

DISCRETIONARY ALLOCATION POLICY REVIEW

Report of the Head of Operations (Housing Management & Housing Options)

1. SUMMARY

- 1.1 This report details the review of the Discretionary Allocations Policy and Procedure.
- 1.2 The report also details how we have invited, listened to and incorporated the views of our customers whilst carrying out the review.

2. RECOMMENDATION

- 2.1 To approve the proposed Discretionary Allocations Policy and Procedure 2018-2021 as attached at Appendix 1 & 2.

3. REASON FOR RECOMMENDATION

- 3.1 To provide a fair and transparent method of making out of turn allocations where customer needs sit outside of the normal allocations policy due to extreme circumstances.

4. MATTER FOR CONSIDERATION

- 4.1 The review has concluded that generally the current policy and procedure is fit for purpose and only requires minor amendment.
- 4.3 The majority of those responding to the consultation were in favour of the policy agreeing that provides added value alongside the Allocations Policy and felt that it was easy to read & understand.
- 4.4 We did receive a comment regarding one section of the policy "*Discretionary allocations to members of staff, board members and councillors*". The comment stated that this section could be interpreted negatively. With this in mind we have added more context to the section of the policy ensuring clarity for the reader.
- 4.5 The policy and procedure have been in place for some time and work effectively within the Housing Services and Housing Management teams. All those who are involved in the process are fully aware of their roles and work closely as a team to ensure that we are able to process discretionary allocations according to the policy.

5. OTHER OPTIONS CONSIDERED

- 5.1 There is a need to have a discretionary process in place to allow us to effectively manage exceptional cases outside of the Allocations Policy.

IMPLICATIONS

6. CONSULTATION

- 6.1 This Policy and Procedure were reviewed involving consultation with customers and in line with the Derby Homes Customer First Strategy.
- 6.2 We had a total of 28 respondents to the consultation on the policy review
- 26 respondents live in a Derby Homes property
 - 18 respondents Agreed or Strongly Agreed with the policy - 5 Neither Agreed or Disagreed and 3 Disagreed
 - 21 Respondents were Female and 5 Male
 - Age range of respondents: 1 (16-24yrs), 7 (25-34yrs), 3 (35-44yrs), 5 (45-54yrs), 6 (55-64yrs), 2 (65-74yrs) and 1 (75-84yrs).

7. RISK

- 7.1 It is important that the policy and procedure can evidence the rationale and approvals process behind out of turn offers. This is important to prevent fraudulent allocations of social housing.

8. POLICY REVIEW IMPLICATIONS

- 8.1 This is a key policy of Derby Homes and is included in the Key Policy Review Schedule. In accordance with Derby Homes Board Minute 10/51 this policy will be reviewed no later than 2 years from the date of this meeting.

The areas listed below have no implications directly arising from this report:

Legal and Confidentiality
Personnel
Environmental
Health & Safety

If Board Members or others would like to discuss this report ahead of the meeting please contact:

James Joyce / Social Housing Options Manager / 01332 888766 / james.joyce@derbyhomes.org

Background Information: None

Supporting Information: Appendix one - Derby Homes Discretionary Allocations Policy 2018-2021
Appendix two – Derby Homes Discretionary Allocations Procedure 2018-2021

This report has been approved by the following officers:

Managing Director	Maria Murphy	8/10/18
Head of Service (Operational Board reports)	Clare Mehrbani	25/09/18
Director of Finance & Company Secretary	David Enticott	2/10/18
Company Solicitor	Taranjit Lalia	2/10/18