This paper amends the forward plan in the light of these decisions.

#### 4. REPORT

4.1. During 2017 the Enfield HWB has been examining progress against the JHWS 2014-19 and deciding on areas for action in the final 2 years of the strategy. The selected priorities are illustrated below

### Enfield HWB Priorities 2017 - 2019



4.2. Following the HWB decision and discussions in 2017 development sessions, new performance reporting arrangements have been developed. The Board will receive an annual report on progress against the JHWS and other Board duties and programmes, including the Joint Strategic Needs Assessment.

4.3. In order to closer monitor progress against the JHWS, the performance measures grid will be made available online, updated when new data becomes available. A monitoring paper for the 10 areas of interest for enhanced monitoring will go to each Board meeting highlighting successes and challenges. The paper will indicate where collective Board action could be considered to unblock obstacles or accelerate progress.

4.4. The Board identified a specific interest in domestic violence issues but acknowledged that the SSCB had work in train to develop a new

strategy for Enfield and was developing a strong reputation for its communications work on the topic. In the spirit of identifying where the HWB could add value, a joint session between the SSCB and the HWB on domestic violence is planned for September 5th.

4.5. The three priorities for action were selected as those where collective action was needed for progress and there was no joint plan in place. In order to develop the plan and for partners to commit to action, a workshop is proposed on each of the three priorities, Healthy Weight, Best Start in Life and Mental Health Resilience.

4.6. The existing forward plan was developed before these priorities were identified. The items on the plan were the result of nominations from members in 16/17 and is shown at Appendix A.

4.7. In practice it has proved difficult to stick to the plan as the HWB workplan has developed considerably this year and agendas fill up with urgent business and updates on Board programmes of work. A more usable forward plan, would need to be a flexible document, regularly reviewed and amended, incorporating Board decisions as they are made.

4.8. In order to relieve pressure on the HWB agendas, some items for information only could be included in an information bulletin rather than be considered as full papers by the Board. The bulletin would contain a short item on topics of interest with links and contacts should further details be required.

## **5. Proposal**

5.1. The Board agrees the proposed forward plan at Appendix B as a starting point.

5.2. The forward plan is regularly updated and considered at each Board and Executive meeting.

5.3. The Board trials an information bulletin for the next meeting.

APPENDIX 1 original forward plan



EJH&WB Strategy Priorities	ITEM	Lead Officer	Feb 2017	April 2017	July 2017	Oct 2017	Dec 2017
Ensuring the best start in life	<b>NMUH CQC report</b>	Libby McManus	Review				
	<b>NMUH joining RFL vanguard</b>	Libby McManus	Presentation				
	<b>Joint Health and Wellbeing Strategy</b>	Tessa Lindfield	Review				
	<b>Better Care Fund Plan- Awaiting time scales from NHS England.</b>	Bindi Nagra	Review				
	<b>Sub Committees-work programme</b>	Sam Morris	Review				
	<b>STP (Prevention)</b>	CCG	Presentation				
Enabling people to be safe, independent and well and delivering high quality health and care services	<b>Better Care Fund Plan</b>	Bindi Nagra		Report			
	<b>Healthy Hospitals</b>	Ailbhe Breathnach					
	<b>CCG Operating Plan</b>	Sarah Thompson		Report			
	<b>Funding Challenges Adult Social Care</b>	Litsa Worrall/Ray James		Report			
	<b>Health and Adult Social Care Integration</b>	Bindi Nagra		Report			
	<b>Health in all Policies (HIAP)</b>	Glenn Stewart		Report			
Creating stronger, healthier communities	<b>Commissioning Plans</b>	Bindi Nagra			Review		
	<b>Memberships</b>	Sam Morris			Review		
	<b>Progress Updates</b>	Tessa Lindfield			Report		

	<b>Joint Health and Wellbeing Strategy</b>						
	<b>Annual Public Health Report</b>	Tessa Lindfield				<b>Review</b>	
	<b>Health Inequalities Review</b>	Tha Han				<b>Review</b>	
<b>Reducing health inequalities – narrowing the gap in life expectancy</b>	<b>Voluntary Sector Representation Arrangements</b>	Sam Morris				<b>Report</b>	
	<b>Overview and Scrutiny Workplan</b>	Claire Johnson				<b>For Information</b>	
	<b>Adult and Children Safeguarding Reports</b>	Tony Theodoulou				<b>For Information</b>	
	<b>New Models of Care</b>	Graham McDougall				<b>Report</b>	
	<b>STP Update</b>	Mo Abede					<b>Presentati on</b>
<b>Promoting healthy lifestyles and making healthy choices</b>	<b>CCG and LBE Financial and Commissioning Intentions</b>	Sarah Thompson/Ray James					<b>Report</b>
	<b>Health and Social Care Integration Plans</b>	Bindi Nagra					<b>Report</b>
	<b>LBE Budget Consultation</b>	James Rolf					<b>Consultati on</b>
	<b>Review of the EH&amp;WB</b>	Sam Morris					<b>Review</b>

## Appendix 2 New plan



<b>Enfield Health &amp; Wellbeing Board – Forward Plan</b>	
<b>Date time and Venue</b>	<b>Key Themes to be Considered</b>
12 July 2017 6.15pm – 8.15pm Room 1 Civic Centre Silver St Enfield EN1 3XL	JHWS progress Forward Plan Housing Allocations Scheme consultation STP Thrive London Mental Health Co-Production
10 October 2017 6.15pm – 8.15pm Conference Room Civic Centre Silver St Enfield EN1 3XL	Report of Joint SSCB HWB session on Domestic Violence Commissioning Intentions and Plans Health Improvement in Enfield Safeguarding Annual Reports New models of care STP progress HWB & OSC JHWS Progress JSNA progress Healthy Enfield Website progress
5 <sup>th</sup> December 2017 6.15pm – 8.15pm Room 1 Civic Centre Silver St Enfield EN1 3XL	JHWS Progress Integration LBE Budget consultation Healthy Hospitals – the experience of the RFH and CFH HWB Governance
8 <sup>th</sup> February 2017 6.15pm – 8.15pm Room 1 Civic Centre Silver St Enfield EN1 3XL	JHWS Progress
17 <sup>th</sup> April 2017 6.15pm – 8.15pm Conference Room Civic Centre Silver St Enfield EN1 3XL	JHWS Progress

<b>Enfield Health &amp; Wellbeing Board Development Sessions Forward Plan</b>	
<b>Date time and Venue</b>	<b>Key Themes to be Considered</b>
5 <sup>th</sup> September 2017 2.00pm – 5.00pm Room 1 Civic Centre Silver St Enfield EN1 3XL	<i>Joint work on domestic Violence with SSCB – How can HWB add value?</i>
21st November 2017 2.00pm – 5.00pm Room 3 Civic Centre Silver St Enfield EN1 3XL	<i>Improving Mental Health Resilience in Enfield</i>
16th January 2017 2.00pm – 5.00pm Room 1 Civic Centre Silver St Enfield EN1 3XL	<i>Our Approach to Healthy Weight</i>
20th March 2017 2.00pm – 5.00pm Room 1 Civic Centre Silver St Enfield EN1 3XL	<i>The Best Start in Life in Enfield</i>

This page is intentionally left blank



**MUNICIPAL YEAR 2017/2018 - REPORT NO.****Health and Wellbeing Board  
12<sup>th</sup> July 2017**

Report of Executive Director of  
Housing, Health and Adult Social Care

Contact officer and telephone number:  
Laura Martins, Strategy and Policy Hub  
Manager, x 5810

Email: [Laura.Martins@enfield.gov.uk](mailto:Laura.Martins@enfield.gov.uk)

<b>Agenda - Part:</b>	<b>Item:</b>
<b>Subject: Housing Allocation Scheme Consultation</b>	
<b>Wards: All</b>	
<b>Cabinet Member consulted:</b>	
<b>Cllr Ahmet Oykenner, Cabinet Member for Housing and Housing Regeneration</b>	
<b>Approved by:</b>	

**1. EXECUTIVE SUMMARY**

The Council has been undertaking a review of the Enfield Council Housing Allocation Scheme, under the sponsorship of the Director Health, Housing and Adult Social Care and the Director of Regeneration and Environment. The work has been supported by a multi-departmental officer working group.

We have completed a review of the existing Scheme to propose a number of amendments to ensure it meets current legal requirements; to make the Scheme clearer for the public, staff and Members to navigate and understand and to ensure it retains synergy with the Council's strategic aims.

The draft Scheme and the consultation questionnaire are being presented to the Health and Wellbeing Board for information, to invite feedback and to ask Board Members to promote the consultation amongst their organisations' staff and service users.

**2. RECOMMENDATIONS**

The Health and Wellbeing Board is asked to:

- Consider the draft Housing Allocation Scheme and provide feedback
- Promote the public consultation amongst staff and service users and encourage all stakeholders to provide their feedback.

### **3. BACKGROUND**

We have an ambition to make Enfield a better place to live and work, and access to good quality and affordable housing is a vital part of this vision. The severe shortage of affordable homes across London combined with national reforms of welfare provision mean that achieving this vision is one of the biggest challenges facing the Council.

There is a severe shortage of social rented homes in Enfield. This means we need to prevent more people from becoming homeless, support people to find settled homes in the private rented sector and ensure efficient practice in how the small number of social rented homes in Enfield are allocated and managed.

Our Housing Allocation Scheme is a rationing system: it determines who gets help, who doesn't and why. The scheme does not create housing supply, but rather it sets out how we prioritise the allocation of social housing and how we will support households to find settled accommodation in the private rented sector.

We launched a public consultation on the new draft Scheme on 14<sup>th</sup> June 2017 which will close after 12 weeks on Friday 8<sup>th</sup> September 2017. The consultation documents are available at [www.enfield.gov.uk/consultations](http://www.enfield.gov.uk/consultations)

We are inviting everyone to take part in the consultation. This means residents, professionals and other stakeholders can participate in the consultation by:

- reading our new scheme, available on our website;
- telling us what they think about the changes we've made by completing our survey, also available on our website;
- emailing us to tell us their views at [consultation@enfield.gov.uk](mailto:consultation@enfield.gov.uk)

The consultation is being promoted via posters in council buildings across the borough, in the local press and that of neighbouring boroughs, on social media and through a digital campaign. We are writing to all applicants on the housing register for whom we have an email contact, to inform them of the consultation, and inviting them to complete the online questionnaire. In addition, council officers will be available in community settings during the consultation period, to talk to members of the public about the review and complete the online survey with them. We are also holding a workshop with registered providers to discuss the new Scheme.

### **4. ALTERNATIVE OPTIONS CONSIDERED**

Alternative options considered included preserving the present allocations scheme. This was felt to be unacceptable as it was in need of review and in the light of legal challenges made to other similar local authorities, amendments were needed. Various options for reconfiguring the points system and categorisation of clients in housing need have been considered. The final draft has been produced reflecting Member feedback, officer views and legal advice from the specialist Barrister commissioned to review our Scheme.

## **5. REASONS FOR RECOMMENDATIONS**

We are reviewing our Scheme in order to:

- continue to prioritise applicants fairly
- continue to meet all our legal duties
- develop how we prevent homelessness
- continue to effectively manage estate regeneration and temporary housing pressures
- Make the way we allocate socially rented homes clearer for everyone to understand
- act on the commitment we made in 2012 to review the Scheme.

We're aiming to simplify the scheme, so that members of the public understand as clearly as possible the realistic options available to them and to reduce the risk of litigation which an overly complex scheme can create. We're changing how we structure the document, how we explain processes, and how we group applicants based on their types of needs. We are making some changes on how we assess applicants' eligibility for joining the housing register; how applicants are prioritised based on their needs; and how we work with applicants who do not make bids.

We are also aiming to reduce the size of the register to realistic levels in order to realign expectation and reality more closely and reduce the administrative burden. This includes introducing a threshold of points an applicant will need in order to be able to bid.

## **6. COMMENTS OF THE DIRECTOR OF FINANCE, RESOURCES AND CUSTOMER SERVICES AND OTHER DEPARTMENTS**

### **6.1 Financial Implications**

There may be short/medium terms resources required specifically relating to IT and the Assessment service to implement the required changes and on-going equalities monitoring. These have not been quantified at this stage. Once quantified the service should look to contain within existing resources wherever possible. Should this not prove possible there is a limited amount of funding available to help in the interim.

In the longer term the amendments should benefit the Council through greater efficiency and also save money as the process should be clearer and more straight forward for tenants with less input needed from staff. A clearer policy limits the possibility of errors and misinformation meaning staff time is utilised more productively. There may also be a cost avoidance benefit as we are less likely to be open to Legal challenge regarding the allocations policy due to a more rigorous framework.

### **6.2 Legal Implications**

Section 166A(1) of the Housing Act 1996 says that every local authority must have a scheme ("housing allocation scheme") for determining

priorities and the procedures to be followed in allocating housing accommodation. A local authority can only allocate housing in accordance with their housing allocation scheme, section 166A(14) and must publish a statement of the authority's policy on offering applicants a choice of accommodation or the opportunity to express preferences about the accommodation to be allocated to them. All aspects of the allocation process must be covered in the scheme, including the people by whom decisions are taken.

When preparing or modifying a housing allocation scheme a local authority must ensure that the scheme complies with the requirements of Part 6 of the Housing Act 1996.

In framing the housing allocation scheme the local authority must have regard to their duties under the Equality Act 2010 to ensure the scheme is free from unlawful discrimination. Similarly, the local authority must have regard to their duty pursuant to section 11 Children Act 2004. The duty obligates the local authority to ensure their functions (in this regard housing allocation functions and framing and implementing the allocation scheme) are discharged having regard to the need to safeguard and promote the welfare of children.

The local authority will need to undertake a consultation process on the proposed allocation scheme. Whenever an allocation scheme is being altered and that reflects a major change of policy, the authority must ensure within a reasonable time that those likely to be affected by the change have the effect brought to their attention, taking such steps as the authority considers reasonable, section 168(3) Housing Act 1996. A major policy change is one which will affect a large number of applicants or a significant alteration to procedures. Likewise, section 166A(13) requires authorities, before adopting an allocation scheme, or altering a scheme to reflect a major change of policy to send a copy of the draft scheme, or proposed alteration to every private registered provider with which they have nomination arrangements and ensure they have a reasonable opportunity to comment on the proposals. As well as the statutory duty to consult the consultation process itself must be transparent, fair and give those affected and interested stakeholders a reasonable opportunity to comment.

The recommendations in this report and the action that is being taken to amend the current allocation scheme are all within the local authority's powers and in compliance with the law.

## **7. KEY RISKS**

Key risks for the housing allocations scheme include the risk of running a scheme that is not legally sound and this is mitigated by the thorough Legal support that has been provided throughout the amendment process, including a formal assessment of the new draft scheme by Counsel. There are also risks in terms of being able to provide a scheme that residents and frontline staff can understand. We believe that the 'plain English'

approach adopted and the simplification of categories means that this risk can be minimised.

The changes we are proposing will have an impact on existing applicants, whose points will need to be re-assessed and changed accordingly. This will have a short/ medium term resource implication for the Council, which will need to be sufficiently accounted for.

The Council will also need to ensure that there is effective monitoring of the new Scheme, including equalities monitoring, to review the ongoing impact of the changes once the new scheme is operational.

## **8. IMPACT ON PRIORITIES OF THE HEALTH AND WELLBEING STRATEGY**

### **Ensuring the best start in life**

A more transparent, rationalised Housing Allocations Policy will contribute towards ensuring the best start in life for Enfield residents by bringing greater clarity and equity to the process of allocating housing in the borough.

### **Enabling people to be safe, independent and well and delivering high quality health and care services**

By fairly and transparently allocating housing to those in need the Scheme will enable people to live safer and more independent lives and avoid people being placed into or being offered unsuitable accommodation.

### **Creating stronger, healthier communities**

A clearer and fairer system of housing allocation will give the Council an even better understanding of the nature and composition of our client base and this will support the development of targeted health interventions.

### **Reducing health inequalities – narrowing the gap in life expectancy**

By improving the transparency of the Council's approach to allocation we should enable greater levels of bespoke assistance to be directed at client groups managing health issues that directly impact on life expectancy.

### **Promoting healthy lifestyles**

The new allocations approach will allow for Public Health colleagues to engage in partnering work to consider how to best target the client base to promote healthy lifestyles and encourage healthy living and life choices.

## **9. EQUALITIES IMPACT IMPLICATIONS**

A predictive Equality Impact Assessment (EQIA) has been completed in relation to the proposed changes we are planning to make to the Scheme.

This impact assessment of the draft scheme has not identified any adverse impact on any protected characteristic. The proposed changes are being further considered through consultation with the public. Council officers will be in community settings across the borough during the consultation period in order to capture the views of people with different protected characteristics. The EQIA will be developed further based on the final Scheme, which will be finalised in response to the results of the public consultation.

The overarching aim to simplify the scheme, so that members of the public understand as clearly as possible the realistic options available to them, is expected to contribute to eliminating discrimination, promoting equality of opportunity, and fostering good relations between different groups in the community.

### **Background Papers**

- Draft Enfield Housing Allocation Scheme
- Housing Allocation Scheme consultation questionnaire
- Overview of eligibility and qualification for the housing allocation scheme (flowchart)

The consultation documents are available at: at [www.enfield.gov.uk/consultations](http://www.enfield.gov.uk/consultations)



## Housing Allocation Scheme

### Letting affordable and social rented homes in Enfield

**Draft Scheme for public consultation June to September 2017**

Scope	The allocation scheme sets out who can apply for affordable and social rented housing in Enfield, how applications are assessed and how we set the priorities for who is housed. It also sets out other housing options, including private rented sector, intermediate rent and shared ownership.
Approved by	<i>Draft copy for consultation – Final version due to be taken to Cabinet winter 2017</i>
Approval date	<i>TBC</i>
Document Author	Strategy, Partnership, Engagement and Consultation Hub
Document owner – Corporate	Director of Health, Housing and Adult Social Care; and Director of Regeneration and Environment
Document owner – Portfolio Holder	Portfolio Holder Housing and Housing Regeneration

## CONTENTS

1.	INTRODUCTION.....	4
1.1	Strategic context and legal framework.....	4
1.3	Equality.....	5
1.4	How we developed our draft allocation scheme.....	6
2.	HOUSING CHOICES .....	7
2.1	Private rented homes .....	7
2.2	Social and affordable rented homes .....	7
2.3	Intermediate or other low cost rental options .....	9
2.4	Low cost home ownership .....	9
2.5	Support with moving out of the area .....	10
2.6	Supported housing .....	10
2.7	Sheltered housing .....	10
3	ELIGIBILITY AND QUALIFICATION FOR THE SOCIAL HOUSING REGISTER.....	11
3.1	People subject to immigration control.....	11
3.2	Behaviour.....	11
3.3	Household income, assets and savings.....	12
3.4	A local connection to Enfield .....	13
3.5	Young people.....	14
4	APPLYING TO JOIN THE SOCIAL HOUSING REGISTER.....	14
4.1	Registering online .....	14
4.2	Providing full and accurate information.....	15
4.3	Who applicants can include on their application .....	16
4.4	What are the options for people who cannot be included on the applicant's application? .....	18
4.5	Keeping information up to date.....	18
5.	HOW WE ASSESS THE NEEDS OF THE HOUSEHOLD .....	19
5.1	Points.....	19
5.2	How we assess the size of property a household needs .....	19
5.3	How we assess health and wellbeing needs .....	22
5.4	Assessing levels of overcrowding.....	24
5.5	Enfield's Definition of employment/ working households .....	24
5.6	Dealing with exceptional cases .....	25
5.7	Reducing an applicant's level of housing priority .....	25



5.8	Removing applicants from the housing register .....	26
6.	HOW APPLICANTS ARE PRIORITISED .....	26
6.1	Group 1: Existing Enfield Council and housing association tenants, homeless applicants and private rented sector tenants in insanitary, unsuitable or overcrowded accommodation .....	27
6.2	Group 2: Enfield Council's estate regeneration applicants with decant status .....	31
6.3	Group 3: Applicants in particular circumstances .....	32
6.4	Group 4: Applicants who require a wheelchair adapted property .....	35
6.5	Group 5: Applicants seeking a home for older people .....	36
7.	THE BIDDING PROCESS .....	42
7.1	How to bid for a property .....	42
7.2	What is an eligible bid? .....	42
7.3	Help with bidding .....	42
7.4	Bidding for the right home .....	42
7.5	Applicants who are not bidding .....	43
7.6	Short listing, verifying applications and making an offer .....	44
8	DIRECT OFFERS .....	45
8.1	Reciprocal arrangements with housing associations on direct offers .....	46
9	APPLICANTS WHO DO NOT ACCEPT AN OFFER OF A HOME .....	46
10	MANAGING SUPPLY .....	48
10.1	Assigning an expected quota of homes to each demand group: the lettings plan .....	48
10.2	Assigning available homes to a demand group based on the lettings forecast .....	49
10.3	Local lettings plans for new homes .....	49
11	APPLICANTS' RIGHTS .....	50
11.1	Data protection .....	50
11.2	Applicant's right to request information or a review .....	51
11.3	Complaints .....	52

## 1. INTRODUCTION

Our Housing Allocation Scheme explains who social and affordable rented council and housing association homes in Enfield are for. It sets out the eligibility and qualification criteria for joining our housing register and explains how we prioritise applicants.

There is a severe shortage of social and affordable rented homes in Enfield. This means that many of the single people and families on our housing register are unlikely to receive a social and affordable rented home in the foreseeable future.

We need to ensure that social and affordable rented housing goes to those who need it most. We will ensure efficient practice in how the small number of social and affordable rented homes in Enfield are allocated and managed. We will allocate social housing that becomes available in Enfield so that people in housing need are treated fairly, given choice and so that we can build strong communities and deliver growth and sustainability.

We allocate accommodation when we:

- select a person to be a secure, flexible or introductory tenant of accommodation held by us, as a provider of Council housing;
- nominate a person to be a secure, flexible or introductory tenant of accommodation held by another housing authority;
- nominate a person to be an assured, flexible or introductory tenant of accommodation held by a Registered Provider.

Households who became homeless after November 2012 will be made a reasonable offer of private rented sector accommodation, due to the shortage of council and housing association homes in the borough.

We aim to prevent homeless and support Enfield residents to find settled homes in the private rented sector and in intermediate affordable housing (such intermediate rent housing, which is typically let at 20% below the market rate; or shared ownership).

### 1.1 Strategic context and legal framework

We are committed to delivering high quality housing and services to our local residents now and in the future. Our [housing, homelessness and tenancy strategies](#) explain how we will prevent homelessness; increase the supply of well-managed, good quality and affordable homes; promote housing choices and build strong neighbourhoods. We have taken into account the assessment of the needs of gypsies and travellers, in accordance with the Housing Act 2004

Our tenancy strategy and policy explains the types of tenancy we grant to tenants of Enfield Council and the issues registered providers in Enfield should have regard to when formulating their tenancy policies.

Enfield Council's allocation scheme operates within a legal framework which includes the Housing Act 1996 (as amended by the Homelessness Act 2002 and the Localism Act 2011) and regulations issued by government relating to allocations.

We are required by law in part 6 of the Housing Act 1996 to have a housing allocation scheme, which shows how we prioritise the allocation of social housing and the procedures that we will follow. This legislation and guidance from the Government requires that certain groups are given 'reasonable preference' within the scheme so they can be given priority when they apply for Council and Housing Association homes.

The statutory reasonable preference groups include those who:

- live in unsatisfactory housing which is, for example, overcrowded or lacking facilities
- need to move due to a medical condition or disability, those who need to move for health related or welfare reasons, including care leavers and people with high level support needs
- are homeless or at risk of homelessness
- need to move to a particular locality within the local authority area where it would cause hardship if they were unable to do so.

We can also give additional preference to households in one of the reasonable preference groups listed above. By law we must give additional priority to applicants who are current or previous members of the armed forces and who are in housing need. We also give additional preference to Enfield Council and Housing Association tenants who are severely overcrowded.

We give preference to some other applicants who are not included in any of the above groups. These include our Council tenants who need to move to a smaller home due to changes in welfare benefit entitlement and where they can no longer afford to occupy their current homes, or they need to move because their home is part of an estate regeneration scheme.

Under the Localism Act 2011, local authorities can identify groups who will not qualify for an allocation of social housing, by taking into account:

- a household's ability to meet their own housing costs
- any behaviour that affects a person's ability to be a suitable tenant
- local connection between the household and the local authority.

Under the Localism Act 2011, we can also discharge our duty by an offer of suitable accommodation into the private rented sector to any household who became homeless after November 2012.

### **1.3 Equality**

Enfield is changing and growing rapidly. We value our diverse community and will seek to ensure all applicants have fair access to homes in Enfield and to the services we provide. We want to reduce inequality and help people, communities, businesses and the Council itself to make the best use of the resources available.

Applicants who need any information on how we allocate homes translated into another language or format, or need assistance with any forms or documents regarding the allocation of homes, should contact us on 020 8379 1000.

#### **1.4 How we developed our draft allocation scheme**

This is a draft of our reviewed Housing Allocation Scheme. We are carrying out a public consultation on this draft from June to September 2017.

We are completing an Equality Impact Assessment of the new Scheme which considers the impact of the proposed policy changes on groups protected by the Equality Act 2010. We will further assess the equality impact of the new scheme using the results of the consultation on the new draft scheme.

Enfield's Lead Member for Housing and Housing Regeneration first reviewed the proposed policy changes in July 2016 and subsequently the draft document is being further considered by the Lead Member with the support of Labour Group Members.

The final draft of the scheme is scheduled to be presented for approval by Cabinet in winter 2017.

There will be an on-going operational review of Enfield's Allocations Scheme during the first year of its operation following Cabinet approval. Minor amendments will be agreed by the Cabinet Member for Housing and Housing Regeneration to address practical issues revealed by the on-going review or made necessary due to further legislation or case law.

The scheme will have a full review periodically and the new Scheme following this full review will be taken to Cabinet for approval.

## **2. HOUSING CHOICES**

There is a limited supply of social and affordable housing available for letting each year in Enfield. Applicants are strongly advised to consider all options, as even applicants awarded a high priority under this allocation scheme may find their needs met more quickly through alternative options. For others, they will not be eligible for the register for social and affordable rented homes, and will need to consider other options available to them to meet their housing need.

### **2.1 Private rented homes**

Applicants may be able to find good quality private rented accommodation which is available to move into straight away. Applicants are advised to contact local lettings agencies, respond to adverts in local papers and look online to find a home for rent.

For most households, the private rented sector will be their only option, because they are not eligible for points on the register or will not be awarded sufficient points in order to successfully bid for a social or affordable rented home.

Most homeless applicants living in accommodation provided by Enfield Council owed a full homelessness duty under homelessness legislation, who became homeless after November 2012, will be made an offer of a private rented home to discharge the Council's duty.

The Fresh Start Rent Deposit Scheme can help Enfield Council tenants and households in Enfield's Temporary Accommodation to find a private rented home with the help of a rent deposit.

We will advise single people about their options, which will vary depending on their age and circumstance. For people under age 35, we will give advice and support with locating an affordable room in a shared house in the private rented sector. For people over 35, who are entitled to a higher rate of Local Housing Allowance (LHA), we will give advice and support with finding an affordable self-contained home in the private rented sector. We will also give advice and support to all people presenting as homeless on finding work or claiming benefits to help pay for the rent. People with support needs can apply for floating support services to help with keeping the tenancy going and budgeting advice.

We aim to make improvements in the quality of private rented accommodation, in order to support people to stay in their existing home. Our Private Sector Housing Enforcement Team supports tenants who may be having problems with their landlord, or where their property is in a poor state of repair. We will also support older people or people with disabilities to make adaptations to their existing home, whether it is a privately rented home or a home that they own.

### **2.2 Social and affordable rented homes**

Applicants who are successful in applying to be on our social and affordable housing register and who are awarded a sufficient level of points, can choose which available

property they would like to live in by bidding for available properties which are advertised on the Council's Choice Based Lettings system. Eligible applicants can register their interest in up to three properties per week.

As well as being advertised on the Council's Choice Based Lettings website, vacant properties may also be posted weekly to housing applicants who have requested a paper copy of the adverts.

Each advert for an available home will identify:

- key features of the property
- how big it is
- whether it is suitable for people needing accessible housing (eg level access)
- who the landlord is – whether the council or a registered provider/ housing association
- what type of tenancy is being offered - tenancies will be either lifetime secure or assured, or increasingly will be flexible or fixed term secure or assured tenancies, which offer security of tenure for a fixed time period. Depending on the landlord, an introductory or starter tenancy may be offered. These are 'probationary tenancies' which provide reduced security of tenure during their first year. If the tenancy is conducted to the landlord's satisfaction, it will automatically convert to a secure tenancy or assured tenancy after 12 months have elapsed.
- what the rent and any service charges are – homes will either be social rented, or affordable rented. Rent levels for social rented housing are determined through a national rent regime. Affordable rented housing is subject to different rent controls that require a rent of no more than 80 per cent of the local market rent (including service charges, where applicable). Affordable rented housing tends to be let at higher rents than affordable rented housing.

In exceptional circumstances the Council may have to withdraw a home from the Choice Based Lettings system after it has been advertised and bids received. This will happen if the property is needed for a household in an emergency; or if it has been incorrectly advertised. If a home has been incorrectly advertised it may be withdrawn at any point prior to an applicant signing the tenancy agreement.

In some circumstances, applicants are made a direct offer of a home rather than waiting to find a home through choice based lettings. We take applicant's preferences into account as far as possible when making a direct offer of a home.

Information is published regularly on the Council and the Choice Based Lettings websites on how vacant social and affordable rented homes in the borough have been let; including where homes were located, the type of homes let, which categories of applicants were housed, how many were let by choice based lettings and how many were let by direct offer. This information will enable applicants to compare their own circumstances with those housed and understand better their own chances of being housed.

It is not always possible to meet all the preferences of applicants. There is a severe shortage of Council and housing association homes in Enfield and most social and affordable rented homes are concentrated in the east of the borough. For this reason, although an applicant may want to live in a particular area of the borough, they may need to choose to bid for homes in an area where the type of property they would like is available. We expect applicants to be flexible, consider compromising and decide what is most important when making decisions about their preferences for a social or affordable rented home: this will involve applicants balancing different considerations, including the geographical area, type of housing and the preferred landlord.

The consequences for refusing offers are clearly set out in this Scheme. For example, applicants who think they may be able to hold out for a house rather than a flat in their area of their choice may find their housing application is cancelled if they refuse offers of accommodation the Council believes are reasonable and meet the needs of the applicant's household.

It is particularly unlikely that we will be able to fulfil every aspect of applicants' preferences:

- where an existing Council or housing association tenant needs to be moved urgently
- where the applicant needs accommodation which rarely becomes available, for example, wheelchair-adapted accommodation or homes with 4 or more bedrooms
- where an applicant has not engaged with the choice based lettings system and the Council has decided to make them a direct offer.

All applicants should consider other options available to them, including options in the private rented sector, where a home which meets their needs may become available much more quickly than waiting for a social or affordable rented home.

### **2.3 Intermediate or other low cost rental options**

In addition to Council and housing association homes which are let at significantly lower than market rents, the Council's Choice Based Lettings system also advertises some housing association and Enfield Council Housing properties with higher rents up to 80 per cent of local market rents. These homes will be clearly marked as 'Affordable Housing' when advertised online. Affordable housing rents usually include service charges that tenants will need to pay for the home.

All applicants with enough priority can bid for homes advertised as Affordable Rent homes in exactly the same way as for other advertised properties. If an applicant is successful the housing association may want to check they have enough income to pay the higher rent, whether working or on benefits.

### **2.4 Low cost home ownership**

Shared Ownership offers people the chance to buy a share of their home (between 25% and 75% of the home's value) and pay rent on the remaining share. Later on,

residents can buy bigger shares when they can afford to. Detail of available properties across London can be found on the First Steps website at [shareto-buy.com](http://shareto-buy.com)

## **2.5 Support with moving out of the area**

There are a range of options available to people who would like to move out of the Enfield area or who cannot afford to live in Enfield. We will advise applicants on the various options available to them if they are interested in moving to another area, including options of renting privately in another part of the country if this presents the best option.

Existing Council or housing association tenants looking to move to another part of London can find more information on [housingmoves.org.uk](http://housingmoves.org.uk), London's pan-London mobility scheme, which advertises lettings available to tenants transferring from other boroughs. Existing tenants of Enfield Council and Enfield housing association tenants can make transfer applications through housingmoves to be considered for vacancies in other London local authority areas.

We will also provide information on the process for tenants to swap homes, with their landlord's consent, available through [homeswapper.co.uk](http://homeswapper.co.uk). Tenants aged 60 and over who are interested in moving out of London, will be given information on the seaside and country homes scheme [homeconnections.org.uk](http://homeconnections.org.uk).

## **2.6 Supported housing**

The Council is committed to working with partner agencies to promote housing options for single young people, and other single people with specific needs. There are a number of supported housing schemes that may be suitable for applicants funded throughout the borough's Supported People initiative. We will advise applicants of their options, depending on their needs.

Extra care housing is specialist assisted living designed for people aged over 65. These schemes have a dedicated care and support team available 24 hours a day for help with personal care and housing support. To qualify, in addition to the qualification criteria set out in this Scheme generally, applicants must be aged 65 or over; have substantial or critical community care needs; and be assessed by adult social care as needing of the extra care services provided by the scheme. We will advise applicants of this option, depending on their needs.

## **2.7 Sheltered housing**

Sheltered housing provides a supportive environment which promotes independent living for older people in purpose-built properties with the services of a sheltered housing manager/ officer and linked to a 24-hour community alarm service. Residents must meet certain criteria to be eligible for this type of housing, as set out in section 6.6 of this scheme.



### 3 ELIGIBILITY AND QUALIFICATION FOR THE SOCIAL HOUSING REGISTER

There are restrictions on who can be on our housing register. Restrictions are based on an applicant's income, savings and assets, unacceptable behaviour, whether they have a local connection to the borough and whether they can legally hold a tenancy. For applicants who do not qualify to join our housing register, we will notify them in writing of our decision and the grounds for that decision. We will offer advice on alternative housing options.

#### 3.1 People subject to immigration control

Applicants will not be eligible to join the housing register if they are not entitled to access to public funds due to their immigration status. This includes households who, by law:

- are subject to immigration control
- only have a right to reside in the UK because they (or a member of their household) are a jobseeker
- are not habitually resident in the UK
- are not eligible if they are subject to immigration **control** or they are a person from abroad which the Secretary of State has prescribed is ineligible.

These include people from abroad who are subject to immigration control under the Asylum and Immigration Act 1996, and people prescribed as ineligible for an allocation in any regulations made by the Secretary of State unless they are:

- already a secure or introductory tenant of the Council or an assured tenant of housing allocated to them by a Council; or
- in a class prescribed by regulations made by the Secretary of State.

#### 3.2 Behaviour

Applicants will not qualify for the register for a prescribed period of time if they, or any member of their household, have been involved in unacceptable behaviour serious enough to make them an unsuitable tenant of the Council or other housing provider. This includes:

- applicants who have supplied false or misleading information on their housing application
- applicants who have paid money to obtain a tenancy with either the Council or a housing association operating within the Borough
- applicants whose partner or other member of their household have been convicted of, or had legal action taken against them for violence, racial harassment, threatening behaviour, any physical or verbal abuse towards staff and residents in the applicant's neighbourhood. Legal action here includes unspent convictions, serving of injunctions, notice of intention to seek possession, court order, or revocation of licence to occupy. Applicants who suffer from a mental illness who have either been convicted or had legal action taken against them as defined above shall not be ineligible if the conduct in question was directly attributable to their mental illness. In these

circumstances the Council will usually require medical evidence to help determine the applicant's eligibility.

Applications from people excluded due to the above behaviours will need to demonstrate a change in their behaviour and their applications will be usually reconsidered

- after 12 months if they supplied false or misleading information on their housing application
- after five years in the other circumstances, provided there has been no repeat occurrence during this time period;
- or once a conviction becomes spent.

Earlier reviews may be considered on a case by case basis.

### **3.3 Household income, assets and savings**

Applicants will not qualify for the housing register if their income is considered high enough for them to be able to afford alternative housing in the private sector. The threshold is £x (to be determined following outcome of public consultation) for a household without children; and £x (to be determined following outcome of public consultation) for a household with children. A household's income is assessed by taking into account the income of the two highest earners in the household.

Similarly, anyone with assets or savings over £x (to be determined following outcome of public consultation) will not be able to join the register. Assets include property or an interest in a property in the UK or elsewhere. If an applicant recently owned a home, they will be asked for evidence of the sale and details of any capital gained from the sale to help decide whether they qualify to be placed on the housing register

The following people will be exempt from the income, assets and savings threshold criteria all together. These people include:

- households lawfully in receipt of housing benefit, universal tax credit, tax credits, and disability living allowance
- Care leavers
- Service and ex-service personnel who fall within the statutory reasonable preference categories. This includes people serving in the regular forces and suffering from a serious injury, illness or disability which is attributable (wholly or partly) to the person's service; people formerly serving in the regular forces; people who have recently ceased, or will cease to be entitled, to reside in accommodation provided by the Ministry of Defence following the death of that person's spouse or civil partner who has served in the regular forces and whose death was attributable (wholly or partly) to that service; or people serving or who have served in the reserve forces and are suffering from a serious injury, illness or disability which is attributable (wholly or partly) to the person's service.

The following people will also be exempt, because it is in the interests of the Council to ensure these households are moved to other accommodation regardless of whether they have an income or assets over the income threshold.

- Applicants assessed and recommended for housing by Enfield's Fostering or Adoption Panels as an approved Foster Parent, an approved family or friend's foster carer or an approved adoptive parent
- under occupiers (people living in social housing with more bedrooms than they need, who we are working with to support them to move to a smaller property)
- households who are on the register because they need to move because the Council home they are currently living in is affected by estate regeneration work.

### **3.4 A local connection to Enfield**

Applicants will need to demonstrate they have a local connection in order to be eligible to be included on the register. They will need to do this by proving that they:

- Have lived in Enfield for the previous 3 years; or
- Have been in permanent employment (16 hours or more per week) in Enfield for the previous 3 years; or
- Have a close family member (normally mother, father, brother, sister, son or daughter) who has lived in Enfield for the previous 3 years; or
- Need to move to Enfield to give care or support to someone who has lived in Enfield for the previous 3 years; or to receive care or support from someone who has lived in Enfield for the previous 3 years.

The following people will be exempt from the local connection criteria:

- Care leavers (who may have been placed in care outside the borough)
- People who are resident in a women's refuge outside of Enfield and had been living in Enfield continuously for at least 3 years immediately prior to moving into the refuge
- People receiving care who have been referred by the borough into a hospital or residential care home outside of Enfield
- People who have been placed in supported housing by Enfield Council or the Health Authority, are continuing to receive services from the Council and/or the Health Authority and who have been assessed as ready to move on to independent housing
- People with an exceptional reason for needing to live in Enfield, because they need medical treatment which is vital to the long-term health of the applicant and this is only available in Enfield (as determined by the Council's Medical Assessment Officer as part of a health and wellbeing assessment)

- People serving in the regular forces and suffering from a serious injury, illness or disability which is attributable (wholly or partly) to the person's service; people formerly serving in the regular forces; people who have recently ceased, or will cease to be entitled, to reside in accommodation provided by the Ministry of Defence following the death of that person's spouse or civil partner who has served in the regular forces and whose death was attributable (wholly or partly) to that service; or people serving or who have served in the reserve forces and are suffering from a serious injury, illness or disability which is attributable (wholly or partly) to the person's service
- People needing to move from a different locality into Enfield in order to give or receive care, to access specialised medical treatment, or to take up a particular employment, education or training opportunity
- Applicants assessed and recommended for housing by Enfield's Fostering or Adoption Panels as an approved Foster Parent, an approved family or friend's foster carer or an approved adoptive parent
- Under occupiers (existing tenants in Enfield Council housing with more bedrooms than they need, who we are working with the Council to move to a smaller property)
- Existing Council tenants needing to move because the home they are currently living in is affected by estate regeneration work.

### **3.5 Young people**

The minimum age required to hold a social tenancy is 18 years, except in exceptional circumstances. Applicants in exceptional circumstances aged 16 and 17 will require a rent guarantor before being allowed to sign for the tenancy of a property.

## **4 APPLYING TO JOIN THE SOCIAL HOUSING REGISTER**

### **4.1 Registering online**

Applicants who have completed a homelessness application with Enfield Council and for whom we have accepted a duty to house because they are homeless are automatically placed on the housing register. These households provide information on their circumstances through their homelessness application, and so do not need to also complete a separate application for housing register.

All other applicants need to complete an application online. This means they can apply for housing at a time that suits them, can receive a faster assessment of their application, and be provided with information and advice online on the full range of housing options available. We provide quick guides which show applicants how to bid online, over the phone or via text message.

We know that not everyone has access to a computer and the internet. There are a number of places across the borough that people can go to in order to access the internet for free or at a low cost. All libraries offer training introductory sessions on how to access the internet. Internet access and computer hire in Enfield's libraries is

available on the Council website on the pages explaining library services: [Internet access and computer hire Enfield Council](#)

Our website has been built to be accessible to those who are hard of hearing or visually impaired. It is compatible with popular screen readers and can be navigated easily using a series of keyboard shortcuts. For those who have difficulty reading, have limited vision or for those for whom English is not a first language, Enfield's website has text-to speech technology, a function for translating into one of 65 languages; and a function for changing colour schemes to make pages easier to view.

## **4.2 Providing full and accurate information**

Every application for housing is considered and decided in accordance with this Allocations Scheme. We are not able to register any applicants who have not completed their application form: this includes forms which are only part completed. We expect applicants to be honest about their circumstances so that we can fairly assess their housing need and ensure they receive the right housing advice to suit them.

We will keep applicants informed of the progress of their application and will explain any decisions we make, including how we made them. In some cases, an applicant may seem to be eligible for the Scheme, but there may be a delay in activating their application so that they can start bidding for a home. This may happen if:

- we require further information to assess their application, for example medical reports; or
- their case is under investigation for any other reason.

Applicants must provide us with full and accurate information when they apply to qualify for the register. They are expected to provide all information requested that is, or may be, relevant to their application for rehousing. Applicants are also expected to inform us of any changes in circumstances. This includes, but is not restricted to:

- any changes to their address or changes of tenure
- the removal of someone from their application
- the addition of someone to their application, including following the birth of a child
- changes in their income, assets or savings.

In applying for housing, the applicant gives the Council permission to share information with third parties and make further enquiries to verify the information they have supplied us with. If we discover that an applicant or someone acting on their behalf has wilfully supplied false information or have failed to provide us with information that is relevant to their application in order to gain a social or affordable rented home we will immediately cancel their application.

To verify the information provided, we will contact individuals or organisations whose details have been provided on the application, as well as any other relevant parties whose details come to light during our enquiries.

This may include:

- cross checking the information given by the applicant against the full Register of Electors of the London Borough of Enfield or any other Council;
- cross checking the information given by the applicant with teams within the Council, including teams dealing with Housing Benefit, Council Tax or other Council or benefits agencies;
- contacting current and previous landlords;
- sharing information with partner housing associations (registered providers)
- cross checking with data matching companies, such as Experian or other credit reference agencies, who will record details of any search made whether or not the application proceeds;
- any other third parties considered relevant to the application.

Applicants may also be asked to provide further evidence in order to verify the information given to us. This includes but is not restricted to;

- photographic proof of ID (passport or driving licence);
- proof of any welfare benefits claimed;
- birth certificates for each household member included on the application;
- National Insurance Numbers;
- proof of current and/or previous addresses (utility bill, bank statement, Council Tax payment book)
- proof of income, including pay slips for four weeks if paid weekly or last two months if paid monthly), a letter from the applicant's employer confirming their annual salary, and tax returns / business accounts to evidence income if self-employed
- passport size photo
- immigration documents
- information regarding property ownership.

If the applicant has obtained a social or affordable rented home through the housing register and it is discovered that they or someone acting on their behalf has supplied false information or failed to provide us with information that would have been relevant to the applicant's ability to secure that social or affordable rented home we will work with their landlord to end the tenancy. It is an offence to obtain, or attempt to obtain, a tenancy by deception.

S.171 of the Housing Act 1996 makes it an offence to knowingly or recklessly provide or withhold information when applying for housing and subsequently if circumstances change. Anyone suspected of giving false information or withholding relevant information is liable to be prosecuted and fined up to £5000.

### **4.3 Who applicants can include on their application**

We will only consider applications to house the applicant, their partner, their immediate family, and anyone else with an exceptional need to live with them who are considered to be the 'eligible household' for purpose of this scheme. We have a severe shortage of larger properties, and therefore we advise families to consider

whether other people living in their household could move into smaller properties of their own.

Anyone included on the application must not have a legal interest in any other property. The applicant or any member of their household cannot be included on more than one live housing register application at any one time.

**Partner** means someone who lives with the applicant as a partner, or who would live with them if they were able to. This includes mixed-gender and same-sex couples, whether or not they are married or in a civil partnership.

If the applicant and partner are **separating**, they must provide us with evidence of who is legally allowed to remain in the property, such as a court property order detailing to whom the property is assigned.

**Immediate family** means the applicant's children or their partner's children, who live (or would live) with the applicant all of the time, or for four or more nights every week. Anyone who is part of the immediate family can be included in the application, even if they do not currently live with the applicant. If members of the immediate family live abroad, they can be included on the application, but the Council will not award priority for them until the family have the right to reside in the UK. If members of the immediate family currently live elsewhere in the UK, they can be included on the application, but we encourage families to consider applying to be rehoused where they live, especially if the demand for housing is lower there.

Accommodation for children will be allowed for only one parent, on whom the children are dependent. Children of a shared residence order can only be included on one application, with the parent who is the main care provider. This means that the children live with the applicant for more than half the week (four nights or more). We will require evidence of this, such as a court order. Any consideration of a larger home in the context of a shared residence order will also take account of affordability. Where the applicant claims welfare benefits, welfare benefit regulations enable only one of the parents, the designated 'main carer', to receive additional benefit for the extra bedrooms required.

If the applicant has priority for housing and is assessed as requiring a one bedroom or studio home and have children who visit on a regular basis, they will be assessed as requiring a one-bedroom property rather than a studio.

Immediate family does **not** include the applicant's (or their partner's) parents, grandparents, brothers, sisters, aunts, uncles, grandchildren, nieces, nephews, cousins, friends or lodgers– unless they can demonstrate an exceptional need to live with the applicant as part of the household in order **to give or receive care and support**. Someone not in the immediate family may be accepted on the applicant in one of the following circumstances:

- An eligible member of the household needs permanent and substantial full-time care, no one in their immediate family is able to provide this, and another person has been identified as their carer. This could include assistance with personal activities of daily living, such as bathing, washing, toileting, dressing, feeding, or transfer from bed/chairs/sofas/baths if the applicant is wheelchair or bed bound, or palliative care from a medical professional. The applicant will need to provide relevant social care and/or medical reports, including an occupational therapy report, nursing and community care reports, or a child's

Continuing Health Care assessment as applicable, to support this request for an additional bedroom; or

- An eligible member of the household is the recognised carer of someone who is not in their immediate family. The person receiving the care needs permanent and substantial fulltime care; is no longer able to live independently; and alternative supported or sheltered accommodation is not considered to be appropriate. The applicant will need to provide relevant social care and/or medical reports to support the request for an additional bedroom, as above.

If the person coming to live with the applicant is moving from abroad, we will require evidence that they have recourse to public funds or a sufficient sponsorship undertaking in place.

Where a household qualifies for our housing register because they are **homeless**, the application can include anyone who we accepted as part of the original homelessness application. For families with children aged 22 or older, we will encourage them to seek alternative independent housing if possible, in order for the household to be able to bid for a smaller properties, and so increase the chance of the applicant being rehoused in a reasonable timeframe.

#### **4.4 What are the options for people who cannot be included on the applicant's application?**

We base our assessment of what size property the household needs based on the number of eligible people on the application. The applicant may decide that the additional person will live with them anyway, despite making their home overcrowded. However, the Council will not take the additional person into account when assessing whether or not they are overcrowded. Tenants who make themselves overcrowded in this way may be in breach of their tenancy conditions.

If an applicant moves in with a council or housing association tenant and the property becomes overcrowded, the applicant can apply for the housing register in their own right. In such cases overcrowding priority may not be awarded and alternative housing options should be considered.

If we agree to house a council or housing association tenant and we agree to rehouse immediate family but not everyone else who is currently living in the property, the tenant is responsible for ensuring none of the remaining occupants continue to live in the property after they have moved out.

Council and housing association applicants who live with family or friends who are not part of their immediate family may be rehoused separately from them – for example, if the applicant and their partner or children live with the applicant's parents in their home.

#### **4.5 Keeping information up to date**

Applicants must keep the information on their housing application up to date. This includes informing us of changes in household composition, a change of address, or a change of income. This applies whether the applicant completes the application themselves or someone else does this for them.



## **5. HOW WE ASSESS THE NEEDS OF THE HOUSEHOLD**

### **5.1 Points**

We have a points based allocation scheme which gives applicants points according to their household's housing circumstances and any additional support needs. When applicants apply for housing, their needs are assessed, they are placed in one of five demand group and given points which reflect the level of priority they have for being housed. Section 6 sets out the five groups and the points awarded in different circumstances.

### **5.2 How we assess the size of property a household needs**

We work out the size of home suitable for the applicant and eligible members of their household. This is regardless of how the applicant uses their current home.

We have a bedroom standard for our Council-owned homes. Housing associations (registered providers) may operate their own bedroom standard which will be clearly stated on the advert when a home is advertised for letting.

A notional number of bedrooms will be allocated based on the age, sex, marital status and relationships between family members, as follows:

- A married or cohabiting couple or single parent will be entitled to one bedroom.
- Pairs of adolescents from their 10<sup>th</sup> birthday and above of the same sex will be expected to share a bedroom.
- Pairs of children of either sex aged up to their 10th birthday will be expected to share a bedroom.
- Where we have accepted that nieces, nephews, step children or grandchildren have an exceptional reason for living with the main applicant, they will be expected to share a bedroom with the applicant's children as per the age criteria set out above (unless there are safeguarding issues)
- Children of the main applicant who are aged over 21 will be expected to share a bedroom with a same sex sibling who is younger, including where that younger sibling is under the age of 10 (unless there are safeguarding issues).
- Where Enfield has accepted that an older relative, such as a grandparent, aunt or uncle aged over 60, has an exceptional reason for living with the main applicant, they will be entitled to a bedroom of their own.

The table below shows how we will calculate the size of home needed by different sized households, which is in accordance with the statutory definition of overcrowding set out in the Housing Act 1985.

It should be noted that lettings of social or affordable rented homes with 4 or more bedrooms are very rare. Based on previous years, less the 2% of lettings had 4 or more bedrooms.

Household Composition	Eligible No. of Bedrooms	Indicative size of home in terms of number of bedrooms (B) and number of persons (P)
Single person	1	Studio or 1B/1P
Couple without children	1	Studio or 1B/2P
<b>Single parent or couple with children: Household includes</b>		
1 girl or boy - any age	2	2B/3P
2 girls or boys - any age	2	2B/4P
1 girl and 1 boy - if both under 10	2	2B/4P
1 girl under 10 and 1 boy over 10	3	3B/4P 3B/5P
1 boy under 10 and 1 girl over 10	3	3B/4P 3B/5P
1 girl and 1 boy - if both over 10	3	3B/5P
3 children	3	3B/5P 3B/6P
2 girls and 2 boys	3	3B/5P 3B/6P
3 boys, 1 girl	4	4B/6P 4B/7P
3 girls, 1 boy	4	4B/6P 4B/7P
5 children	4	4B/7P 4B/8P
4 boys , 2 girls	4	4B/7P 4B/8P
4 girls 2 boys	4	4B/7P 4B/8P
5 boys 1 girl	5	5B/9P
5 girls,1 boy	5	5B/10P
7 children	5	5B/10P
6 boys, 2 girls	5	5B/10P
6 girls, 2 boys	5	5B/10P
4 boys, 4 girls	5	5B/10P
7 boys, 1 girl	6	6B/11P
7 girls, 1 boy	6	6B/11P
5 boys, 3 girls	6	6B/11P
5 girls, 3 boys	6	6B/11P
<b>Additional members of a household</b>		
<b>In exceptional circumstances an additional bedroom may be allowed (see below)</b>		
A relative who is not in the immediate family, who has an exceptional reason for living with the main applicant (see section 4.3)	Where applicable, add 1 bedroom to relevant household composition	
A full-time carer who is not part of the immediate family (see section 4.3)		
An extra bedroom for a member of the household who cannot be expected to share a		

Household Composition	Eligible No. of Bedrooms	Indicative size of home in terms of number of bedrooms (B) and number of persons (P)
room, but would usually be expected to share (see below).	outlined above	
Significant medical equipment is required (see below)		

An extra bedroom may be considered in the following circumstances:

- The applicant has been approved as a foster parent, or family or friend's foster carer and needs an extra room for their caring requirements.
- The applicant, or a member of their household, need major medical equipment for the long term, such as home dialysis, oxygen cylinders, long term large assistive equipment or bulky medical supplies which cannot be stored elsewhere.
- The applicant, or a member of their household, is unable to share a room because they have a severe or profound learning difficulty, with a presentation of behavioural or emotional difficulties, or they have a severe behavioural disorder. They exhibit inappropriate behaviour of a serious nature and have a limited understanding of the impact of this on others. This will need to be certified by a consultant psychiatrist for people aged 18 and over, or by a teacher, social worker or other health professional who is well known to the child and family for children aged 17 or under.
- The applicant, or a member of their household, is unable to share a room because they need substantial psychological support due to a major psychiatric illness certified by a consultant psychiatrist (for example, progressive dementia, schizophrenia, bi-polar disorder, severe learning difficulties, severe and longstanding neurosis which is poorly controlled by medical treatments). They are assessed as being incapable of living independently in the community by a medical professional, and alternative housing options are not suitable.

Council and housing association tenants under-occupying their home, who would normally qualify for one bedroom and are giving up a 3, 4 or 5 bedroom house or a 4 or 5 bedroom flat, may be offered a 2 bedroom home suitable for 3 people but not a two bedroom home suitable for 4 people.

Applicants awarded an additional room for reasons outlined above must be able to demonstrate to the Council they can afford the rent from earned income and/or benefits.

## **Applicants who request homes with one bedroom less than the household needs**

The Council will agree to making an offer of a social or affordable rented home which is one bedroom smaller than their household needs, if this is requested by the applicant. The Council will not make offers of homes where the household would be severely overcrowded (that is, two or more bedrooms short).

An applicant who chooses to move into a home with one bedroom less than they need will not be awarded points for being overcrowded in order to get a transfer at a later date, except in exceptional circumstances.

### **5.3 How we assess health and wellbeing needs**

Health and wellbeing priority will be considered where the applicant, or a qualifying member of their household, has a long-term health and wellbeing issue which is being negatively impacted by the applicant's current housing condition. Health and wellbeing priority will **not** be considered where the applicant, or a member of their household, has a temporary health and wellbeing issue, such as pregnancy; a common cold; flu; cough; or a broken leg.

Applicants wishing to be assessed for health and wellbeing points are required to complete a health and wellbeing self-assessment. We will review the information in the self-assessment. This will be done by either the Council's Medical Assessment Officer, or we will arrange for an approved medical professional to review the information. We may request supporting evidence from the applicant's GP, hospital consultant, occupational therapist, physiotherapist, social worker or other relevant professional identified by the applicant. Applicants should not ask their GP or anyone else to write to us. We will use the information provided by relevant professionals as part of our holistic assessment. The Medical Officer will make the final recommendation on the applicant's health and wellbeing priority for housing allocation and the final decision will be made by the Allocation and Assessment Manager, or another manager within the Assessment and Allocations Service at the same grade.

We will reassess health and wellbeing needs if the applicant's circumstances have changed significantly since they were last assessed, for example if the applicant has been diagnosed with a new health problem, or their independence has reduced.

#### **5.3.1 Detail considered as part of a health and wellbeing assessment**

During the assessment, the Medical Assessment Officer will consider:

- how and to what extent the applicant's current living conditions affect their illness, disability or wellbeing;
- the applicant's housing need;
- how the health or wellbeing issue affects the applicant or member of the household;
- the severity of the health or wellbeing issue and how long it has lasted;
- the cumulative effect on the whole household where there is more than one person in the applicant's household with a severe illness or disability;

- past health issues and the extent to which the applicant's symptoms have been controlled or improved by treatment;
- the availability of 'in-situ' solutions such as aids and adaptations to enable the applicant to continue living in their present home;
- how long the condition is likely to last, and the longer term outcome. The applicant may need to wait for the outcome of a medical condition if it is unclear how they will be affected in the long term, before we reach a decision as to whether they are to be given health and wellbeing priority;
- the applicant's financial and other resources, including whether they are entitled to disability benefits. This is just one of the points of consideration, and applicants will not receive an automatic award of health and wellbeing priority if they are receiving disability benefits.

The Medical Assessment Officer may recommend a particular type of home that is suitable for the applicant based on the assessment.

We will inform the applicant of the outcome of their health and wellbeing assessment in writing. If no health and wellbeing points are awarded, we will inform the applicant of other housing options available to them.

### **5.3.2 Poor quality homes and disrepair**

Where possible, we encourage tenants and occupiers to stay in their existing home. Where there is disrepair and the applicant states that the health and wellbeing issue is related to the poor state of repair of the property then we will expect the property owner, landlord or Agent to remedy the disrepair.

We are committed to improving poor quality housing, whatever the tenure. Our Private Sector Housing Team can arrange property inspections, and can offer advice and support to owners and landlords on how to make homes safer. Where necessary, we will take enforcement action. This may include issuing a statutory notice ordering the landlord to undertake the work to repair the home. Where the landlord does not carry out the repairs, we may carry out the works in default or take action to prosecute the landlord.

### **5.3.3 Applicants who move into unsuitable housing and request housing assistance from Enfield Council**

Applicants with a pre-existing medical condition who move from suitable housing into accommodation that does not meet their needs will be expected to find their own longer term housing solution, including in the private rented sector. The provision in this Allocations Scheme is designed to prevent applicants from deliberately worsening their housing conditions to take advantage of the health and wellbeing criteria to enhance their housing priority. In these cases, no health and wellbeing priority will be awarded. We will provide advice and assistance to help the applicant find somewhere else to live.

### **5.3.4 Level of health and wellbeing priority**

Where we assess that the applicant does have a health and wellbeing need, we will award either high, medium or low health and wellbeing priority, depending on their circumstances.

Priority Level	Definition
<b>High</b>	<p>This is where the applicant has an urgent need to move, because current living conditions:</p> <ul style="list-style-type: none"> <li>• put the applicant's life at risk if they do not move, or</li> <li>• cause the applicant to be completely housebound and they would regain substantial independence if an alternative property were made available, including needing a wheelchair-adapted home because the applicant is a wheelchair user.</li> </ul> <p>In some circumstances, applicants will also be awarded a high level of points if medical treatment vital to the long-term or life-long health of the applicant is only available in Enfield.</p>
<b>Medium</b>	An applicant's need to move is less urgent and not life threatening but their living conditions are unsuitable and if left unresolved, their quality of life will deteriorate
<b>Low</b>	The applicant's living conditions cause them difficulty in carrying out their daily activities but this is neither life threatening nor would greater harm or progression of the illness be caused if they did not move.
<b>No health and wellbeing priority awarded</b>	<ul style="list-style-type: none"> <li>• The applicant's current housing situation has no adverse impact on the health issues presented, or</li> <li>• a move would offer no improvement; or a solution other than moving into a social or affordable rented home is available, such as the adaptation of their current home, or a move to an appropriate private rented home.</li> </ul>

#### 5.4 Assessing levels of overcrowding

We will assess the number of bedrooms a household needs (see section 5.2) and we will compare this with the number of rooms that are currently available for the sole use of the household and which could be used as bedrooms in their existing accommodation. We will count any rooms other than bathrooms, toilets, kitchens and utility rooms as a bedroom. For Council tenants, this will exclude one living room per property. This means any additional rooms such as a dining room or living room in the private rented sector, or second living room/ dining room in Council accommodation, will be counted as a bedroom. We use this information to determine whether the household is overcrowded, and the level of overcrowding. The Council reserves the right to decide how households can make best use of the rooms available to them and to change their application accordingly.

#### 5.5 Enfield's Definition of employment/ working households

We want to raise levels of aspiration and ambition in the borough and to encourage people to work where they are able to do so. In some circumstances, applicants will be awarded a higher level of points if they, or their partner, is in employment. For the purposes of this Allocations Scheme, employment is described as having a permanent contract, working as a temporary member of staff or being self-employed. Applicants will only qualify if the worker has been employed for 6 out of the last 12

months, for a minimum of 16 hours per week. We will verify an applicant's employment status by reviewing:

- payslips (pay slips for the last four weeks if paid weekly or the last two months if paid monthly or a letter from their employer confirming their annual salary);
- the most recent P60
- the last 3 months of bank statements
- Most recent tax returns and business accounts to evidence self-employed work, if this applies

## **5.6 Dealing with exceptional cases**

### **Exceptions and Special Applications Housing Panel (ESAHP)**

There may be exceptional circumstances giving rise to a housing need not described or anticipated by this scheme. The Exceptions and Special Applications Housing Panel (ESAHP) will consider these cases. The panel is chaired by a senior officer in the Council's Assessment Hub graded PO2 or above. The Assistant Director for Gateway and Council Assessment Services will hear appeals against Panel decisions.

### **Council Transfers for Exceptional and Emergency Reasons**

Council tenants may be considered for an Exceptional or Emergency Transfer (known internally as 'Management Transfers') in the following circumstances:

- Child abuse from within the family or within the neighbourhood
- Threat of violence or actual violence
- Rape or assault within the home or immediate locality
- Unnatural death (suicide or murder within the home)
- Irretrievable breakdown in the relationship with neighbours
- Threat of or actual gang violence where this is confirmed after a full investigation with police reports and all available legal remedies have been exhausted.

Urgent moves in these circumstances will be considered and agreed the Housing Options Transfer Panel, chaired by the Head of Housing Operations in Enfield Council Homes. The decision will be based on an investigation undertaken by housing management staff to gather evidence of the reason for needing to move urgently and any health and well-being assessment available.

We will only make one offer of a similar type of home to that currently occupied to applicants approved for a transfer for an exceptional or emergency reason. For example, a tenant who is living in a high rise flat will be offered an alternative high rise flat. The senior officer agreeing the move may use their discretion to alleviate severe overcrowding at the same time.

## **5.7 Reducing an applicant's level of housing priority**

Applicants on the housing register may have their priority for housing reduced to zero points if they have rent arrears and owe more than eight times the weekly accommodation charge; or they have not maintained a repayment agreement for 6

months. Their application will become inactive until the arrears are cleared or an agreement to repay them has been maintained for 6 months.

Exceptions to this will be considered on a case by case basis, for example where the case for housing is urgent or it is in the Council's interest for the applicant to move from their current home (for example, households whose Council home they are currently living in is affected by estate regeneration work or household under-occupying their existing Enfield Council home who are moving to a smaller property) or where an applicant has suffered unavoidable debt, such as having to pay for funeral costs. This decision will be taken by the Exceptions and Special Applications Housing Panel (ESAP)

## 5.8 Removing applicants from the housing register

We will remove an applicant from the housing register if:

- the applicant has been housed in a council or housing association property since making their application;
- the applicant had been a homeless applicant who became homeless after November 2012 and has been made an offer of a private rented home;
- the applicant's circumstances have changed and a new application needs to be completed;
- the applicant no longer wants to be housed;
- the applicant has died;
- the applicant has had a change in their immigration status and is no longer eligible to be on the housing register;
- the applicant has been involved in proven antisocial behaviour or evicted for anti-social behaviour after they apply to the housing register;
- the applicant's income, assets or savings have increased since making their application and they are no longer eligible;
- the applicant is not eligible because they are a person prescribed by the Secretary of State in regulations as ineligible, as set out in section 2.2.

## 6. HOW APPLICANTS ARE PRIORITISED

We use a points system for assessing applications for council and housing association homes. Applicants who qualify for our housing register will be placed into one of five demand groups and awarded points to measure their housing priority by their circumstance:

- Group 1: Existing Enfield Council or housing association tenants, homeless households and private rented sector tenants in insanitary, unsuitable or overcrowded accommodation
- Group 2: Enfield Council's estate regeneration applicants with decant status
- Group 3: Applicants in particular circumstances with assessed needs
- Group 4: Applicants requiring wheelchair adapted homes
- Group 5: Sheltered housing applicants.



Given the acute shortage of social and affordable rented homes becoming available in comparison to high levels of demand, applicants will need a minimum number of points to be able to bid for a home. This is so that we can better manage the limited supply of social and affordable rented homes and better manage the expectations of applicants. The level of the threshold will be agreed by the Lead Member for Housing and Housing Regeneration and this will be published on the Council's website. The level set will be based on an assessment of levels of supply of social and affordable rented homes and of demand for those homes. An equality impact assessment will be undertaken as part of this assessment. The level will be reviewed periodically as local circumstances change.

### **6.1 Group 1: Existing Enfield Council and housing association tenants, homeless applicants and private rented sector tenants in insanitary, unsuitable or overcrowded accommodation**

These applicants are existing tenants of Enfield Council or of a housing association/ registered provider in Enfield who need to move; applicants who are legally homeless; or applicants living in unsuitable accommodation in the private rented sector. When determining whether a private rented sector accommodation is unsuitable, we will use the Housing Health and Safety Rating System (HHSRS) and Part X Housing Act 1985 when assessing eligibility for this priority. We will consider whether the private rented sector property could be made suitable through repairs or adaptations, and whether or not the household could afford alternative suitable accommodation in the private rented sector.

The Localism Act 2011 introduced changes to the way councils can provide accommodation for homeless people. This means we can discharge our duty by an offer of suitable accommodation into the private rented sector to any household who became homeless after November 2012.

Households who became homeless prior to November 2012 can also accept a private rented accommodation property in order to find settled accommodation more quickly, but we cannot discharge our duty to these households if they refuse such an offer. For this reason, households who became homeless prior to November 2012 are awarded a higher level of points.

An additional 50 points will be awarded to any applicant in Group 1 who is either:

- a former member of the regular armed forces;
- a member of the regular or reserve forces who is suffering from a serious injury, illness or disability related to their service; or
- a bereaved spouse or civil partner who has to leave forces accommodation following their partner's death in service.

<b>Points for Group 1: Existing Enfield Council and housing association tenants; homeless applicants; and private rented sector tenants in insanitary, unsuitable or overcrowded accommodation</b>	
<b>Tie breaker mechanism (where two or more bidders with the same level of points bid for the same property): The applicant who has been on the housing register for the longest period.</b>	
<b>Circumstance of applicant</b>	<b>Points</b>
Applicant has a high health and well-being need to move	1000
Council tenant has an exceptional or emergency reason for needing to move (management transfers) These applicants are given a direct offer of accommodation.	1000
Applicant's current home is too big for them: <ul style="list-style-type: none"> <li>• 3+ bedrooms too big</li> <li>• 2 bedrooms too big</li> <li>• 1 bedroom too big</li> </ul> Additional points awarded if they have: <ul style="list-style-type: none"> <li>• Medium health and wellbeing need</li> <li>• Low health and wellbeing need.</li> </ul>	800 700 550  150 50
Applicant has a legal right to succeed to an Enfield-owned social or affordable rented home which is larger than required; or has no legal right but we would owe them a full homelessness duty if they were evicted. We require the applicant to move to smaller accommodation <ul style="list-style-type: none"> <li>• Applicant is releasing a home with 3 or more bedrooms</li> <li>• Applicant is releasing a 2 bedroom home</li> <li>• applicant is living in a home with 1 bedroom more than they require.</li> </ul> Additional points if also assessed as having <ul style="list-style-type: none"> <li>• Medium Health and Well-being</li> </ul>	800 700 550  150

<p>Need</p> <ul style="list-style-type: none"> <li>• Low Health and Wellbeing need</li> </ul>	50
<p>Homeless applicant living in accommodation provided by Enfield Council owed a full homelessness duty who:</p> <ul style="list-style-type: none"> <li>• became homeless prior to November 2012; and</li> <li>• is in employment; and</li> <li>• has been assessed as having an income from work which is not enough to make rent payments.</li> </ul>	700
<p>Homeless applicant living in accommodation provided by Enfield Council owed a full homelessness duty who:</p> <ul style="list-style-type: none"> <li>• became homeless prior to November 2012; and</li> <li>• is not working; and</li> <li>• has had their welfare benefits reduced by Government; and</li> <li>• has been assessed as having an income which is not enough to make rent payments; and</li> <li>• has been assessed by the Assessment and Allocations Manager as not in a position to find work.</li> </ul> <p>Applicants will only be awarded these points in exceptional circumstances.</p>	650
<p>Applicant is an existing Council or housing association tenant and their current home is too small for them</p> <ul style="list-style-type: none"> <li>• 3+ bedrooms lacking</li> <li>• 2 bedrooms lacking</li> <li>• 1 bedroom lacking</li> </ul> <p>Additional points awarded if they have:</p> <ul style="list-style-type: none"> <li>• Medium health and wellbeing need</li> <li>• Low health and wellbeing need.</li> </ul>	<p>600</p> <p>550</p> <p>200</p> <p>150</p> <p>50</p>
<p>Homeless applicant living in accommodation provided by Enfield Council owed a full homelessness duty under homelessness legislation, who became homeless prior to November</p>	300

2012.	
<p>Applicant is living in the private rented sector or with family or friends</p> <ul style="list-style-type: none"> <li>• Lacking 3+ bedrooms</li> <li>• Lacking 2 bedrooms</li> <li>• Lacking 1 bedroom</li> </ul> <p>Additional points awarded if:</p> <ul style="list-style-type: none"> <li>• Assessed as having a medium health and wellbeing need</li> <li>• Assessed as having a low health and wellbeing need</li> <li>• Applicant is in employment</li> <li>• Exceptional reason for needing to live in Enfield</li> </ul>	<p>250</p> <p>150</p> <p>50</p> <p>150</p> <p>50</p> <p>50</p> <p>50</p>
Homeless applicant living in accommodation provided by Enfield Council owed a full homelessness duty under homelessness legislation, who became homeless after November 2012 and is living in temporary accommodation, pending being made an offer of a private rented home to discharge the Council's duty.	200
<p>Applicant has a:</p> <ul style="list-style-type: none"> <li>• medium health and well-being priority; or</li> <li>• low health and well-being priority</li> </ul> <p>Additional points awarded if applicant is living in the private rented sector or with family and friends and is overcrowded by lacking one bedroom.</p>	<p>100</p> <p>50</p> <p>50</p>
<p>Applicant who was threatened with unintentional homelessness, has priority need for accommodation and has become homeless despite the Council taking reasonable steps to try to prevent the homelessness.</p> <p>Additional points awarded if applicant fully cooperated with the Council while trying to prevent their homelessness. Cooperation may include attending interviews with the council and/or mediation with the landlord, disclosure of</p>	<p>100</p> <p>100</p>

documents, agreeing re-payment plans, dealing fully with HB claims, or reaching agreements with landlords to stop anti-social behaviour.	
Applicant is intentionally homeless but in priority need and the Council is providing temporary accommodation for a set period to give the applicant a reasonable opportunity of securing alternative accommodation.  Applicant is removed from the register at the end of that time period.	50
Non-priority homeless applicants	50
Homeless applicants who are owed a homelessness duty by another borough but who have been placed in temporary accommodation in Enfield.	50

## 6.2 Group 2: Enfield Council's estate regeneration applicants with decant status

These are existing tenants of Enfield Council whose existing home is affected by building development work on their estate. Priority will be given in line with the Council's requirements to deliver vacant possession as required by the Council's development programme.

Applicants will need to have been given 'decant status' to qualify for inclusion in this group. The terms of any moves, including priorities for moving, will be set out in a separate offer to affected tenants. Tenants required to move will be supported to find alternative accommodation and where necessary direct offers will be made. Further information is available on the decant process in Enfield Council's Decant Framework.

The Council has plans for regenerating Council housing estates in the borough and enough social rented homes will be set aside each year to be made available to all tenants who need to be moved as a result of this.

Tenants of Enfield Council who live in a home that is due to be redeveloped in the future as part of a regeneration programme, but have not yet been awarded decant status, will have their application assessed under the Group 1 criteria.

An additional 50 points will be awarded to any applicant in Group 2 who is either:

- a former member of the regular armed forces;
- a member of the regular or reserve forces who is suffering from a serious injury, illness or disability related to their service; or
- a bereaved spouse or civil partner who has to leave forces accommodation following their partner's death in service.

<b>Points for Group 2 : Enfield's Estate Regeneration Applicants with Decant Status</b>	
<b>Tie breaker mechanism (where two or more bidders with the same level of points bid for the same property): The applicant who has lived concurrently for the longest period of time in the estate designated for regeneration.</b>	
<b>Circumstance of applicant</b>	<b>Points</b>
Applicants who are tenants of Enfield Council whose homes are part of an agreed estate regeneration scheme who have been awarded a high priority health and wellbeing need	1000
Applicants who are tenants of Enfield Council whose homes are part of an agreed estate regeneration scheme who are severely overcrowded: <ul style="list-style-type: none"> <li>• 3 bedrooms lacking</li> <li>• 2 bedrooms lacking</li> </ul>	600 550
Applicants who are tenants of Enfield Council whose homes are part of an agreed estate regeneration scheme who are under occupying and financially disadvantaged	500
Applicants who are tenants of Enfield Council whose homes are part of an agreed estate regeneration scheme who are overcrowded because they are 1 bedroom lacking	450
Applicants who are tenants of Enfield Council whose homes are part of an agreed estate regeneration scheme who have been awarded Decant Status, but no other circumstances apply.	400

### **6.3 Group 3: Applicants in particular circumstances**

This group includes applicants in various circumstances who have a particular and identified housing need.

An additional 50 points will be awarded to any applicant in Group 3 who is either:

- a former member of the regular armed forces;
- a member of the regular or reserve forces who is suffering from a serious injury, illness or disability related to their service; or
- a bereaved spouse or civil partner who has to leave forces accommodation following their partner's death in service.

<b>Points for Group 3: Applicants in particular circumstances with assessed needs</b>	
<b>Tie breaker mechanism (where two or more bidders with the same level of points bid for the same property): The applicant who has been on the housing register for the longest period.</b>	
<b>Circumstance of applicant</b>	<b>Points</b>
Applicant has an emergency and exceptional priority and requires an urgent move. This could include households under the National Witness Mobility Scheme; Enfield child protection cases; or households fleeing domestic violence who have been referred by Enfield MARRAC as being at the highest levels of risk, who are assessed as having an exceptional reason for requiring a social or affordable rented home and no other housing solutions are available.	1000
Applicant is a single person under 25 leaving Enfield Council's care	800
Applicant is approved by Enfield's Fostering and Adoption Panel to be a foster parent, family or friend's foster carer or adoptive parent ( <b>for a home of 3 or more bedrooms</b> )	800
Applicant has been diagnosed with either a mental health illness; learning disability; physical disability, sensory impairment or long term condition. The applicant: <ul style="list-style-type: none"> <li>• will receive support from adult social care services; or</li> <li>• could be in need of adult social care services in the absence of settled accommodation; and</li> <li>• has a significant need for a social tenancy because their current housing circumstances are having a severe negative impact on their health condition and wellbeing.</li> </ul> <p>These are applicants for one bed or studio accommodation.</p>	750 700
Enfield Council employee whose social or affordable rented home goes with their job and the Council has agreed to move them to an alternative social or affordable rented home because of ill health or retirement	

<b>Points for Group 3: Applicants in particular circumstances with assessed needs</b>	
<b>Tie breaker mechanism (where two or more bidders with the same level of points bid for the same property): The applicant who has been on the housing register for the longest period.</b>	
<b>Circumstance of applicant</b>	<b>Points</b>
<ul style="list-style-type: none"> <li>• if releasing a 3 bedroom home or home occupied is needed for another employee</li> <li>• otherwise</li> </ul> <p>Additional points if also assessed as having</p> <ul style="list-style-type: none"> <li>• Medium Health and Well-being Need</li> <li>• Low Health and Wellbeing need</li> </ul>	<p>750 650</p> <p>150 50</p>
Residents with support needs currently living in supported accommodation who have been assessed as needing an independent home.	650
Applicants referred through Enfield's established Multi Agency Public Protection Arrangements (MAPPA)	650
<p>New Generation Scheme applicants for studio or one bedroom homes: Single people and couples without children living with their parents in an Enfield Council home meeting the following criteria:</p> <ul style="list-style-type: none"> <li>• aged between 25 and 60</li> <li>• have lived with parent(s) continuously for at least 3 years and</li> <li>• the parent(s) has lived in a council property owned by Enfield for at least 3 years</li> <li>• the applicant is in employment</li> <li>• the accommodation in which the applicant is living is overcrowded.</li> </ul> <p>Additional points if also assessed as having</p> <ul style="list-style-type: none"> <li>• Medium Health and Well-being Need</li> <li>• Low Health and Wellbeing need</li> </ul>	<p>450</p> <p>150 50</p>



## 6.4 Group 4: Applicants who require a wheelchair adapted property

This group is for applicants who have been assessed as requiring a wheelchair adapted home and have been awarded a high health and wellbeing need to move.

The homes we reserve for this group are specifically those which have been adapted to cater for a tenant who requires a wheelchair.

Applicants in this group include:

- existing social or affordable rented tenants (including those with decant status) who need to transfer to an adapted home because they, or a member of their eligible household, are a wheelchair-user and their current home is not suitable
- tenants in the private rented sector who need to move to an adapted home because they, or a member of their eligible household, are a wheelchair-user, their current home is not suitable and the health and wellbeing assessment has concluded that a social or affordable rented home is the best option for the household
- Applicants in accommodation provided by Enfield Council owed a full housing duty under the homelessness law and who are a wheelchair-user or another member of their eligible household is a wheelchair user.

We will carry out a health and wellbeing assessment, which includes an assessment by an Occupational Therapist, to confirm the need for a wheelchair adapted home.

Post 2012 homeless households in this group can have their needs met through a suitable offer of accommodation in the private rented sector, and the Council can discharge our duty through a reasonable private rented sector offer. We will support these households into appropriate private rented sector homes, as this is often the quickest way into appropriate settled accommodation. An adapted home in the private rented sector may also be the best option for existing private rented sector tenants who require a wheelchair adapted home and whose current home is not suitable.

All homes to people in this group are allocated by making a direct offer. When an adapted property becomes available, we will consider whether it is appropriate for applicants in the following order of preference:

1. Former Armed Services or Reserved Services personnel who have a serious injury, medical condition or disability sustained as a result of their service and need a home which is wheelchair adapted
2. Existing social or affordable rented tenants who need a transfer or need to be housed because they are currently living on an estate which is to be rebuilt/regenerated and who are a wheelchair-user
3. All other applicants assessed as having a health and wellbeing need to move and requiring a wheelchair –adapted home.

Within each of these three categories, the applicant with the earliest health and wellbeing assessment which concluded a wheelchair-adapted home was needed will be given highest priority and first considered for the direct offer. The applicant with the highest level of priority will not always be the applicant offered the property that

has become available, as an adapted property will only be offered to an applicant for whom the property meets their particular requirements.

## 6.5 Group 5: Applicants seeking a home for older people

This group is for people aged 60 years and over who require sheltered housing. The process of assessing applications and prioritising homes for these applicants includes an assessment of both their housing need and also their need for housing-related support. The latter includes an assessment of health and well-being needs.

All homes to people in this group are allocated by making a direct offer.

### Measuring housing needs

To measure Housing need, an applicant for sheltered housing should be able to say 'Yes' to one or more of the following types of circumstances.

Depending on which circumstance applies, the applicant will be classified as having a high, medium or low housing need.

<b>Assessing housing need for Group 5 applicants</b>	
<b>Circumstances</b>	<b>Classification of these circumstances</b>
<p>The applicant has an urgent need to move. This is where the applicant's current living conditions:</p> <ul style="list-style-type: none"> <li>• put the applicant's life at risk if they do not move, or</li> <li>• cause the applicant to be completely housebound and they would regain substantial independence if an alternative property were made available.</li> </ul>	<b>High</b>
The applicant's current Council or housing association home is too big for them	<b>High</b>
Due to age, frailty or infirmity the applicant is unable to mobilise with ease and manage stairs in their current home and would benefit from a supported housing environment to promote independence and well-being and there are no other suitable options for meeting their needs.	<b>High</b>
The applicant has urgent and exceptional circumstances agreed by the Exceptions and Special Applications	<b>High</b>

<b>Assessing housing need for Group 5 applicants</b>	
<b>Circumstances</b>	<b>Classification of these circumstances</b>
Housing Panel	
The applicant satisfies the local connection hardship criteria	<b>High</b>
An applicant's living conditions are unsuitable but their need to move is less urgent and not life threatening but if left unresolved, their quality of life will deteriorate	<b>Medium</b>
The applicant is working with the council to prevent becoming homeless	<b>Medium</b>
The applicant is a homeless applicant in temporary accommodation provided by Enfield Council	<b>Medium</b>
An applicant's living conditions cause them difficulty in carrying out their daily activities but this is neither life threatening nor would greater harm or progression of the illness be caused if they did not move. An applicant's daily activities would be made easier if an alternative property was offered.	<b>Medium</b>

Where an applicant's housing circumstances are reflected in more than one of categories shown above, the one with the highest classification will be used to determine whether the applicant receive high or medium classification.

### **Measuring housing-related support needs**

An applicant's housing support needs for sheltered housing is assessed against five types of housing support needs in sheltered housing. There will also be an assessment of health and well-being needs.

The table below shows the five types of housing support needs in sheltered housing and the type of activity that would address them. An applicant will be assessed against each of the five types of housing support need and will be awarded a corresponding level of points.

<b>Assessing housing-related support needs for Group 5 applicants</b>	
<b>Groups of Housing Support needs in Sheltered Housing and activities that would address them</b>	<b>Score if applicant would benefit from any activity in each group</b>
<p><b>Support Need 1: Being financially better off</b></p> <p>The applicant needs</p> <ul style="list-style-type: none"> <li>• support with maximising their income including help to apply and obtain the right benefits</li> <li>• help with budgeting to reduce their debts</li> <li>• help with obtaining paid work or keeping their job going.</li> </ul>	<p>Yes = 1 No = 0</p>
<p><b>Support Need 2: Enjoy and get more out of life</b></p> <p>The applicant will</p> <ul style="list-style-type: none"> <li>• keep or improve their quality of life</li> <li>• feel less isolated</li> <li>• get involved in the leisure/cultural/faith/informal learning activities you enjoy</li> <li>• achieve meaningful personal goals</li> <li>• Establish contact with external services/family/friends</li> </ul>	<p>Yes = 1 No = 0</p>
<p><b>Support Need 3: Be healthy</b></p> <p>The applicant will be able to better manage</p> <ul style="list-style-type: none"> <li>• their physical health</li> <li>• their mental health issues</li> <li>• their substance misuse</li> <li>• Being able to live independently with the right help, aids and adaptations</li> </ul>	<p>Yes = 1 No = 0</p>
<p><b>Support Need 4: Staying safe</b></p> <p>The applicant will</p> <ul style="list-style-type: none"> <li>• Be safe from fearing or being a victim of assault, burglary or anti-social behaviour</li> <li>• Feel safe to leave their home</li> <li>• Know how to protect themselves and deal with the risk of harm</li> </ul>	<p>Yes = 1 No = 0</p>
<p><b>Support Need 5: Making a positive contribution</b></p> <ul style="list-style-type: none"> <li>• Greater choice and/or involvement and/or control at service level and within the wider community</li> <li>• Service users will acquire skills and confidence to manage their own affairs</li> </ul>	<p>Yes = 1 No = 0</p>

A health and wellbeing assessment is also completed. There are four possible health and wellbeing priorities and each one is worth the points shown in the table below.

Priority Level	Definition
<b>A</b>	<p>Urgent need to move</p> <p>This is where the applicant's current living conditions:</p> <ul style="list-style-type: none"> <li>• put the applicant's life at risk if they do not move, or</li> <li>• are so unsuitable that the applicant cannot be discharged from hospital, or</li> <li>• cause the applicant to be completely housebound and they would regain substantial independence if an alternative property were made available.</li> </ul>
<b>B</b>	An applicant's living conditions are unsuitable but their need to move is less urgent and not life threatening but if left unresolved, their quality of life will deteriorate.
<b>C</b>	The applicant's living conditions cause them difficulty in carrying out their daily activities but this is neither life threatening nor would greater harm or progression of the illness be caused if they did not move. An applicant's daily activities would be made easier if an alternative property was offered.
<b>Zero</b>	<p>One of the following applies:</p> <ul style="list-style-type: none"> <li>• Applicants current housing situation has no adverse impact on the health issues presented</li> <li>• A move would offer no improvement; <u>or</u> a solution other than moving into a social or affordable rented home is available e.g. adaptation of the current home, a move to a private rented home.</li> </ul>

Health and Well-being Priority Level	Score
A	4
B	3
C	2
Zero	1

Calculating whether an applicant has low, medium or high housing related support needs comes from multiplying the score from the Housing-related Needs for Sheltered Housing with the score for the health and wellbeing assessment

**That is:**

Housing-related Needs Score x Health and Well-being Assessment Score = Housing-related Support Score

Housing Related Support Score	Level of Housing Related Support Needs
15-20	High
6-14	Medium
1-5	Low

### Bringing Housing Need and Housing Related Support scores together for Group 6 applicants

The matrix below summarises how applicants' housing need and housing-related support scores will be prioritised.

		Housing-related Support Needs		
		H	M	L
Housing Needs	H			
	M			
	L			

Scoring an H for Housing Needs plus an H for Housing-related Support Needs means an applicant would have high priority for sheltered housing. Conversely, scoring an L for Housing Needs plus an L for Housing-related Support means an applicant would have low priority for sheltered housing.

The colour red indicates high need; amber indicates medium need and green indicates low need. Another way of illustrating this is in the following table:

Housing Need	Housing Related Support	Coded as
High	High	HH
High	Medium	HM
High	Low	HL
Medium	High	MH
Medium	Medium	MM
Medium	Low	ML
Low	High	LH
Low	Medium	LM
Low	Low	LL

### Prioritising between Group 5 applicants – final step

A sheltered housing applicant assessed as having a housing need will be prioritised by:

- Housing will be allocated based on the applicant's level of their housing related support need (high, medium or low) which is supportable at the time by a sheltered scheme, and where these are equal by date of application, and where these are equal, by length of residence in Enfield.

- The local lettings plan for the sheltered scheme and the level of housing-related support currently being catered for. For example, if there are already tenants in a sheltered scheme with high levels of housing-related need, adding an additional person may stretch resources too far. If that would be the case, then applicants with lower housing-related support needs would be looked at.

### **Some worked examples on working out sheltered housing application scores**

#### **Ms X**

On Housing Support needs for sheltered housing Ms X would benefit from 4 out of the 5 types of housing-related support needs shown. Her score for this is therefore 4.

On Health and Well-being, Ms X has been awarded priority level C. Her score for this is therefore 2.

Multiplying these two scores together:  $4 \times 2 = 8$

A score of 8 equates with a Medium level of support needs

Ms X's Housing-related Support level is Medium (M).

Ms X's Housing Need is scored as High (H)

Her overall prioritisation for sheltered housing would be MH.

#### **Mr Y**

On Housing-related Support needs for Sheltered Housing Mr Y would benefit from 5 out of the 5 outcomes shown. His score for this is therefore 5.

On health and well-being, Mr Y has been awarded priority level B. His score for this is therefore 3.

Multiplying these two scores together:  $5 \times 3 = 15$

Mr Y's Housing-related Support level is High (H).

Mr Y's Housing Need is scored as H.

His overall prioritisation for sheltered housing would be HH

Matching both the above cases against the matrix above, both applicants have a high priority for sheltered housing.

If a home became available for which they were both suitable, they would be prioritised by first looking at existing housing-related support needs in the sheltered scheme(s) they had expressed a preference for and a decision made on whether their housing-related support needs could be catered for. If they could, then in the example of prioritising these two applicants for a sheltered home, Mr Y's circumstances would be given priority because his housing supported needs are higher than Mr X's.

## 7. THE BIDDING PROCESS

### 7.1 How to bid for a property

Bidding means applying for a property, by expressing an interest in a home that is advertised on our Choice Based Lettings website.

Once an applicant has successfully completed their online application for registering on the housing register, they will be given their own unique ID and password. Applicants must keep their User ID and password safe and are not allowed to share their own User ID or password with anyone else or use anyone else's User ID or password to make a bid for a home that is advertised on the Council's Choice Based Lettings website. Using this user ID and password, applicants can bid for a home using the Council's Choice Based Lettings website or by phone.

The Choice Based Lettings website can be accessed through Enfield council's website at [www.enfield.gov.uk/](http://www.enfield.gov.uk/), then entering 'choice based lettings' in the Search box and clicking on the link provided. Bids can also be placed by phone on 0845 402 7882 and then by following the instructions.

The Choice Based Lettings System is not a first come, first served service. Applicants can bid between Wednesday and Sunday each week. The advert for each home will show a closing date for bids.

### 7.2 What is an eligible bid?

Applicants will only be considered for homes they have bid on for which they are eligible. Applicants are eligible to bid for an advertised home if:

- their eligible household is the right size for the home (see section 2.3.4 for more information on how we determine eligible household)
- they meet any additional criteria set out in the advert for the home.

If an applicant bids for a property and their circumstances do not meet the criteria for the advertised home, their bid will not be accepted.

### 7.3 Help with bidding

Applicants can get help with bidding from any of the following:

- Friends and family
- Their Social Worker
- Their housing advice worker
- Their Key Worker if living in supported housing
- A local library can provide training on how to access the internet.

### 7.4 Bidding for the right home

Applicants may bid for a maximum of 3 properties each week. If an applicant places more than 3 bids, only the first 3 bids made will be considered.



By placing a bid, an applicant is saying to the Council that they would like to receive a formal offer of the home if their bid is successful. All applicants must only bid for a social or affordable rented home they have considered they can reasonably afford and are prepared to move into. If an applicant bids for a home and receives a formal written offer for the property, the consequences of refusing the offer of the chosen home can be serious. The consequences of refusing an offer are set out in Section 9.

When bidding for a home, applicants are advised to consider:

- any medical and/or disability needs of the applicant or someone in their household and the recommendations made by the Council following a Health and wellbeing assessment;
- ease of access to school for any children in the household;
- ease of access to any care or support needed by the applicant or someone in their household;
- ease of access to work;
- access to local transport including buses and trains; and
- the applicant's ability to afford the rent using their earned income and/or benefits. Enfield Council reserves the right to refuse a bid for an available social or affordable rented home from a housing applicant whom we believe will not be able to afford the rent.

Applicants wishing to place a bid on a property are strongly advised to visit the area where the vacant social or affordable rented home is situated to help decide if it is suitable for their needs. We also encourage applicants to speak to their family, friends or other professionals supporting them about the home they are thinking of bidding for.

## **7.5 Applicants who are not bidding**

We expect all households on our housing register who have been given priority to bid, are making bids for a home where suitable homes become available. We will contact applicants who have not placed any bids within prescribed time limits to find out why then have not been bidding. We will contact applicants after 3 months if they are eligible for 1 or 2 bed homes but are not bidding, and after 6 months if they're eligible for homes with 3 or more bedrooms but are not bidding. These time limits reflect the availability of homes for let in Enfield; homes with 3 bedrooms or more are available for letting less often than smaller properties.

Applicants who are not bidding will be offered help and support by the Council's Assessment Hub which includes:

- help with finding out whether a home being advertised is suitable for their needs
- help with placing a bid
- understanding their expectations about the kind of council or housing association home they are looking for and the availability of these homes
- advice on alternative housing options

Following this, we will remove any applicant from the register and cancel their application if they do not make any appropriate bids on properties they are eligible for

over a 12 month period, with the exception of households owed a homeless duty (they will be placed on an auto-bidding system instead after 3 months of not bidding, as explained below) or emergency and exceptional priority cases such as National Witness Mobility Scheme or households where there are safeguarding concerns regarding a child in the house. In advance of the 12 month period ending, applicants will be sent two letters and contacted by phone to inform them that this action will be taken if they do not bid. This action will be documented by staff.

For homeless applicants living in temporary accommodation, we are proposing to take action sooner if they do not bid. This is because we need to minimise the amount of time households spend in temporary accommodation and minimise the cost of temporary accommodation to the Council. Where these applicants are in a position to make a successful bid for a home through the choice based lettings system but they have not made any bids over a three month period, the applicant will be placed on an 'auto-bid system', or in exceptional circumstances, will be made a direct offer of accommodation by the Council. Auto-bidding is a tool on our choice based lettings online system which will generate suitable offers for applicants. We will decide whether to place an applicant on the auto-bid system on a case by case basis to ensure there is no extenuating circumstance which explains why the applicant has not been bidding for themselves.

If we cancel an application because an applicant has not been bidding, they will be unable to apply again for a set time period (to be determined following outcome of consultation).

## **7.6 Short listing, verifying applications and making an offer**

The Housing Allocations Team will start short listing successful bidders after the deadline for bidding has closed. The deadline for bidding is usually midnight on Sunday.

We will contact the bidder for each property who has the highest level of points in the preferred Group the property was advertised for, to invite them to view the vacant property. Where two or more applicants bid who have the same level of points, the tie breaker mechanism which applies to their Group will be used to determine the winning bidder.

The viewing must take place within the timescale given. Applicants who are not able to do so or need help to view a property must let the Allocations Team know. An applicant who does not follow this procedure will be treated as having refused the property.

If an applicant accepts the property they will be given advice on moving in and their application on the housing register will be closed. If the property is refused it will be offered to the next bidder with the highest priority.

At the point at which an applicant is made an offer of accommodation, this offer will be conditional on the applicant providing further information or supporting evidence in order that we can then verify the points they were awarded. Applicants are advised to gather in advance all documents required for verification of their application in order to avoid losing an offer of a home.

We will confirm:

- the property meets the applicant's needs in terms of size and assessed need
- the applicant is eligible to be made an offer
- the applicant's priority for housing.

In order to do this, we may contact individuals or organisations whose details have been provided on the application, as well as any other relevant parties whose details come to light during our enquiries.

Failure to provide information within the timeframes requested may result in the offer of a social or affordable rented home being withdrawn and the application being cancelled. Applicants would then need to submit a new application if they wanted to reapply to join the housing register.

Where appropriate, any information provided by the applicant may be shared with partner housing associations (registered housing providers or registered social landlords).

An offer will be withdrawn if fraudulent information is uncovered.

## **8 DIRECT OFFERS**

A direct offer is where we match an applicant to a suitable available home and make the applicant the offer without anyone bidding for that property. Direct Offers are designed to help an applicant to find a home if they need to do so urgently or have been unable to find a home themselves. The Council is only able to make a direct offer if a suitable home which meets the applicant's need becomes available.

All allocations of homes for applicants in Groups 4 and 5 will be made as a direct offer.

The following applicants may be made a direct offer in order to support them to move more quickly:

- Council tenants needing to move home for exceptional and emergency reasons. In most cases, the direct offer made will be similar to the applicant's existing accommodation. Discretion will be used to alleviate severe overcrowding at the same time.
- Applicants with a high health and wellbeing need to move.
- Applicant has been diagnosed with a mental health illness; a learning disability; or a physical disability and has been assessed by the relevant Enfield housing panel as requiring a social or affordable rented tenancy.

Homeless households who are not bidding may be made a direct offer in certain circumstances, as an alternative to being placed on an auto-bidding system. Further information on this is set out in section 6.4.4.

Homeless applicants who have been placed in temporary accommodation because they are owed a full housing duty by Enfield Council under the homelessness law may be made a direct offer if exceptional circumstances apply. This will be decided by the Exceptions and Special Applications Housing Panel. Exceptional reasons include:

- the lease of the home currently occupied is about to come to an end and no other housing options are available
- the household has assessed disability needs requiring an urgent move
- financial hardship.

When making a direct offer, we will take into account any recommendations made in a health and wellbeing assessment and occupational therapy assessment, and the area and type of home the applicant has expressed a preference to live in. However, offers will be made based on the housing that becomes available, and it is not always possible to meet all the preferences an applicant has made. Refusing a direct offer of a home on the grounds that it is not in the applicant's area of preference will not be accepted as a reason.

### **8.1 Reciprocal arrangements with housing associations on direct offers**

In exceptional circumstances the Council may agree to assist housing association tenants on a reciprocal basis by making the housing association tenant **one** direct offer of suitable alternative accommodation. If the direct offer is unreasonably refused the reciprocal arrangement concerned will be cancelled.

Enfield Council expects housing associations to respond to the exceptional and emergency needs of their tenants by using their own housing stock. All reciprocal arrangements are agreed on a discretionary basis and the Council retains the right to decline a request.

Reciprocal arrangements are only agreed when there is no material loss to the Council in terms of available housing stock. A reciprocal offer in most cases means that the Council will expect back a property of equal or larger size than the home offered. The home must also be comparable in terms of quality and type.

In exceptional circumstances, the Council may agree to accept two smaller homes in exchange for a larger home of the same number of bedrooms. This will only be considered where there is no other re-housing option available to the applicant and where there is a strong welfare reason to support the request.

The Council expects to receive back the replacement home within twelve months of the housing association tenant's start date for their new tenancy.

The housing association concerned will be required to provide a written commitment to the terms of the reciprocal, as agreed by Enfield Council.

## **9 APPLICANTS WHO DO NOT ACCEPT AN OFFER OF A HOME**

In most circumstances, we will cancel an applicant's application and will not make any further offers of accommodation if they refuse, or are deemed to refuse, two offers of a home allocated through either the choice based lettings system (including an offer made via auto-bidding to homeless households) or through a direct offer.

In most circumstances, this action will be taken after two offers are refused. However, in some circumstances, the action will be taken after one offer of accommodation is made and refused. This includes the following circumstances:

- Where we have agreed a transfer of an existing social or affordable rented tenant for Exceptional and Emergency reasons (Group 1)
- Enfield New Generation Scheme applicants (Group 3)
- Applicant has been awarded a high or medium health and wellbeing priority (and no other housing circumstances apply) (Group 1)
- Where Enfield has agreed a transfer of an existing social or affordable rent tenant who is severely overcrowded (lacks two bedrooms) (applicant in Group 1) and the applicant has refused two offers of a suitable alternative home (whether these were chosen by the applicant through the CBL system or made by direct offer), the applicant will be unable to access the choice based lettings system or receive a direct offer of a social or affordable rented home for a period of 12 months
- Applicant is living in the private rented sector or with family or friends lacking 3+ bedrooms or lacking 2 bedrooms
- Homeless applicant living in accommodation provided by Enfield Council owed a full homelessness duty under homelessness legislation, who became homeless after November 2012 and have been placed in temporary accommodation, pending being made an offer of a private rented home to discharge the Council's duty.
- Applicant who was threatened with unintentional homelessness, has priority need for accommodation and has become homeless despite the Council taking reasonable steps to try to prevent the homelessness.
- Applicant is intentionally homeless and is being given reasonable preference for a set time period
- Non-priority homeless applicants
- Homeless applicants who are owed a homelessness duty by another borough but who have been placed in temporary accommodation in Enfield.

For applicants in Group 2, if an applicant refuses two offers of a social or affordable rented home, if those 2 offers were made through bidding, we will make a direct offer of accommodation as a third and final offer. Following the final offer of accommodation, applicants will be given the option of moving into one of the new properties on their existing estate once the regeneration work is complete. As a last resort, a Possession Order will be sought to protect the Council's and other tenants' interests in ensuring the estate regeneration programme is not held up.

For applicants in Group 4, the Council will try to meet all needs possible through assisting with adaptations to suitable homes. However, we may require applicants to make compromises. For example, a suitable home may not always be in the area of the borough which the applicant would prefer to live in. The Council will not cancel applications after two refusals, provided that the applicant is demonstrating flexibility on the area of the borough in which they will live. If the applicant does not

compromise on the area of choice, then the application will be cancelled after 2 offers have been made.

For any application that is cancelled, the applicant will have to make their own arrangements to find a suitable home. If we cancel an application after the applicant has refused an offer of a home, they will be unable to apply again for a set time period (to be determined following outcome of consultation).

## **10 MANAGING SUPPLY**

### **10.1 Assigning an expected quota of homes to each demand group: the lettings plan**

We estimate the number of general needs council and housing association homes in Enfield likely to become available each year and use this to estimate the number of available homes we will make available to groups 1 to 4. Any sheltered accommodation which becomes available to let is allocated to group 5.

We estimate how many homes and the size and type of homes that might become available for letting to applicants in groups 1 to 5 by:

- taking as a guide the number and size of existing homes which become available to be re-let over a twelve month period
- taking account of any new homes expected to be built and completed in the coming months from our Development Programme – this includes Council properties and also properties built by Registered Providers/ Housing Associations.

Using the expected number of vacant properties, we then allocate a number of those homes to each of the five demand groups.

We consider how many of the predicted number of available homes are likely to be wheelchair accessible homes for Group 4 applicants. Of the remaining number of homes likely to become available, we then assign a quota to Group 2 based on the needs of existing Group 2 applicants who need to move under the Council's estate regeneration plans; and a quota to Group 3 based on the needs of existing Group 3 applicants and on what we know of the future demand from these categories of applicants.

Lastly, we ensure a quota of re-lets are made available for existing social housing tenants moving from other boroughs through Housing Moves<sup>1</sup>, the Mayor of London's Pan-London Mobility Scheme. The quota made is in line with the Mayor of London's Scheme.

The remaining estimated number of properties is assigned to Group 1.

The quotas assigned to each Group are set out in a lettings plan which is approved by the Lead Member for Housing and Housing Regeneration.

---

<sup>1</sup> <http://www.housingmoves.org/>

We review our lettings plan periodically to ensure it is based on the latest available information on housing supply. We publish the current version on our website.

## **10.2 Assigning available homes to a demand group based on the lettings forecast**

The Housing Allocations Manager decides which Group to assign each available property to, in accordance with the lettings plan.

When a property becomes available for letting, we first consider whether it is suitable for a direct offer, including whether it is suitable for an offer to applicants in Group 4. If the property is not suitable for a direct offer, it will be allocated to either Group 1, 2, or 3 on a rotation, with the aim of meeting the target number of properties for each Group as set out in our lettings forecast.

We monitor lettings throughout the year to check whether applicants have an opportunity to bid on an appropriate share of available social or affordable rented homes. If too many homes have been set aside for Group 2 compared to the actual number of Group 2 applicants needing to move during the year, then the additional homes will be re-allocated to Group 1 applicants.

## **10.3 Local lettings plans for new homes**

We use local lettings plans to respond to specific local circumstances in a defined area, usually a new-build estate. We will consider using a local lettings plan to address a wide range of issues, including particular housing management and wider public policy concerns. We will ensure that any lettings plan has a clear aim, and will not undermine this Allocations Scheme. They will always operate for a set period of time – for example, during the period in which newly built homes are let for the first time.

They may be used in order to create balanced and mixed communities, protect existing stable communities, and help with community stability and cohesion. This may be done by:

- ensuring that a high enough proportion of new tenants have demonstrated experience of being able to successfully maintain a tenancy
- ensuring that the number of vulnerable households in need of support are such that their support needs can be adequately met within the Council's available resources
- ensuring an appropriate proportion of households with children, so that their needs can be adequately met through available resources
- putting in place specific actions to how high or low demand homes will be let.

The types of outcomes we aim to achieve through a local lettings plan include a reduction in void rates or tenancy turnover, reduction in incidents of anti-social behaviour, and successfully achieving positive outcomes for the individual households living in the area (for example increasing levels of employment, education and training).

Where we have a local lettings plan in place, we will ensure that an equality impact assessment is completed, that the local plan is clearly communicated to housing

association partners and other relevant stakeholders including tenants and residents, and that is reviewed at regular intervals to ensure it remains relevant.

If a Local Lettings plan is in operation then this will be stated on the advert for a property and the property will be advertised for applicants who meet the criteria.

The Assistant Director for Council Housing will decide whether to put a lettings plan in place for a designated area, and will determine the content of that plan. This will be agreed by the Lead Member for Housing and Housing Regeneration.

## **11 APPLICANTS' RIGHTS**

We will ensure that all applicants:

- are treated politely, fairly, with respect and without prejudice;
- are provided with information to enable them to assess how their application is likely to be treated, including whether they are likely to be regarded within the reasonable and local preference categories; and whether a home appropriate to their needs is likely to be made available to them and, if so, how long they can expect to wait to secure a successful move;
- are notified in writing of any decision made regarding their application for rehousing and the grounds on which that decision was reached;
- are given the opportunity of review against decisions made in respect of their application.

We ask that applicants treat our staff politely and with respect too, and verbal or physical abuse will not be tolerated. Anyone using abusive, racist or derogatory language will be politely asked to stop. Failure to do so will result in a written warning. Should this behaviour continue we will either only communicate with the applicant in writing or may instead reduce their priority or cancel their application, depending on the severity of their actions.

### **11.1 Data protection**

Applicants have the right to ask for details of any information about them that is held by the Council. The right applies to all personal information regardless of the date that information was recorded. All applicants are entitled to information about how their application for a social or affordable rented home was assessed and also about their prospects of being housed. An applicant will be entitled to receive in writing the Council's decision not to consider them for housing because of unacceptable behaviour by them and reasons for the decision. Further information is set out on the Council's website, [www.enfield.gov.uk](http://www.enfield.gov.uk), in our policies and procedures regarding data protection.

We will treat all information provided by applicants in accordance with the Council's confidentiality procedures and with any inter-agency protocols that apply to particularly sensitive information known to the council.



## 11.2 Applicant's right to request information or a review

The Housing Act 1996<sup>2</sup> gives housing applicants the right to know the facts of their case which have been or are likely to be taken into account by Enfield Council when considering their application to join the housing register or to make them an offer of a social or affordable rented home.

Applicants are entitled to receive this information in writing together with information that explains how and by when they can request an internal review of a decision made that they do not agree with. Homeless applicants have an additional right of review under Section 202 of the Housing Act 1996 about the suitability of any offer of a social or affordable rented home.

We will advise applicants of these rights at the point of application.

Applicants can request a review if:

- they have been advised that they have been excluded from our housing register;
- they have been suspended from our housing register for unreasonable refusal of an offer of accommodation; or
- any decision has been made about the facts of their case which is likely to be or has been taken into account in considering whether to allocate accommodation to the applicant.

We will inform applicants in writing (by post or email) when we make a decision regarding their case. The letter will inform the applicant of who to contact if they would like to request a review, and who within the Council will deal with any review.

When an applicant receives notice of our decision in writing, they can request a review of it within 15 working days.

At the same time as requesting a review, the applicant, or whoever they would like to represent them, should also provide any additional details or information they would like us to take into account.

When we receive a request for a review, we will write to the housing applicant within five working days:

- acknowledging receipt of their request for a review
- explaining the review procedure
- explaining that the housing applicant will know the outcome of the review within 20 working days, unless a longer time is agreed with the applicant.

When we receive the housing applicant's written representation, we will review our original decision, taking into account any additional information and any other relevant facts. A more senior officer than the one who made the original decision will carry out the review. We will let the applicant know the outcome of a review in writing. Where we confirm our original decision, we will explain why.

---

<sup>2</sup> Section 166(A) Housing Act 1996 as amended by Localism Act 2011, S147 (2)(a)

Where an applicant may have difficulty understanding the implications of a decision on eligibility or disqualification we will make arrangements for an additional verbal explanation.

### **11.3 Complaints**

We aim to provide a high quality housing assessment and allocation service. However, we recognise that sometimes, our service may not be of the standard we want it to be.

We are always looking to improve our services and we use complaints, along with other feedback, to help us to do this.

A complaint may be about delay, lack of response, discourtesy, failure to consult or about the standard of service an applicant has received. We encourage applicants to tell us if they feel we have not treated them fairly or politely, have not done something we should have done, or have done something badly. Making a complaint will not put any applicant at a disadvantage now or in the future.

Applicants can make a complaint to Enfield Council using any of the following methods:

#### **By telephone**

- Enfield Council's Customer Services on 020 8379 1000 (Calls may be recorded)
- Textphone - 020 8379 4419

#### **In writing**

- using the complaints form on Enfield Council's website or at a local library or the Enfield's Civic Centre
- e-mailing us at [complaints@enfield.gov.uk](mailto:complaints@enfield.gov.uk)
- By letter to Enfield Council Housing, Civic Centre, Silver Street, Enfield, EN1 3BG

## Appendix A

### Who makes decisions?

Type of decision and / or assessment	Who makes the decision
Determining eligibility and qualification for a Council or housing association home	Enfield's Housing Assessment and Allocations Service: Officer level
Deciding that an application should be cancelled	Enfield's Housing Assessment and Allocations Service: Officer level
Assessing and prioritising housing applications	Enfield's Housing Assessment and Allocations Service: Officer level
Assessing the size of home needed by an applicant	Enfield's Housing Assessment and Allocations Service: Officer level
Agreeing an extra bedroom for an applicant based on their assessed need.	Enfield's Housing Assessment and Allocations Service: Assessment and Allocation Manager or another manager within the Service at the same grade
Deciding to accept someone not in the immediate family on an application	Enfield's Housing Assessment and Allocations Service: Assessment and Allocation Manager or another manager within the Service at the same grade
Recommending health and wellbeing priority based on assessed need	Enfield's Housing Assessment and Allocations Service: Medical Assessment Officer
Deciding health and wellbeing priority based on the recommendation of the Medical Assessment Officer	Enfield's Housing Assessment and Allocations Service: Assessment and Allocation Manager or another manager within the Service at the same grade
Deciding that a homeless applicant living in accommodation provided by Enfield Council owed a full homelessness duty is not in a position to find work.	Enfield's Housing Assessment and Allocations Service: Assessment and Allocation Manager or another manager within the Service at the same grade
Decision that an applicant has an emergency and exceptional priority and requires an urgent move (excluding management transfers for existing Council tenants)	Enfield's Housing Assessment and Allocations Service: Assessment and Allocation Manager or another manager within the Service at the same grade
Decision that an applicant has an emergency and exceptional priority and	Enfield Council Housing: Housing Options Transfer Panel

Type of decision and / or assessment	Who makes the decision
requires an urgent move - management transfers for existing Council tenants	
Assessing housing and support needs – people with mental health problems	Mental Health Housing Assessment Panel and Mental Health Housing Panel
Assessing housing and support needs – people with learning difficulties	Learning Difficulties Housing and Resources Panel
Assessing housing and support needs – people with physical disabilities, visual impairments and hearing impairments	Housing Options Panel
Deciding which Council and housing association homes are to be let by direct offer or through the choice-based lettings scheme	Enfield's Housing Assessment and Allocations Service: Assessment and Allocations Manager
Deciding which demand group a vacant Council or housing association home will be prioritised for	Enfield's Housing Assessment and Allocations Service: Assessment and Allocations Manager or Team Leader
Shortlisting applicants who have bid for vacant Council or housing association homes via the choice based letting system	Enfield's Housing Assessment and Allocations Service: Officer level
Conducting a review of a decision we have made on an applicant's case	Enfield's Housing Assessment and Allocations Service: Review Officer
Deciding where and when local lettings plans will be put in place and agreeing the content of letting plans	Assistant Director Council Housing, with approval of the Lead Member for Housing and Housing Regeneration
Determining the points threshold for applicants to be able to bid on homes	Lead Member for Housing and Housing Regeneration
Determining the lettings forecast and quotas	Lead Member for Housing and Housing Regeneration

## **Appendix B**

### **Enfield's Housing Panels which consider applicant need and priority**

The Council has Housing Panels for assessing an applicant's housing and support needs. Senior Officers with delegated authority by the Council make decisions about housing as appropriate to each case. Each panel considers an applicant's priority for social or affordable rented housing and the support they will need to live independent lives.

#### **Mental Health Assessment Panel**

Applicants are referred to the Mental Health Assessment Panel where there is a need for more in depth discussions and sharing of information about their mental health issues.

The Mental Health Assessment Panel assesses:

- The vulnerability of applicants on the grounds of mental health where they request assistance from Enfield Council because they are homeless
- Whether to award a mental health priority to an applicant applying through the housing register for a Council or housing association home

The Panel is chaired by the Medical Assessment Officer and comprises a Senior Community Mental Health worker and Team manager from the Council's Housing Options and Advice Service. This panel may refer applicants to the full Mental Health Panel if necessary. The Panel reviews on average 120 cases each year. Of this number about 40 cases will involve a review of an applicant's housing and support needs.

#### **The Mental Health Panel**

This consider applicants who have severe and enduring diagnosis who have recently been hospitalized or who are being assessed for independent living having been in residential supported accommodation commissioned by the Mental Health Team.

The Head of Housing Options and Advice or other delegated officer chairs the meeting. Applicants may attend. The Panel includes a Senior Officer from the Community Mental Health Team or Community Psychiatric Nurse to enable the panel to decide on the suitability of independent accommodation and award an appropriate priority. The Mental Health Panel reviews on average 40 cases each year.

#### **Care Leavers Housing Panel**

Enfield's Care Leavers Housing Panel reviews the cases of young people who are due to leave the care of the local authority because they are owed a duty by Enfield Council under the Children (Leaving Care) Act 2000.

The aim of the panel is to:

- ensure a young person is fully prepared for move-on into independent living

- identify their support needs with, for example, the Choice Based Lettings bidding process
- maximise the young person's ability to sustain their tenancy through early interaction between the young person, their support workers and Enfield Homes Rehousing, Tenancy Estate Management and Income Management teams.

The Panel is chaired by the Head of Service, Looked after Children (LAC), and includes staff from:

- Enfield Council (LAC Head of Service, LAC Deputy Team Manager, Fostering Manager, Asylum Team Support Service Manager, Panel Administrator)
- Enfield Council Homes (Rehousing Team plus Income Management Team/ASB Team rep as and when required).
- Housing Association partner (Floating Support Service)

Around 120 young people are reviewed by the Care Leavers Housing Panel annually and on average 40 cases are approved for independent living into council or housing association.

### **Reciprocal arrangements for young people leaving care**

Young people leaving care who have been placed in Enfield by another local authority under the Leaving Care Act 2000 may be considered at the discretion of the local authority under the terms of a reciprocal agreement (one for one) if the young person was placed in the borough prior to their 16th birthday and has lived in the borough continuously for a period of 5 years

### **Learning Difficulties Panel (Resources)**

Applicants who have learning difficulties are referred to the joint Social Services/Housing Learning Difficulties Panel. A Learning Difficulties Manager chairs the meeting which is comprised of a Senior Officer from the Housing Options and Advice Service, Social Workers, Support / Care providers. Cases are presented by Social Workers to enable the Panel to decide on the suitability of independent accommodation. This Panel reviews on average 60 cases each year.

### **Housing Options Panel for People with physical disabilities or visual impairment or hearing impairment**

The Housing Options Panel will consider applications from people who have physical disabilities. The Panel is chaired by a Manager from the Disabilities Team and comprises a Senior Occupational Therapist, Senior Officer from the Private Sector Housing Team and a Senior Manager from Enfield Homes. A Senior Housing Options and Advice Officer may attend. The Housing Options Panel will decide whether an applicant can remain in their home with appropriate and cost effective adaptations or recommend a move to more suitable housing. The Panel reviews on average 80 cases per year.

### **Joint Assessment Panel (Older Persons)**

The Joint Assessment Panel (Older Persons) will consider applications from older people needing to live in a housing scheme that provides extra care. This panel is chaired by Sheltered Housing Services Manager, and includes an In House Home Care Manager, the Team Manager - Older People, a Housing Occupational Therapist. Around 30 cases are considered each year.

### **Housing Options Transfer Panel**

This panel considers urgent moves for Enfield Council Housing tenants. The Panel is chaired by the Head of Housing Operations, Enfield Council Homes. The panel's decision on whether to agree for a transfer will be based on an investigation undertaken by housing management staff to gather evidence of the reason for needing to move urgently and any health and well-being assessment available.

### **Exceptions and Special Applications Housing Panel (ESAHP)**

Enfield's Housing Allocations Scheme cannot cover every eventuality. Discretionary powers may be used to deal with special cases that may need to be treated in an exceptional way.

A senior manager graded PO2 and above from within the Council's People Assessment Hub Services will chair the ESAHP. The Assistant Director of Assessment and Gateway will hear appeals against Panel decisions.

This page is intentionally left blank



# Letting Social Rented Homes in Enfield

## Enfield's Housing Allocation Scheme

There is a severe shortage of council and housing association homes in Enfield. We have over 4,000 single people and families on our housing register. Last year, just 550 homes became available to rent. Most of those on the housing register are unlikely to be successful in finding a social rented home in the foreseeable future. To address this, we need to help prevent more people becoming homeless, continue to support tenants to find settled homes in the private rented sector and ensure efficient practice in how the small number of social rented homes in Enfield are allocated and managed.

**We need to ensure that social rented housing goes to those who need it most.**

This questionnaire asks for your views on changes we're proposing to make to our Scheme. This includes changes about:

- Eligibility for joining the housing register
- How different applicants on the register are prioritised
- How we assess the type and size of home applicants require
- The bidding process and direct offers of accommodation.

This survey summarises the main changes we are proposing to the Housing Allocation Scheme. There are more detailed procedural changes set out in the new draft Scheme. For full details, please refer to the draft of the new proposed Scheme available on the Council website [www.enfield.gov.uk/consultations](http://www.enfield.gov.uk/consultations).

**The closing date for responses is Friday 8th September 2017**

**Please return to:**

CREST  
Enfield Council  
Civic Centre, B-Block South, Sliver Street  
Enfield EN1 3XA

[www.enfield.gov.uk](http://www.enfield.gov.uk)

## Section 1: Eligibility for joining the housing register

### Having a local connection to be eligible to apply for social rented housing

In our existing Housing Allocation Scheme, applicants can join the register without a local connection, but are given a higher priority if they have lived in Enfield for 2 years or if they have lived in Enfield for 10 of the last 15 years. We are proposing that applicants will need a local connection of at least the previous 3 years in order to be on the register.

To demonstrate a local connection, applicants will need to show that they have:

- Lived in Enfield for the previous 3 years; **or**
- Been in permanent employment (16 hours or more per week) in Enfield for the previous 3 years; **or**
- A close family member (normally mother, father, brother, sister, son or daughter) who has lived in Enfield for the previous 3 years

For applicants who do not qualify for the housing register, advice on alternative housing options will be offered.

Some people will be exempt from having to have a local connection. This is explained in Section 3.4 of the Scheme.

**Q1** What do you think the minimum time period for having a local connection should be? **PLEASE SELECT NO MORE THAN ONE RESPONSE**

Less than 2 years

3 years

5 years or more

2 years

4 years

Don't know

# Section 1: Eligibility for <sup>Page 87</sup>joining the housing register

## Household income, assets and savings

In our existing Housing Allocation Scheme, if an applicant or their partner own a property or a share in their property, or have enough assets (£50,000 savings) or income (£70,000 - household with children or £40,000 - single person or couple without children) to meet their own housing need, they will be ineligible to apply for housing.

We are reviewing what these income and assets thresholds should be.

**Q2** To what extent do you agree or disagree that we should only allow people to join our housing register if they have a low income and low levels of assets or savings?

Strongly agree

Neither agree nor disagree

Strongly disagree

Tend to agree

Tend to disagree

Don't know

## Key Workers

In our existing Housing Allocation Scheme, being a key worker allows an applicant to join the housing register, provided they meet the local connection criteria and their immigration status, previous behaviour, or level of income, savings or assets do not make them ineligible to join.

'Key worker' refers to a public sector employee who is considered to provide an essential service, for example an NHS health worker. There is no statutory duty to give key workers priority for social rented homes and they are eligible for other affordable housing such as low cost home ownership.

**Q3** Which of the following, if any, best describes your view?  
**PLEASE SELECT NO MORE THAN ONE RESPONSE**

Key workers should be allowed to join the housing register

Key workers should not be allowed to join the housing register. Rather key workers should be given advice and information on accessing other affordable housing, such as low cost home ownership

Don't know/not sure

# Section 1: Eligibility for <sup>Page 88</sup>joining the housing register

## Minimum age required to hold a social rented tenancy

In our existing Housing Allocation Scheme, anyone aged 16 or over who meets the eligibility criteria can apply to the Council to join the Housing Register. We are proposing that instead, the minimum age required to hold a social tenancy will be 18 years, except in exceptional circumstances. Applicants in exceptional circumstances aged 16 and 17 will require a rent guarantor before being allowed to sign for the tenancy of a property.

**Q4** To what extent do you agree or disagree that the minimum age required to hold a social tenancy should be 18 years, except in exceptional circumstances?

Strongly agree

Neither agree nor disagree

Strongly disagree

Tend to agree

Tend to disagree

Don't know

## Intentionally homeless applicants

Being intentionally homeless means that the applicant is homeless because they left accommodation that they could of stayed in.

In our existing Housing Allocation Scheme, applicants who are intentionally homeless can remain on the housing register after we cease to owe them any legal duty to provide accommodation.

We are now proposing that these applicants will be removed from the register after our legal duty to provide accommodation has ended.

**Q5** To what extent do you agree or disagree that intentionally homeless applicants will be removed from the register after our legal duty to provide accommodation has ended?

Strongly agree

Neither agree nor disagree

Strongly disagree

Tend to agree

Tend to disagree

Don't know

# Section 1: Eligibility for joining the housing register

## New Generation Scheme

Currently, single people and couples without children living with their parents in an Enfield Council home are eligible to bid for their own studio or one bedroom home if they meet all of the following criteria:

- Are aged between 25 and 60
- Have lived with parent(s) continuously for at least three years
- The parent(s) has lived in a Council property owned by Enfield for at least three years
- The applicant is in employment

In addition to the above, we are proposing that they must also be living in overcrowded accommodation in order to be eligible to bid for their own home.

**Q6** To what extent do you agree or disagree that single people and couples without children living with their parents in an Enfield Council home should be eligible to bid for their own studio or one bedroom home if they meet the criteria above?

Strongly agree

Neither agree nor disagree

Strongly disagree

Tend to agree

Tend to disagree

Don't know

**Q7** To what extent do you agree or disagree that applicants in these circumstances will need to be living in overcrowded accommodation in order to be able to bid for their own home?

Strongly agree

Neither agree nor disagree

Strongly disagree

Tend to agree

Tend to disagree

Don't know

**Q8** At what age do you think applicants in these circumstances should be able to bid for their own home? **PLEASE SELECT NO MORE THAN ONE RESPONSE**

Between 25 and 60

Between 35 and 60

Between 30 and 60

Don't know

## Section 2: How different applicants on the register are prioritised

### The minimum number of hours an applicant should work to be considered a priority

In some circumstances, applicants are awarded a higher level of points if they, or their partner, are in employment. In our existing Housing Allocation Scheme, we consider someone to be in employment if they have a permanent contract; work as a temporary member of staff; or if they are self-employed. Applicants will only qualify if the worker has been employed for 6 out of the last 12 months. In addition to this, we are now proposing that the worker must also work for a minimum number of hours each week.

**Q9** To what extent do you agree or disagree that to be awarded additional priority for being in employment, the applicant or their partner must work for a minimum of 16 hours per week?

Strongly agree

Neither agree nor disagree

Strongly disagree

Tend to agree

Tend to disagree

Don't know

### Prioritising applicants in different circumstances

We are proposing to make some changes to how we prioritise applicants on the housing register. This will mean some people will have a higher priority in the future than they do now, and some people will have a lower priority.

**Q10** To what extent do you agree or disagree that applicants living in an Enfield Council home that is too big for them, but who are willing to move to a smaller home, should be given high priority?

Strongly agree

Neither agree nor disagree

Strongly disagree

Tend to agree

Tend to disagree

Don't know

## Section 2: How different applicants on the register are prioritised

### Prioritising applicants in different circumstances - continued

**Q11** To what extent do you agree that tenants living in a private rented home should be given the same level of priority as council or housing association tenants in the following circumstances:

The applicant needs to move because their current living conditions:

- put their life at risk if they do not move, or
- cause them to be completely housebound and a new home would allow them to regain their independence.

Strongly agree

Neither agree nor disagree

Strongly disagree

Tend to agree

Tend to disagree

Don't know

**Q12** To what extent do you agree or disagree that eligible homeless applicants, who became homeless before November 2012, should be given a higher priority if they are working and have been assessed by the Council as having an income from work which is not enough to make rent payments?

Strongly agree

Neither agree nor disagree

Strongly disagree

Tend to agree

Tend to disagree

Don't know

**Q13** To what extent do you agree or disagree that young people leaving local authority care should be given a high priority?

Strongly agree

Neither agree nor disagree

Strongly disagree

Tend to agree

Tend to disagree

Don't know

**Q14** To what extent do you agree or disagree that in **exceptional circumstances**, homeless applicants should be given higher priority if they do not have enough income to pay their current rent as a result of having their benefits reduced, and they are unable to work?

Strongly agree

Neither agree nor disagree

Strongly disagree

Tend to agree

Tend to disagree

Don't know

## Section 2: How different applicants on the register are prioritised

### Prioritising applicants in different circumstances - continued

**Q15** To what extent do you agree or disagree that applicants should be given a high priority if they have been diagnosed with either a mental health illness; learning disability; physical disability, sensory impairment or long term illness/condition and they:

- receive support from adult social care; or
- could be in need of adult social care services without settled accommodation; and
- have a significant need for a social tenancy because their current accommodation is having a severe negative impact on their health and wellbeing?

Strongly agree

Neither agree nor disagree

Strongly disagree

Tend to agree

Tend to disagree

Don't know

### Allocating points to homeless applicants who became homeless after November 2012

The Localism Act 2011 introduced changes to the way councils can provide accommodation for homeless people. This means we can offer suitable accommodation into the private rented sector to any household who became homeless after November 2012. In our current scheme, we state that households in these circumstances who have been assessed as unsuitable for a private rented tenancy will be given higher priority than other households in the same circumstances. We are proposing to no longer award higher priority to these households.

**Q16** To what extent do you agree or disagree that we should no longer award higher priority to homeless applicants who are assessed as unsuitable for a private rented tenancy?

Strongly agree

Neither agree nor disagree

Strongly disagree

Tend to agree

Tend to disagree

Don't know



## Section 3: How we assess the type and size of home applicants require

### Allocating an additional bedroom for full time carers

In the existing Housing Allocation Scheme, an additional room is agreed if someone in the household needs a full-time carer and, in exceptional circumstances, if someone needs an **occasional** carer to stay overnight. Given the severe shortage of larger homes, we are proposing that the requirement for an additional room will only be agreed if permanent and substantial overnight care is needed.

**Q17** To what extent do you agree or disagree that an additional room should only be agreed for a carer, if the carer is needed full time for permanent and substantial overnight care?

Strongly agree

Neither agree nor disagree

Strongly disagree

Tend to agree

Tend to disagree

Don't know

### Assessing overcrowding

There is an acute shortage of larger social rented homes in Enfield. In our existing Scheme, we do not specify how we assess levels of overcrowding in private rented sector homes. We are proposing to clarify in the new Scheme that any rooms other than bathrooms, toilets, kitchens and utility rooms will be counted as bedrooms when deciding whether an applicant in the private rented sector is living in an overcrowded home.

**Q18** To what extent do you agree or disagree that any room other than the bathroom, toilet, self-contained kitchen and utility room should be counted as a bedroom for tenants living in the private sector?

Strongly agree

Neither agree nor disagree

Strongly disagree

Tend to agree

Tend to disagree

Don't know

# Section 3: How we assess the type and size of home applicants require

## How we allocate wheelchair adapted homes

We want to help people with disabilities access a home that is suitable for their particular needs. In our existing Allocation Scheme, we describe these applicants as 'Mobility Applicants'. However, the homes we reserve for this group are specifically wheelchair adapted homes. We therefore propose to clarify how we describe this group, from 'Mobility Group' to 'Applicants requiring wheelchair adapted homes.' We will only place people in this group if they require a wheelchair adapted property.

Applicants with mobility needs as a result of a disability but who are not wheelchair users, will be able to bid on level access homes or properties all on one level which are made available to their group. They may also be awarded health and wellbeing points, depending on their specific needs.

**Q19** To what extent do you agree or disagree that wheelchair adapted homes should be reserved for wheelchair users only?

Strongly agree

Neither agree nor disagree

Strongly disagree

Tend to agree

Tend to disagree

Don't know

## Bidding for homes with gardens

In our existing Allocation Scheme, only families with children under 15 years old can bid for properties with gardens. This prevents other large households who do not have children under 15 from bidding on the small number of larger homes that become available, which tend to have gardens. We are therefore removing this condition.

**Q20** If you have any comments on this change, let us know.

**PLEASE USE THE SPACE BELOW**

## Section 4: The bidding process and direct offers of accommodation

### Needing a minimum level of points in order to bid

Like many councils, our homes are allocated through a choice based lettings system. This means that applicants on our housing register are required to make 'bids' on properties that they are eligible for.

In our existing Housing Allocation Scheme, all applicants on the register can bid for a home. We are proposing that instead, households with lower levels of housing needs, with the lowest level of points, will not be able to bid for a home. This is so we can better manage the limited supply of social rented homes and better manage the expectations of applicants. Demand for social rented homes greatly exceeds the number of homes available in Enfield. Households with lower levels of priority are unlikely to be successful in bidding for a social rented home.

**Q21** To what extent do you agree or disagree that only people with higher levels of housing needs should be able to bid for a social rented home?

Strongly agree

Neither agree nor disagree

Strongly disagree

Tend to agree

Tend to disagree

Don't know

### How we work with applicants who do not make bids

Like many councils, our homes are allocated through a choice based lettings system. This means that applicants on our housing register are required to make 'bids' on properties that they are eligible for. With our existing Housing Allocation Scheme, applicants remain on the housing register even if they are not actively bidding for a home. Instead, we are proposing to remove applicants from the housing register if they do not bid for a home over a 12 month period. We are proposing to place homeless applicants on an 'auto-bidding' system if they do not make any bids over a three month period. This means our choice based lettings online system will generate suitable offers for homeless applicants who are not bidding.

This is because we need to minimise the amount of time households spend in temporary accommodation and minimise the cost of this to the Council.

Applicants will be sent two letters and contacted by phone to inform them that action will be taken if they do not bid.

**Q22** Do you agree that applicants, excluding exceptional cases, should be removed from the register if they do not make any bids over a 12 month period and do not respond to Council communications?

- |                                         |                                                     |                                            |
|-----------------------------------------|-----------------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Tend to agree  | <input type="checkbox"/> Tend to disagree           | <input type="checkbox"/> Don't know        |

**Q23** After what time period do you think we should introduce 'auto-bidding' for homeless households living in temporary accommodation, if they haven't made any bids for a home? **PLEASE SELECT NO MORE THAN ONE RESPONSE**

- |                                   |                                   |                                   |                                    |                                     |
|-----------------------------------|-----------------------------------|-----------------------------------|------------------------------------|-------------------------------------|
| <input type="checkbox"/> 3 Months | <input type="checkbox"/> 6 Months | <input type="checkbox"/> 9 Months | <input type="checkbox"/> 12 Months | <input type="checkbox"/> Don't know |
|-----------------------------------|-----------------------------------|-----------------------------------|------------------------------------|-------------------------------------|

**Q24** If we cancel an application because the applicant has not been bidding, or because they have refused an offer of a home, how long do you think they should be prevented from making a **new application** for the housing register? **PLEASE SELECT NO MORE THAN ONE RESPONSE**

- |                                  |                                  |                                   |                                     |                                |
|----------------------------------|----------------------------------|-----------------------------------|-------------------------------------|--------------------------------|
| <input type="checkbox"/> 2 years | <input type="checkbox"/> 5 years | <input type="checkbox"/> 10 years | <input type="checkbox"/> Don't know | <input type="checkbox"/> Other |
|----------------------------------|----------------------------------|-----------------------------------|-------------------------------------|--------------------------------|

If 'Other', please specify

## Section 4: The bidding process and direct offers of accommodation

### Decreasing the number of direct offers made to succession cases before applying for a possession order

If someone inherits a tenancy of a social rented home and the home is too large for their needs, we will take steps to provide alternative accommodation. In our existing Housing Allocation Scheme, we make two direct offers of accommodation before a third and final offer is made to these types of applicants. If all three offers are turned down, we then apply for a possession order. In order to free up much-needed larger Council properties more quickly, we are proposing to reduce the number of direct offers made in these circumstances from a total of three offers, down to two.

**Q25** If someone inherits a tenancy for a home that is bigger than they need, how many offers of an alternative home do you think they should be given, before the Council applies for a possession order? **PLEASE SELECT NO MORE THAN ONE RESPONSE**

1 offer of accommodation

3 offers of accommodation

2 offers of accommodation

Don't know

### Any other comments or feedback on the allocation of homes in Enfield

**Q26** If you have any comments or proposals on how the Council should allocate housing or on how information on the allocation of homes in Enfield could be made clearer, let us know. **PLEASE USE THE SPACE BELOW**

# Future conversations on housing in Enfield

Over the coming months, we will be talking to people across the borough about the challenges and opportunities of meeting the needs of a growing population in Enfield.

**Would you be willing to be contacted by the Council to take part in housing events, surveys and other engagement activities?**

Yes

No

**Please note your personal information would be held in the strictest confidence.  
The information you provide will only be used for the purpose stated.**

To enable us to contact you please provide your name and contact details:

Your name:

Your email:

Your home address (if email cannot be provided)

## Section 5: About you

To help us further analyse and understand the data, please answer the following questions. This information will not be used to identify individuals. All data we collect will be treated in accordance with the Data Protection Act 1998.

Do you receive either Council Tax Support and/or Housing Benefit?

- I receive both
                         
  I receive Housing Benefit
                         
  None - I do not receive either  
 I receive Council Tax Support
                         
  Prefer not to say

Which of these activities best describes what you are doing at present?

- |                                                            |                                                                                                                       |
|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Employed full-time                | <input type="checkbox"/> Unemployed and available for work                                                            |
| <input type="checkbox"/> Employed part-time                | <input type="checkbox"/> On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work) |
| <input type="checkbox"/> Self-employed (full or part time) | <input type="checkbox"/> Permanently sick/disabled                                                                    |
| <input type="checkbox"/> Fully retired                     | <input type="checkbox"/> Looking after the home                                                                       |
| <input type="checkbox"/> Partially retired                 | <input type="checkbox"/> Doing something else                                                                         |
| <input type="checkbox"/> Student                           | <input type="checkbox"/> Prefer not to say                                                                            |

How old are you?

- |                                                |                                  |                                               |
|------------------------------------------------|----------------------------------|-----------------------------------------------|
| <input type="checkbox"/> Under 18 years of age | <input type="checkbox"/> 35 - 44 | <input type="checkbox"/> 61- 64               |
| <input type="checkbox"/> 18 - 24               | <input type="checkbox"/> 45 - 54 | <input type="checkbox"/> Over 65 years of age |
| <input type="checkbox"/> 25 - 34               | <input type="checkbox"/> 55 - 60 | <input type="checkbox"/> Prefer not to say    |

Are you male or female?

- Male
                         
  Transgender
                         
  Prefer not to say  
 Female
                         
  Prefer to self-describe

If you prefer to self-describe, please provide details below

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- Yes, limited a lot
                         
  Yes, limited a little
                         
  No
                         
  Prefer not to say

How would you describe your ethnic origin?

- |                                                                                |                                                    |                                            |
|--------------------------------------------------------------------------------|----------------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> English / Welsh / Scottish / Northern Irish / British | <input type="checkbox"/> Kurdish                   | <input type="checkbox"/> Bangladeshi       |
| <input type="checkbox"/> Irish                                                 | <input type="checkbox"/> Gypsy / Irish Traveller   | <input type="checkbox"/> Sri Lankan        |
| <input type="checkbox"/> Greek                                                 | <input type="checkbox"/> Romany                    | <input type="checkbox"/> Chinese           |
| <input type="checkbox"/> Greek Cypriot                                         | <input type="checkbox"/> Other Eastern European    | <input type="checkbox"/> Caribbean         |
| <input type="checkbox"/> Turkish                                               | <input type="checkbox"/> White and Black African   | <input type="checkbox"/> Ghanaian          |
| <input type="checkbox"/> Turkish Cypriot                                       | <input type="checkbox"/> White and Black Caribbean | <input type="checkbox"/> Somali            |
| <input type="checkbox"/> Italian                                               | <input type="checkbox"/> White and Asian           | <input type="checkbox"/> Nigerian          |
| <input type="checkbox"/> Russian                                               | <input type="checkbox"/> Mixed European            | <input type="checkbox"/> Arab              |
| <input type="checkbox"/> Polish                                                | <input type="checkbox"/> Indian                    | <input type="checkbox"/> Prefer not to say |
|                                                                                | <input type="checkbox"/> Pakistani                 |                                            |

If 'Other', please specify

What is your religion?

- |                                                                                                                              |                                   |                                            |
|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|--------------------------------------------|
| <input type="checkbox"/> No religion                                                                                         | <input type="checkbox"/> Buddhist | <input type="checkbox"/> Muslim            |
| <input type="checkbox"/> Christian (including Church of England, Catholic, Protestant and all other Christian denominations) | <input type="checkbox"/> Hindu    | <input type="checkbox"/> Sikh              |
|                                                                                                                              | <input type="checkbox"/> Jewish   | <input type="checkbox"/> Prefer not to say |

If 'Other', please specify

How would you describe your sexuality?

- |                                       |                                              |                                            |
|---------------------------------------|----------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Heterosexual | <input type="checkbox"/> Gay woman / lesbian | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Gay man      | <input type="checkbox"/> Bisexual            |                                            |

How did you hear about this survey?

- |                                                              |                                                  |                                                  |
|--------------------------------------------------------------|--------------------------------------------------|--------------------------------------------------|
| <input type="checkbox"/> Advert on computer, tablet or phone | <input type="checkbox"/> Housing News newsletter | <input type="checkbox"/> Leaflet                 |
| <input type="checkbox"/> Social media                        | <input type="checkbox"/> Our Enfield magazine    | <input type="checkbox"/> Enfield Council website |
| <input type="checkbox"/> Local newspaper                     | <input type="checkbox"/> Poster                  | <input type="checkbox"/> Letter/email            |
|                                                              |                                                  | <input type="checkbox"/> Word of mouth           |

If 'Other', please specify

**Thank you for taking the time to tell us your views**



**Who qualifies for Enfield’s housing register for council or housing association accommodation?**

Overview of proposed new Housing Allocation Scheme March 2017

Does your immigration status exclude you from accessing public funds?  
(section 3.1 of the scheme)

No

Have you been involved in unacceptable behaviour serious enough to make you an unsuitable tenant of the council or other housing provider? \* (section 3.2 of the scheme)

No

Do you have an income over £X if your household does not include children, or £x if your household includes children? \* (section 3.3 of the scheme)

No

Do you have assets or savings worth £x or more? \* (section 3.3 of the scheme)

No

Do you **either**:

- Have three years residency in Enfield (this means you have lived here for the previous three years); or
- Have permanent employment (16 hours or more per week) in Enfield for the previous 3 years; or
- Have a close family member (normally mother, father, brother, sister, son or daughter) who has lived in Enfield for the previous 3 years. \* (section 3.4 of the scheme)

Yes

Are you **either**:

- an existing Enfield Council or housing association tenant who needs to move because your existing housing does not meet your needs – eg you are living in overcrowded accommodation (section 6.1 of the Scheme); or
- an existing Enfield Council tenant whose home is affected by building development work on your estate (section 6.2 of the scheme); or
- a private rented sector tenant living in insanitary, unsuitable or overcrowded accommodation (section 6.1 of the scheme); or
- Someone with a particular and assessed need for social housing in the borough (section 6.1 of the scheme); or
- aged 60 years or over and applying for sheltered accommodation (section 6.5 of the scheme); or
- a homeless household living in temporary accommodation provided by Enfield Council (section 6.1 of the scheme)?

Yes

Are you a homeless applicant who became homeless after 11th November 2012?

No

If we have evidence that you meet the criteria, you will be able to join our housing register.  
Applicants with a high level of assessed need will be given the highest level of priority. **Many applicants on our housing register are very unlikely to receive a social rented home in the foreseeable future.** This is because of the severe shortage of social rented accommodation in the borough. We will give you advice and information on alternative options for suitable housing.

Yes

You do not meet the eligibility and qualification criteria for our housing register. We will give you advice and information on other housing options, including intermediate rent or shared ownership.

No

You will be added to the housing register, but your level of priority for social housing will be very low. We will support you to find settled accommodation in the private rented sector. If you turn down a reasonable offer of accommodation, we will have no legal obligation to provide you with further assistance.

\* There are a small number of people who are exempt from needing to meet some of these criteria. See section 3 of the Scheme.

This page is intentionally left blank



## MUNICIPAL YEAR 2017/18

Meeting Title:

**HEALTH & WELLBEING BOARD**

Date: 12<sup>th</sup> July 2017

**Agenda Item:**

**Subject: LBE response to Dept. for Environment, Food and Rural Affairs (Defra) air quality consultation.**

Contact officer: Tessa Lindfield

Telephone number: 020 8379 3355

Email address:

[tessa.lindfield@enfield.gov.uk](mailto:tessa.lindfield@enfield.gov.uk)

**Report approved by:**

**Tessa Lindfield**

**Director of Public Health**

### 1. EXECUTIVE SUMMARY

Air quality in the UK and particularly in London is poor and health-damaging. Following legal action the Government published an air quality action plan on 5<sup>th</sup> May that closed on 15<sup>th</sup> June. The attached is the LBE response to this consultation.

### 2. RECOMMENDATIONS

The Board notes the LBE response to the air quality consultation. The actual consultation can be found at: <https://consult.defra.gov.uk/airquality/air-quality-plan-for-tackling-nitrogen-dioxide/>

This page is intentionally left blank

Joint Air Quality Unit  
Area 2C  
Nobel House  
17 Smith Square  
London  
SW1P 3JR

Please reply to: Councillor Daniel Anderson  
Labour Group Office  
Civic Centre  
Silver Street  
Enfield  
EN1 3XA

E-mail : [cllr.daniel.anderson@enfield.gov.uk](mailto:cllr.daniel.anderson@enfield.gov.uk)  
My Ref :  
Your Ref :  
Date : 12<sup>th</sup> June 2017

Dear Sir/Madam

**Consultation: Improving air quality in the UK: tackling nitrogen dioxide in our towns and cities**

Following the issue of the Defra's draft UK air quality plan for tackling nitrogen dioxide, Enfield Council would like to comment on the contents of the document and our observations are set-out below.

Having considered the document, the overall impression is disappointing; the plan has proposed little action that will lead to a reduction in nitrogen dioxide levels. The main issue is the sheer volume of road traffic, especially from major roads, which are beyond the control of local government and indeed any of the agencies responsible for trunk roads.

It is clear that decisive action at a national level is required, which means a strong plan of action from Central Government. The consultation document firmly lays virtually all actions at the doorstep of local authorities, Highways England and the Mayor of London.

The only measures that central government are proposing are to provide a fund to accelerate the uptake of hydrogen vehicles and the role out of more infrastructure, proposing new emissions requirements for vehicles, changes to the tax regime for diesel vehicles, funding the uptake of electric taxis and a call for evidence on a road user levy for HGVs. These proposals will have

Ian Davis  
Executive Director –  
Regeneration & Environment  
Enfield Council  
Civic Centre, Silver Street  
Enfield EN1 3XY



Website: [www.enfield.gov.uk](http://www.enfield.gov.uk)

② If you need this document in another language or format contact the service using the details above.

almost no effect, in the short term, on emissions of nitrogen dioxide and unless there is a modal shift to alternative fuelled vehicles, no improvement in the long term, other than the natural improvement cycle as older vehicles are replaced with conventional vehicles.

Paragraph 72 of the consultation document states 'it is for local authorities to develop innovative local plans that will achieve statutory NO<sub>2</sub> limit values within the shortest time possible'. Action to improve air quality should not all be deferred to local authorities, as experience has shown that it is difficult to take significant action at a local level. Local authorities can undertake educational projects, for instance anti-idling, working with schools, cycle training; however, traffic reduction requires action at a national level and the actions listed for Central Government do not detail any proposals for this.

The consultation document puts great emphasis on the use of Clean Air Zones. This measure will have some effect in cities which introduce them, provided Class D is chosen. I would point out that Central Government has placed a focus on using the non-charging element, which in reality, is no different to an Air Quality Management Area. Clean Air Zones are likely to be focused in city centres and are unlikely to affect emissions from arterial routes entering cities, therefore not reducing exposure of residents who live in close proximity to these roads. In essence there will be little actual effect and the number of zones in the UK exceeding the nitrogen dioxide objectives is likely to remain the same.

The use of Clean Air Zones will be of no benefit to London which already has a Low Emission Zone (LEZ) and in parts it is proposed that there will be an Ultra Low Emission Zone (ULEZ). The consultation document, although high-level, does not provide any alternatives for London, or any other city, to reduce nitrogen dioxide emissions.

If the Government wishes to see local authorities develop innovative local plans this will clearly need appropriate financial support. The current Defra air quality grant scheme, which is available to all local authorities, has provided only £11 million since 2011, this simply isn't sufficient to fund air quality initiatives that will have effect. Given the size of the problem this is an extraordinarily small sum. Following-on from this the fund of £23 million, to be used for the uptake of hydrogen vehicles and the role-out of infrastructure is also insufficient to make a significant difference to the current state of affairs.

The draft air quality plan is disappointing and lacks real measures that will significantly improve air quality. If the government truly desires change and a real improvement in air quality, it must take responsibility and lead by example, rather than choosing to delegate to other authorities and agencies. Adequate funding must also be available for the creation and implementation of improvement measures.

Yours sincerely

Councillor Daniel Anderson  
Cabinet Member for Environment

**IMPORTANT** – Enfield residents should register for an online Enfield Connected account. Enfield Connected puts many Council services in one place, speeds up your payments and saves you time – to set up your account today go to [www.enfield.gov.uk/connected](http://www.enfield.gov.uk/connected)

This page is intentionally left blank



## HEALTH AND WELLBEING BOARD - 19.4.2017

**MINUTES OF THE MEETING OF THE HEALTH AND WELLBEING BOARD  
HELD ON WEDNESDAY, 19 APRIL 2017**

**MEMBERSHIP**

**PRESENT** Doug Taylor (Leader of the Council), Alev Cazimoglu, Ayfer Orhan, Deborah Fowler (Enfield HealthWatch), Sarah Thompson (Chief Officer - Enfield Clinical Commissioning Group), Tessa Lindfield (Director of Public Health), Tony Theodoulou (Executive Director of Children's Services), Vivien Giladi (Voluntary Sector) and Andrew Wright (Barnet, Enfield and Haringey Mental Health NHS Trust)

**ABSENT** Krystle Fonyonga, Mo Abedi (Enfield Clinical Commissioning Group Medical Director), Dr Helene Brown (NHS England Representative), Ray James (Director of Health, Housing and Adult Social Care), Peter Ridley (Director of Planning, Royal Free London, NHS Foundation Trust), Libby McManus (Chief Executive North Middlesex University Hospital NHS Trust), Robyn Gardner (Enfield Youth Parliament) and Bobbie Webster (Enfield Youth Parliament)

**OFFICERS:** Glenn Stewart (Assistant Director, Public Health), Keezia Obi (Head of Safeguarding Adults), Sam Morris (Strategy, Partnerships, Engagement and Consultation Team), Innes Deuchars (Legal Services), Miho Yoshizaki (Health Intelligence Manager) and Niki Nicolaou (Voluntary Sector Manager) Jane Creer (Secretary)

**Also Attending:** Graham MacDougall (Director of Strategy and Partnerships, Enfield CCG), Genevieve Ileris (NCL STP Comms and Engagement Lead)

**1****WELCOME AND APOLOGIES**

Councillor Doug Taylor (Chair) welcomed everyone to the meeting. Apologies for absence were received from Councillor Krystle Fonyonga, Dr Mo Abedi, Dr Helene Brown, Ray James, Bindi Nagra, Libby McManus, Peter Ridley, Robyn Gardner, and Bobbie Webster. Apologies for lateness were received from Councillor Alev Cazimoglu.

**2****DECLARATION OF INTERESTS**

**HEALTH AND WELLBEING BOARD - 19.4.2017**

There were no declarations of interest registered in respect of any items on the agenda.

**3**

**JOINT HEALTH AND WELLBEING STRATEGY - SETTING PRIORITIES FOR THE HEALTH AND WELLBEING BOARD 2017-19**

RECEIVED the report of Tessa Lindfield (Director of Public Health).

NOTED

Tessa Lindfield's introduction of the report highlighted:

- Further to previous discussions at Health and Wellbeing Board (HWB), three priority areas were recommended as the focus for the final two years of the 5 year Joint Health and Wellbeing Strategy (JHWS).
- The report addressed the arguments around all areas proposed, and the rationale behind the selected priorities.
- Four levels of engagement were recommended, including in depth input from HWB to the top three priorities; collaboration in the area of domestic violence; enhanced monitoring of other issues; and outcome indicators to be reviewed annually by HWB.

IN RESPONSE comments and questions were received, including:

1. Deborah Fowler asked about the practical processes, and ensuring how HWB added value. Vivien Giladi also questioned the differences between the roles of HWB and Scrutiny. In response, Tessa Lindfield advised that HWB's role rather than scrutinising existing arrangements, was to look at issues and evidence in respect of improvements in Enfield, and actions for HWB. In respect of governance, existing groups and partnership boards should be utilised, and formal sub boards could be re-energised to deliver some of that work.

**AGREED** that Health and Wellbeing Board

(i) endorsed the four levels of engagement in monitoring the progress of JHWS in 2017-2019;

(ii) endorsed the recommended priority areas:

- Better Start in Life
- Obesity
- Mental Health Resilience

**4**

**NORTH CENTRAL LONDON (NCL) SUSTAINABILITY AND TRANSFORMATION PLAN (STP) ENGAGEMENT PLANS**

**HEALTH AND WELLBEING BOARD - 19.4.2017**

RECEIVED the report of Genevieve Ileris (NCL STP Comms and Engagement Lead).

NOTED

Genevieve Ileris' introduction of the report highlighted:

- Engagement to date and the approach going forward was summarised in the report.
- NCL was starting from a way behind some other footprints. The focus in the past few months was on establishing relationships within 21 partner organisations.
- A rewrite of the plan was being done and the decision was confirmed to publish in April.
- A web site was being developed as a single platform for information regarding the STP.
- A comms and engagement workstream included membership spanning Healthwatch, NCL leads, voluntary sector and lay people.
- A significant caveat was that there was no budget for communication and engagement in the STP, and achieving the outcomes was reliant on the 21 organisations across the boroughs releasing people to participate, and 'piggy-backing' engagement activities on events already planned in authorities and CCGs. Key STP leads were available for public presentations and speaking events.

IN RESPONSE comments and questions were received, including:

1. Vivien Giladi welcomed the update and acknowledged the issues around being behind other STPs, and the under-resourcing of the work, but considered representation on the STP Board inadequate and democratically problematic. The public should be involved in decision-making. There were no politicians on the Board.
2. Deborah Fowler also added that it had been assured there would be real engagement to start in the Autumn which did not happen, and that it was important that the public was listened to. She questioned how it would be ensured that no borough would be left behind. Genevieve Ileris advised that there were some good comms and engagement people across organisations, including Enfield CCG and local authority and provider organisations.
3. In response to queries by Tony Theodoulou, it was acknowledged there was more to be done to improve engagement with the public, and that the lack of budget was a big barrier. Sarah Thompson emphasised the importance of all contributing.
4. Glenn Stewart raised that prevention and healthy lifestyles should also be highlighted by clinical colleagues.
5. The Chair recommended that HWB had some local engagement. Genevieve Ileris considered that an event hosted by Enfield Council would get engagement off the ground in Enfield, and confirmed that key personnel would be available to speak to residents. Local authority officers agreed willingness to be involved in an engagement plan and Deborah Fowler confirmed that Healthwatch would be happy to help.

**HEALTH AND WELLBEING BOARD - 19.4.2017**

**AGREED** that Health and Wellbeing Board

- (i) discussed the proposed approach going forward and agreed HWB colleagues to collaborate on a plan for engagement in Enfield;
- (ii) noted the rewrite of the STP plan and summary document;
- (iii) noted the establishment of the comms and engagement workstream and the inclusive membership.

**5**

**THE BETTER CARE FUND AND INTEGRATION**

RECEIVED the report of Bindi Nagra (Asst. Director, Health, Housing and Adult Social Care, LB Enfield) and Graham MacDougall (Director of Strategy and Partnerships, Enfield CCG).

NOTED

The report was introduced by Keezia Obi (Head of Transformation (People)) highlighting:

- The report provided an update on the delivery of the 16/17 BCF plan.
- The financial position was to be on budget for the year.
- Performance against targets was in the context of extreme pressures on A&Es, growing demand, and issues across health and social care, though systems were now working more effectively and there was greater optimism about 2017/18.
- Some good outcomes had been demonstrated.
- A robust evaluation framework was being used, and reviews were being undertaken to inform the programme for the next two years.

IN RESPONSE comments and questions were received, including:

1. In response to the Chair's queries, it was confirmed that local processes had been developed around the BCF.
2. Vivien Giladi passed on the very positive feedback from an older persons voluntary group in respect of dementia in particular, and the Older Person's Assessment Unit (OPAU), but some concerns remained regarding delayed transfer of care.
3. The additional funding for adult social care announced in the Budget 2017 was noted. The policy and framework had been published, but technical guidance was awaited. The Better Care Fund had been renamed 'Integration and Better Care Fund'.
4. The Chair had agreed that the next HWB development session focus on a discussion and workshop on Health and Social Care integration. Representatives of Healthwatch and Public Health and Children's Services agreed to assist planning the session.

NOTED that Councillor Alev Cazimoglu arrived at the meeting at this point.

**HEALTH AND WELLBEING BOARD - 19.4.2017**

**AGREED** that Health and Wellbeing Board

- (i) noted the year-end financial position;
- (ii) received and noted the current BCF performance and performance dashboard including outcomes;
- (iii) noted the current status with the development of the shared care record;
- (iv) noted that the BCF policy framework had now been published and key themes were outlined in section 4 of the report;
- (v) noted the future Board development session would be focused on Health and Social Care Integration, and the planning for the development session.

**6**

**JOINT STRATEGIC NEEDS ASSESSMENT (JSNA), A NEW APPROACH FOR ENFIELD**

RECEIVED the report of Tessa Lindfield (Director of Public Health).

NOTED

Tessa Lindfield's introduction of the report highlighted:

- The JSNA should provide a comprehensive picture of the current and future health and wellbeing needs, and inform decisions and commissioning across the system to achieve better outcomes and reduce inequalities.
- The previous Enfield JSNA was web-based as a series of PDF documents and was now unfit for purpose. The JSNA was now due for review. The requirements for the new JSNA were discussed at the last Board development session and proposals were set out in the report.
- The JSNA steering group had been reconvened

IN RESPONSE comments and questions were received, including:

1. In response to the Chair's queries regarding the timeline, it was advised that a JSNA was subject to ongoing development, but the data in the new JSNA would be made easier to update to ensure that the latest data could be made available to a large audience. This also coincided with work on a HWB website to be launched officially in the Autumn.
2. The Chair requested an update report to HWB in October.

**ACTION: Tessa Lindfield**

**AGREED** that Health and Wellbeing Board

- (i) endorsed the proposal for the new Enfield JSNA development;
- (ii) endorsed the delegated authority to JSNA steering group for development and maintenance of the new Enfield JSNA.

**7**

**CCG OPERATING PLAN**

**HEALTH AND WELLBEING BOARD - 19.4.2017**

RECEIVED the report of Graham MacDougall (Director of Strategy and Partnerships, Enfield CCG).

NOTED the comments and questions were received, including:

1. In response to concerns raised by Deborah Fowler regarding future risks, it was advised there was intensive performance management by NHS England to ensure there was no detriment of quality of care to the public. Graham MacDougall also confirmed that this was a technical plan. Transformation of how care was delivered would improve efficiency and prevention and early system response would lead to savings.
2. Concerns among the public in Enfield continued in relation to evidence based medicine and convergence across NCL.

**AGREED** that Health and Wellbeing Board noted the requirements and progress within the report, to inform the development of the CCG's Operational Plan 2017/19.

**8**

**ENFIELD PHARMACEUTICAL NEEDS ASSESSMENT (PNA)**

RECEIVED the report of Tessa Lindfield (Director of Public Health).

NOTED the comments and questions were received, including:

1. In response to queries, Tessa Lindfield clarified the need for external expertise to help deliver the PNA in Enfield. The criteria for evaluation to be used by the consultant would be circulated to HWB members.  
**ACTION: Tessa Lindfield**
2. The draft PNA would be presented to HWB Board in the Autumn and approval of the final PNA in February / March 2018. Public consultation was also a requirement.

**AGREED** that Health and Wellbeing Board

- (i) noted the PNA responsibilities and proposed time frame;
- (ii) endorsed the proposal to delegate authority to the PNA steering group in preparing the Enfield PNA;
- (iii) endorsed the proposed process for the Enfield PNA.

**9**

**MINUTES OF THE MEETING HELD ON 9 FEBRUARY 2017**

**AGREED** the minutes of the meeting held on 9 February 2017.

**HEALTH AND WELLBEING BOARD - 19.4.2017**

**10**

**DATES OF FUTURE MEETINGS**

NOTED that the dates of future meetings of the Health and Wellbeing Board and dates of future development sessions were due to be agreed at Annual Council on 10 May 2017.

**11**

**THANKS**

As this was Sam Morris' final HWB meeting, the Board wished to record thanks for his work and assistance to HWB and congratulations on his new job.

This page is intentionally left blank