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To: Chair & Members of the Customer
Services Scrutiny Committee

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Thursday 14th April 2022

Dear Councillor

EXTRAORDINARY CUSTOMER SERVICES SCRUTINY COMMITTEE

You are hereby summoned to attend an Extraordinary meeting of the Customer Services Scrutiny Committee of the Bolsover District Council to be held at the Council Chamber, The Arc, Clowne on Tuesday, 26th April, 2022 at 15:00 hours.

Risk Assessment Disclaimer

When attending this meeting in person, I confirm that I have read and understood the contents of each of the following risk assessments and agree to act in line with its content.

- Covid-19 ARC RTW RA001
- Working in Offices At The Arc During Covid-19 Pandemic Guidance – ARC – SSW001
- Meetings – EM001 - Committee and Council Meetings during the Covid-19 pandemic

These documents have been emailed to Members and are available on the Modern.Gov App library.



We speak your language
Polish **Mówimy Twoim językiem**
Slovak **Rozprávame Vaším jazykom**
Chinese **我们会说你的语言**

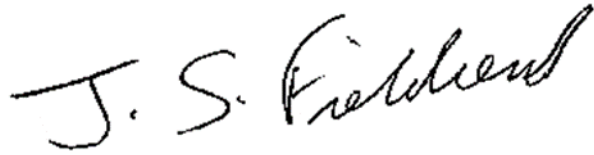
**If you require this agenda in large print
or another format please call us on 01246 217753**

If you require an adjustment to enable you to participate in or access the meeting please contact the Governance Team at least 72 hours before the meeting starts.

Register of Members' Interests - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised onwards.

Yours faithfully

A handwritten signature in black ink, reading "J. S. Fielden". The signature is written in a cursive style with a large, sweeping initial "J".

Solicitor to the Council & Monitoring Officer

**EXTRAORDINARY CUSTOMER SERVICES SCRUTINY COMMITTEE
AGENDA**

***Tuesday, 26th April, 2022 at 15:00 hours taking place at the Council Chamber, The Arc,
Clowne***

| Item No. | | Page No.(s) |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| 1. | Apologies for Absence | |
| 2. | Declarations of Interest | |
| | Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of: | |
| | a) any business on the agenda | |
| | b) any urgent additional items to be considered | |
| | c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time. | |
| 3. | Review of Council-owned Adapted Accommodation | 4 - 46 |

Bolsover District Council

Extraordinary Meeting of the Customer Services Scrutiny Committee on 26 April 2022

Review of Council-owned Adapted Accommodation

Report of the Chair of Customer Services Scrutiny Committee

| | |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Classification | This report is Public |
| Report By | Joanne Wilson, Scrutiny & Elections Officer, 01246 242385, joanne.wilson@bolsover.gov.uk |
| Contact Officer | Joanne Wilson, Scrutiny & Elections Officer, 01246 242385, joanne.wilson@bolsover.gov.uk |

PURPOSE/SUMMARY OF REPORT

- To present to Scrutiny the completed report for the recent Review of Council-owned Adapted Accommodation.

REPORT DETAILS

1. Background (*reasons for bringing the report*)

- 1.1 The Customer Services Scrutiny Committee agreed to undertake a Review of Council-owned Adapted Accommodation, as part of the 2021-22 Work Programme.
- 1.2 The issue was initially raised via an Executive report in April 2021, highlighting the need to evaluate our supply of family sized adapted accommodation. It was noted that the Council had recently been approached by applicants seeking very specific accommodation as a result of having younger family members with disabilities. Although these applications are relatively rare, they had raised the issue of the supply of family-sized adapted accommodation.
- 1.3 Under the Equality Act 2010 the Council has a duty to make reasonable adjustments for people with disabilities to ensure they receive the same services, as far as this is possible, as someone who is not disabled. A disability under this Act is defined as a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on the ability to do normal daily activities. 'Substantial' and 'Long-term' mean:

- 'substantial' is more than minor or trivial, i.e. it takes much longer than it usually would to complete a daily task like getting dressed
- 'long-term' means 12 months or more, i.e. a breathing condition that develops as a result of a lung infection.

2. Details of Proposal or Information

2.1 The aim of the review was:

- To ensure that the Council has adequate plans and processes in place to maintain the required level of adapted accommodation for both individuals and families.

2.2 The objectives agreed were:

- Review of current policies and procedures
- Completion of an analysis of existing adapted stock inc. family-sized stock
- Assessment of demand against demographic profile of area.
- Assessment of current principles defining categorisation of stock as a 'disabled adapted property'

2.3 The key issues identified for investigation were as follows:

- Ensuring new supply through design and location of new stock – Bolsover Homes
- Location of existing stock across District
- Use of Housing management Officer information when assessing applications
- Existing approach for property categorisation
- Process for assessing demand/future demand
- Current cross-team working

2.4 The Committee met on six occasions in total and sought evidence by way of:

- Internal enquiries to establish existing policy and procedures and comparison of our policy approach with other local authorities.
- An assessment of our current supply of adapted accommodation.
- An analysis of the Districts profile in terms of health and disability and where hotspots for long-term ill health correlated to our stock profile.
- An evaluation of our procedure for categorising stock as disabled adapted.

3. Reasons for Recommendation

3.1 The Committee have put together ten recommendations which will hopefully assist the Council in improving our policy and procedures in relation to allocation and management of adapted accommodation.

3.2 The key findings arising from the review are:

- That a number of the Council's existing practices and procedures for allocation are satisfactory in addressing service delivery in this area.
- That the revised approach to officer meetings with DCC is working well to review applications and identify a clear course of action for the tenant.
- That the Council's approach to design of new stock via Bolsover Homes will ensure good quality housing and an increased supply of family-sized accommodation.
- That a revision is required to our existing policy which Members feel is met by the proposed draft which Scrutiny helped to develop.
- That the range of procedures identified during the course of the review are developed to support the effective implementation of the new Policy.
- That in order to aid officers to see stock availability at a glance, the data is mapped in both our GIS software and our data profiling tool, to aid future stock management and development.
- That the demographic profile will fill current knowledge gaps and aid future planning of additional stock.

4 Alternative Options and Reasons for Rejection

- 4.1 While the number of requests for family-sized adapted accommodation is far lower than for households without children or older person's accommodation, the Council still has a duty to provide accommodation that meets the needs of the tenants. As such a 'do nothing' approach was not an option and a review of the service area was required.
- 4.2 Executive could choose not to endorse the recommendations of the review, where they feel the course of action recommended is beyond the delivery capacity of the Authority.

RECOMMENDATION(S)

1. That the Committee endorses the recommendations of the review outlined in section 2 of the attached report.
2. That Committee submits the report to Executive for approval, in accordance with the Scrutiny Committee Terms of Reference – Part 3.6 (3) of the Constitution.
3. That following approval by Executive, monitoring of these recommendations by Committee takes place over a twelve month period via the PERFORM system with an update report to Committee at the end of the monitoring period.

IMPLICATIONS:

Finance and Risk: Yes No

Details:

None from this report. Suggested action for the service can be contained within existing budgets.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes No

Details:

In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in s.21 of the Local Government Act 2000 and subsequent legislation which added/amended these powers e.g. the Local Government and Public Involvement in Health Act 2007.

The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.

On behalf of the Solicitor to the Council

Staffing: Yes No

Details:

There are no staffing implications from this report.

On behalf of the Head of Paid Service

DECISION INFORMATION

| | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p>Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p> | <p>No</p> |
| <p>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p> | <p>No</p> |

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| District Wards Significantly Affected | None |
| Consultation: Leader / Deputy Leader <input type="checkbox"/> Executive <input checked="" type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input checked="" type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/> | Yes Details: Relevant Service Managers and Portfolio Holder engaged during the review process. |

| |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Links to Council Ambition: Customers, Economy and Environment. |
| The review supports the Corporate Ambition of 'Customers' and the Priority of 'Providing excellent services', and indirectly supports the Corporate Target CUS.08 - Maintain high levels of tenant satisfaction with council housing and associated services. |

| DOCUMENT INFORMATION | |
|-----------------------------|---------------------------------------------------|
| Appendix No | Title |
| 1 | Review of the Council-owned Adapted Accommodation |

| |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Background Papers |
| <i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive you must provide copies of the background papers).</i> |
| Please contact Scrutiny & Elections Officer where further information is required. |

Rpttemplate/BDC/040222



**Review of Council-owned Adapted
Accommodation
August 2021 – March 2022
CUSTOMER SERVICES SCRUTINY COMMITTEE**

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Chair's Foreword

As Chair of Customer Service Scrutiny, I present this report as a summary of our research and recommendations for improvement.

This review was taken forward as a result of a report to Executive in April 2021 which highlighted a potential gap in provision and a need to evaluate our family-sized adapted stock. Committee Members felt that while requests for such accommodation was not as frequent, it was vital that the Council had the right policies and procedures in place to support this. We hope the additional analysis of our demographic profile will aid in planning of future stock.

I would like to take this opportunity to thank the Assistant Director of Housing Management & Enforcement and their team for the commitment shown during this review; to the Scrutiny Committee for their excellent contribution; and our Scrutiny Officer and Governance Officers who have worked well during the difficult times everyone has encountered.

Cllr Rose Bowler
Chair of the Customer Services Scrutiny Committee

1. Introduction

During the 2020-21 municipal year, a report was submitted to Executive providing information on the supply, management and allocation of Council-owned adapted accommodation. It was noted that the Council had recently been approached by applicants seeking very specific accommodation as a result of having younger family members with disabilities. Although these applications are relatively rare, they had raised the issue of the supply of family-sized adapted accommodation.

Under the Equality Act 2010 the Council has a duty to make reasonable adjustments for people with disabilities to ensure they receive the same services, as far as this is possible, as someone who is not disabled. A disability under this Act is defined as a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on the ability to do normal daily activities. 'Substantial' and 'Long-term' mean:

- 'substantial' is more than minor or trivial, i.e. it takes much longer than it usually would to complete a daily task like getting dressed
- 'long-term' means 12 months or more, i.e. a breathing condition that develops as a result of a lung infection.

In terms of defining what is a disabled adapted property the Council have sought guidance from the Council's legal department and following the Housing Act 1985 and the Right to Buy (RTB) legislation, a disabled adapted property is exempt the right to buy.

MHCLG guidance on Right to Buys dated April 2021 states:

"Housing for the disabled' means a property that is one of a group and has features that are substantially different from those of ordinary dwellings and with special facilities that are provided nearby."

The relevant section is part 7 of Schedule 5 to the HA 1985 which states:

"The right to buy does not arise if the dwelling-house has features which are substantially different from those of ordinary dwelling-houses and are designed to make it suitable for occupation by physically disabled persons, and— (a) it is one of a group of dwelling-houses which it is the practice of the landlord to let for occupation by physically disabled persons, and (b) a social service or special facilities are provided in close proximity to the group of dwelling-houses wholly or partly for the purpose of assisting those persons."

Despite the legislation, a tenant may still try to proceed with the right to buy process and it is the Council's responsibility to ensure that we have the correct policies and procedures in place, if legally challenged, to protect stock which should legitimately be considered exempt from right to buy.

Current Housing Stock

The Council has the following core supply of accommodation with specific adaptations for disabled people:

- 35 2-bedroomed bungalows
- 18 3-bedroomed bungalows (including 4 new builds)

- 6 2-bedroomed flats

All these adapted properties are exempt from the Right to Buy provisions so therefore can be allocated to people under the age of 60 years if required and all cases are approved by the HARP panel (Housing Application Review Panel), where specific cases can be considered and fair and transparent decisions made.

As result of the Voids Review undertaken in 2019, the Council now install wet rooms to vacant bungalows, if the bathroom requires replacement. This is to enhance the suitability of accommodation for those who may need adapted properties in the future.

It was noted that the Council are continually looking to increase the supply of family-sized adapted accommodation and are in a privileged position to be able to shape and design such units through our Bolsover Homes development schemes.

In addition, as a result of successful negotiations with developers, the Council has purchased properties as part of affordable housing provision through s.106 Agreements. Where specific demand is identified by Derbyshire County Council (DCC) Occupational Therapists, the Council endeavour to shape accommodation to meet the needs of families with severely disabled children.

The Council continue to explore any new approaches from developers as identified by the Head of Economic Development, Regeneration and Housing Delivery who leads on strategic housing. This will be informed by utilising presenting demand for that locality at the time. In these instances, the service prefer to use the standard Lifetime Homes plans if possible.

The Council's three-bedroomed family sized bungalows are built to Lifetime Homes Standard: 119sqm, have the benefit of three double bedrooms, level access throughout, wet rooms, additional family WC, large dining kitchen (can be adapted for the specific need of the family), spacious entrance area with storage for wheelchair, driveways and family-sized level patio and garden areas. In addition to these standard features, specific adaptations can be provided on advice from the Occupational Therapists i.e. hoists, wash-dry WC's, etc.

When looking at where the Council need to enhance supply of adapted properties, especially larger dwellings, officers consider the demand for these type of properties and the locations of need. This information is captured in a number of ways. In most instances, families are identified by the Occupational Therapist at either Derbyshire County Council or Hospitals and they liaise with the Councils Housing Needs team on behalf of the family.

Allocation and Management of stock

Families can apply directly to the Council by completing a Housing Application Form and be registered on the waiting list. The Housing Needs Team provide support with this if required and collate all the relevant supportive information from the Occupational Therapists. They are therefore aware of all such specialist need at any one time. Such specialist need is reflected in the Allocations Policy and most cases are directly approved by Housing Allocations Review Panel (HARP).

Most families are, understandably, specific as to where they wish to be rehoused, preferring to stay in their local area, with existing support networks, schools, etc. However, occasionally, there may be no suitable accommodation available. In these instances, the Housing Needs Team discuss options with the family and the Occupational Therapist. The management of people's expectations is important and the Council try to ensure all agencies agree the options and support the family accordingly.

In terms of adaptations to existing Council Housing Stock, specific needs are discussed at a Joint Adaptation Panel meeting between DCC Disability team and Bolsover District Council held every 5 – 6 weeks (under normal circumstances) which is attended by the Housing Enforcement Manager and the relevant DCC Service Manager. All new standard adaptation referrals are discussed and in most cases accepted e.g. wet rooms, ramps, etc. Where major works are requested in houses, further discussions will follow with the family. In many instances a joint feasibility visit, between the Planned Repairs Inspector and the Occupational Therapist is arranged to ascertain if works can be undertaken to our properties. In some cases alternative adapted accommodation is the best option, these are identified and options jointly discussed.

Major adaptations to houses are usually only undertaken when there is no option and the Occupational Therapists confirm that the works will meet the long term needs of the client. Both Bolsover District Council (BDC) and DCC are keen to ensure resources are effectively spent. These cases are jointly agreed where the resulting adaptations meet the needs of the family.

2. Recommendations

| PERFORM Code | Recommendation | Desired Outcome | Target Date | Lead Officer | Resources | Service Response |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|----------------|--------------------------------------------------------|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSSC21-22 1.1 | That Executive approve and adopt the Adaptations Policy (Council Owned Properties) 2022-2025 as presented. | A revised policy compliant with current legislation which more clearly defines our policy in relation to Adaptations. | May 2022 | Assistant Director of Housing Management & Enforcement | Officer time | Draft policy has been presented to the Scrutiny committee and will be put to executive in May 2022. |
| CSSC21-22 1.2 | That a Welfare Adaptations Procedure is produced to support the revised Policy and clearly define our processes. | A refreshed procedure enabling effective implementation of the revised Policy. | June 2022 | Assistant Director of Housing Management & Enforcement | Officer time | During the course of the Review we had devised a draft procedure which can be finalised after the Policy is approved. |
| CSSC21-22 1.3 | That subsequent to the main Policy, a Mobility Scooter Policy be produced to supplement the Adaptations Policy (Council Owned Properties) 2022-2025, to further define our policy, | A clearly defined Policy outlining the Council's duties and policy with regard to use and storage of Mobility Scooters' by | September 2022 | Assistant Director of Housing Management & Enforcement | Officer time | The revised Tenancy Agreement is currently out for consultation and has a requirement that Mobility scooters are not stored in communal areas. This policy will supplement this approach. |

| PERFORM Code | Recommendation | Desired Outcome | Target Date | Lead Officer | Resources | Service Response |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|-------------|--------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | procedures and duties as an authority. | Council tenants. | | | | |
| CSSC21-22 1.4 | That the postcode data for current and future stock is mapped via the GIS system allowing comparison of vacant/occupied stock. | A refreshed approach to storing adapted stock data | June 2022 | Assistant Director of Housing Management & Enforcement Scrutiny & Elections Officer | Officer time Support will be needed from the Scrutiny and Elections officer to progress this recommendation | This will be a useful exercise, to have a pictorial representation of where disabled adapted and substantially adapted housing stock is within the district. |
| CSSC21-22 1.5 | That additional consideration be given to mapping the data in Local Insight to enable comparison with population/deprivation data to aid future stock planning. | A refreshed approach to storing adapted stock data and | | Assistant Director of Housing Management & Enforcement | Officer time | Implementation of this recommendation may not provide much benefit to the team, this is looking more at population deprivation and our focus is about whether we have sufficient adapted properties within our housing stock |
| CSSC21-22 1.6 | That a special category be created within the Housing software system, Open Housing, to create more efficient management and allocation processes | A refreshed approach to storing adapted stock data, creating greater efficiencies for officers | July 2022 | Assistant Director of Housing Management & Enforcement | Officer time | A number of system checks still need to take place to ascertain if this is possible. Assuming the system can accommodate this, staff will implement the recommendation. |

| PERFORM Code | Recommendation | Desired Outcome | Target Date | Lead Officer | Resources | Service Response |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|--------------------|--------------------------------------------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | and ensure adapted stock is easily identifiable. | managing stock. | | | | |
| CSSC21-22 1.7 | That a revised Stock Categorisation Procedure is drafted to ensure effective implementation of the new Adaptations (Council Owned Properties) Policy and ensure current stock are correctly categorised. | A clearly defined procedure for stock categorisation is in place to enable effective management and allocation of stock. | June 2022 | Assistant Director of Housing Management & Enforcement | Officer time | By assessing when significant adaptations to a property mean this is considered a disabled adapted property we can official change the stock categorisation with Housing Stock Management Approval. |
| CSSC21-22 1.8 | That urgent action be taken to assess categorisation of the additional properties identified as potentially qualifying for the fully adapted criteria. | Effective management and allocation of stock | June 2022 | Assistant Director of Housing Management & Enforcement | Officer time | To ensure we have up to date and accurate records we need to review the list of significantly adapted properties to see if we can officially change the stock categorisation with Housing Stock |

| PERFORM Code | Recommendation | Desired Outcome | Target Date | Lead Officer | Resources | Service Response |
|-------------------|--------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | | | | Management Approval. |
| CSSC21-22 1.9 | That Housing services use the ward analysis to assist in pinpointing potential areas for future development. | A greater understanding of the District demographic profile when considering development of future stock. | Ongoing | Assistant Director of Housing Management & Enforcement | Officer time | This will help to build a clear picture of where there are gaps in provision of disabled units across the district and can be used in future Bolsover Homes schemes. |
| CSSC21-22 1.10 | That this demographic analysis is refreshed once the Census 2021 data is released. | A greater understanding of the District demographic profile when considering development of future stock | Dependent on release of Census data - TBC | Assistant Director of Housing Management & Enforcement | Officer time Support will be needed from the Scrutiny and Elections officer to progress this recommendation | Updated information will be useful. |

3. Scope of the review

The Customer Services Scrutiny Committee agreed to undertake a Review of Council-owned Adapted Accommodation, as part of the 2021-22 Work Programme.

The issue was initially raised via an Executive report in April 2021, highlighting the need to evaluate our supply of family-sized adapted accommodation.

The review supports the Corporate Ambition of 'Customers' and the Priority of 'Providing excellent services', and indirectly supports the Corporate Target CUS.08 - Maintain high levels of tenant satisfaction with council housing and associated services

The aim of the review was:

- To ensure that the Council has adequate plans and processes in place to maintain the required level of adapted accommodation for both individuals and families.

The objectives agreed were:

- Review of current policies and procedures
- Completion of an analysis of existing adapted stock inc. family-sized stock
- Assessment of demand against demographic profile of area.
- Assessment of current principles defining categorisation of stock as a 'disabled adapted property'

The key issues identified for investigation were as follows:

- Ensuring new supply through design and location of new stock – Bolsover Homes
- Location of existing stock across District
- Use of Housing management Officer information when assessing applications
- Existing approach for property categorisation
- Process for assessing demand/future demand
- Current cross-team working

The Committee comprised the following Members:

Councillor R. Bowler (Chair)
Councillor R. Heffer
Councillor A. Joesbury
Councillor D. Dixon

Councillor R. Turner (Vice-Chair)
Councillor S. Fox
Councillor A. Bailey

Support to the Committee was provided by the Scrutiny & Elections Officer.

4. Method of Review

The Committee approving the review met on six occasions to consider the scope of the review, key issues they wanted to discuss and to carry out interviews and evidence gathering.

The Committee sought evidence by way of:

- Internal enquiries to establish existing policy and procedures and comparison of our policy approach with other local authorities.
- An assessment of our current supply of adapted accommodation.
- An analysis of the Districts profile in terms of health and disability and where hotspots for long-term ill health correlated to our stock profile.
- An evaluation of our procedure for categorising stock as disabled adapted.

A core area of discussion was around our policy, procedures and day-to-day delivery. Our Policy was due a revision and Members took a key part in the refresh of the policy as discussed in section 5.1. Members also looked in detail at our current stock, our planning of future stock, and assessed whether there were gaps in provision based on analysis of our demographic profile.

A document review was completed of the following as part of the evidence gathering process:

- Draft versions of the revised BDC Adaptations Policy
- The current Welfare Adaptations Procedure
- Example Adaptations Policies from other Local Authorities
- Current list of Adapted properties

Equality and Diversity

Within the process of the review, the Committee has taken into account the impact of equalities. In particular when consulting on the draft revised policy there was extensive discussion around ensuring that the policy was compliant. The proposed revised policy will help to fulfil the corporate priorities by:

- Promoting equality and diversity and supporting vulnerable and disadvantaged people
- Providing good quality council housing where people choose to live
- Improving health and well-being

Equality Act 2010 Disability Definition

Under the Equality Act 2010 the Council has a duty to make reasonable adjustments for people with disabilities to ensure they receive the same services, as far as this is possible, as someone who is not disabled.

A disability under this Act is defined as a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on the ability to do normal daily activities.

'Substantial' and 'Long-term' mean:

- 'substantial' is more than minor or trivial, i.e. it takes much longer than it usually would to complete a daily task like getting dressed
- 'long-term' means 12 months or more, i.e. a breathing condition that develops as a result of a lung infection.

5. Analysis of evidence and key findings

5.1 Review of current policies and procedures

As part of initial discussions with service managers and officers in August 2021, it became apparent that improvements could be made to our existing policies and procedures to clearly define our approach to adaptations.

During the course of the review, Members have met with officers on a number of occasions. At three of these meetings we have discussed our existing approach and policy, looked at sample Adaptation Policies and completed detailed discussions on drafts of the Policy.

Current Adaptations Procedure

Officers reported that there is a very good working relationship between BDC and DCC Adult and Children's Disabilities Team. In most cases the Occupational Therapists are realistic in their expectations. The regular Panel Meetings provide the opportunity for both teams to discuss cases and agree solutions. In addition many joint site visits are undertaken.

One of the Scrutiny Committee Members attended one of the internal meetings as part of the review so that Members had first-hand experience of the procedures followed. This included looking at case studies using the current Welfare Adaptation Strategy.

The Member commented that the meeting was quite informative going through all the cases with the Housing Need Officers (which are patch based), it gave an inside knowledge of cases that came forward and they were impressed with the fair decisions that were made.

Officers noted that it would add further efficiencies to service delivery if the existing Adaptations Procedure was reviewed and updated as part of development of the revised Policy. Members were presented with a brief summary of the existing procedure at one of the evidence gathering meetings and it was agreed that a revised Welfare Adaptations Procedure should be produced to reflect the new Policy and operational practices.

Recommendation:

That a Welfare Adaptations Procedure is produced to support the revised Policy and clearly define our processes.

Consultation on revised Policy

On the whole Members were satisfied with the initial drafts presented but raised specific queries in relation to the following parts of the draft policy:

- Section 4.3: Who can Apply? – Members welcomed that this section and queried in detail what the process was where there is a disabled child in the property requiring the adaptation and who is responsible for the child. It was noted that if parents have separated, the child may live in both properties but unfortunately the Council do not have funds to do work to both properties but there was a way in which to determine which parent had the most responsibility and therefore would determine the property the child resided most. This may have been set out by the court as to establish which property the child resides for a longer period of time or who gets the child benefit or child tax credits that would be the person who the Council would determine to be the parent and to have the adaptations. Officers added that each case is based on its own merit but if there were significant adaptation needs and work needed to be done in both properties, the Council were not saying they would not do the work but for the vast majority of cases, these were the rules they would apply to determine that decision.
- Section 4.10: Tenants with arrears (impact on request for adaptation) – Members made specific reference in relation to the process where an applicant was in arrears at the time of application and requested clearer guidance on our policy, resulting in the addition of this section.
- Section 4.11: Policy with regard to mobility scooters (storage and access to/from property) – Following detailed discussion, Members negotiated the re-wording of this section to make reference to each case being considered on its own merits, while having regard to Occupational Therapy recommendations and planning regulations. Members are satisfied that this sits outside of this policy and will be covered by a separate policy/procedure which is under development.

Members welcomed the outline of the Welfare Adaptation Procedure at 4.5 and as previously noted, agree that production of a revised procedure outlining each stage was vital to support the new Policy.

Members are satisfied with the monitoring arrangements proposed in relation to the implementation of this policy as outlined at section 4.16.

With the amendments agreed to the policy following consultation with scrutiny as part of the review, the Committee is confident to support the approval and adoption of the policy.

Recommendations:

That Executive approve and adopt the Adaptations Policy (Council Owned Properties) 2022-2025 as presented.

That subsequent to the main Policy, a Mobility Scooter Policy be produced to supplement the Adaptations Policy (Council Owned Properties) 2022-2025, to further define our policy, procedures and duties as an authority.

5.2 Completion of an analysis of existing adapted stock inc. family-sized stock

Current Stock

Scrutiny Members were presented with a written list of current adapted stock in August 2021. At the time the Council had 59 fully disabled adapted properties, designed for tenants with disabilities. This included:

- 6 x 2-bed flats,
- 35 x 2-bed bungalows,
- 18 x 3-bed bungalows (including 4 new-builds)

In addition, it was noted that the Council have a number of additional properties with significant adaptations which make them suitable for people with disabilities. This list was amended during the course of the review due to some houses being moved back to general stock and some disposed of via RTB. In total, as of March 2022 there are 4 x 2-bed bungalows, 1 x 2-bed flat, 5 x 3-bed bungalows, 7 x 3-bed houses and 2 x 4-bed houses.

The table below shows current stock by ward, but it should be noted that this is very much dependent on where existing Council estates are located and the ability for the Council to build on surplus BDC land or purchase from developers. Wherever possible the Council seeks to keep tenants within their existing property if assessments show it can be adapted accordingly. It is only where the property is deemed unsuitable that alternative accommodation is sought, and where possible in the existing locality.

| BDC Ward | 2-bed Flat | 2-bed Bungalow | 3-bed Bungalow | 3-bed House | 4-bed House | Total stock |
|------------------------------|------------|----------------|----------------|-------------|-------------|-------------|
| Ault Hucknall | | 5 | | 1 | | 6 |
| Barlborough | | | | | | 0 |
| Blackwell | | 2 | 1 | 1 | | 4 |
| Bolsover East | 5 | 2 | 1 | 1 | | 9 |
| Bolsover North & Shuttlewood | 2 | | | | | 2 |
| Bolsover South | | | | | | 0 |
| Clowne East | | 3 | 6 | | | 9 |
| Clowne West | | | | 1 | | 1 |
| Elmton-with-Creswell | | | 2 | | 1 | 3 |
| Langwith | | 4 | | 1 | | 5 |
| Pinxton | | 6 | | | | 6 |
| Shirebrook North | | 7 | 2 | 2 | | 11 |

| BDC Ward | 2-bed Flat | 2-bed Bungalow | 3-bed Bungalow | 3-bed House | 4-bed House | Total stock |
|----------------------|-------------------|-----------------------|-----------------------|--------------------|--------------------|--------------------|
| Shirebrook South | | | | | | 0 |
| South Normanton East | | 4 | 3 | | | 7 |
| South Normanton West | | | | | | 0 |
| Tibshelf | | 4 | | | | 4 |
| Whitwell | | 2 | 4 | | 1 | 7 |
| TOTAL | 7 | 39 | 19 | 7 | 2 | 74 |

As noted in section 1, as a result of successful negotiations with Keepmoat, the Council has purchased properties as part of affordable housing provision through s.106 Agreements, including one three-bedroomed adapted bungalow for a family whose needs had been identified. Specific demand had previously been identified by Derbyshire County Council Occupational Therapists and the Council were able to shape accommodation to meet the needs of three families with severely disabled children. The Council have also secured two, 2-bed bungalows, which are built to 'lifetime homes standard', so are suitable for people with disabilities.

Future Stock

It was noted that the service is continually looking to increase the supply of family-sized adapted accommodation and are in a privileged position to be able to shape and design such units through our Bolsover Homes development schemes (previously B@Home). As a result of our regular work with the Occupational Therapists demand for some units has been identified and as a result officers are proposing to build more family-sized adapted units as part of the ongoing developments. Whilst still subject to planning the Council are proposing to have a fully adapted 3-bed bungalow in Shirebrook, a 3-bed bungalow in Clowne, and a 3-bed Bungalow in Langwith.

The Council's three-bedroomed family-sized bungalows are built to Lifetime Homes Standard:- 119sqm, have the benefit of three double bedrooms, level access throughout, wet rooms, additional family WC, large dining kitchen (can be adapted for the specific need of the family), spacious entrance area with storage for wheelchair, driveways and family-sized level patio and garden areas. In addition, to these standard features, specific adaptations can be provided on advice from the Occupational Therapists i.e. hoists, wash-dry WC's, etc.

In terms of future developments, Property Services would look at wider-cluster areas to secure 3-bed bungalow provision. Additional provision is however, subject to viability of the site and topography of the site.

Areas for Improvement/Conclusions

Members felt that having a clear agreement that further stock can be secured via new Bolsover Homes sites is vital, where we have the opportunity. Members understand

that this will only be an option on larger sites where it is viable to incorporate a property of this size.

A key issue identified in relation to stock was that the data is not currently mapped in any way, allowing easy sight of vacant and occupied stock and the types of property available. This limits the usability of the data and is reliant on maintenance of a simple spreadsheet. Officers note that there should be further scope with the new Housing management software and this is being explored.

Recommendations:

That the postcode data for current and future stock is mapped via the GIS system allowing comparison of vacant/occupied stock.

That additional consideration be given to mapping the data in Local Insight to enable comparison with population/deprivation data to aid future stock planning.

That a special category be created within the Housing software system, Open Housing, to create more efficient management and allocation processes and ensure adapted stock is easily identifiable.

5.3 Assessment of demand against demographic profile of area.

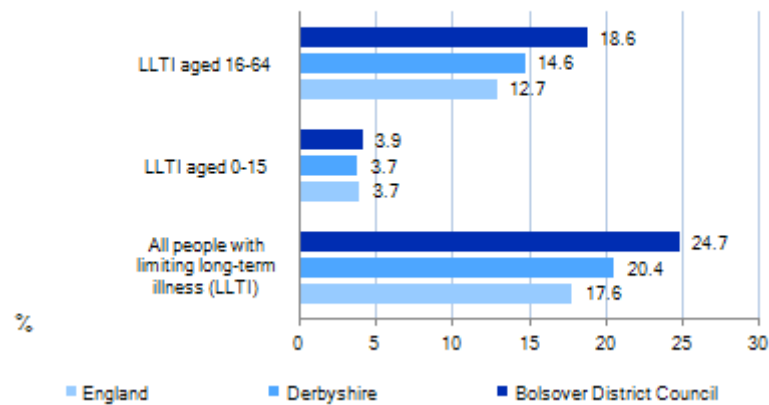
As mentioned previously, the demand that is generated for disabled adapted properties comes directly from DCC social care and is generally as a result of individuals needing an adaption to help them live more comfortably in their own home. A lot of the time the Council are able to deal with this relatively quickly and easily. The disabled adapted or substantially adapted properties tend to be required when there is a disability that affects mobility and there is a need for the property to be wheelchair friendly or have a stair lift/through floor lift to allow access to all rooms.

As part of understanding the potential locations of demand against the wider demographic profile of the District, data was gathered from Local Insight, an analysis tool used by the authority. It is important to note however, that the District profile looks at the whole population and not just our tenant population and there could be a number of residents with disabilities that are not Council tenants.

When reviewing the District Profile produced in November 2021, 25% of people in the District have a limiting long-term illness compared with 18% across England¹. In addition, we have a higher rate amongst the 0-15 age group, suggesting we may see a higher demand for family-sized stock than average.

¹ OCSI, (18 November 2021), Local Insight profile for 'Bolsover District Council' area, LI – Bolsover, p2

Figure: People with a limiting long-term illness
Source: Census 2011



When looking at general health and limiting long-term illness the following figures are taken from the Census 2011:

| Number of people living in health deprivation 'hotspots' (Indices of Deprivation 2015) | People with a limiting long-term illness (Census 2011) | People aged 16-64 with a limiting long-term illness (Census 2011) |
|----------------------------------------------------------------------------------------|--------------------------------------------------------|-------------------------------------------------------------------|
| 33,511 | 18,707 | 9,023 |
| 41.6% (England average = 19.6%) | 24.7% (England = 17.6%) | 18.6% (England = 12.7%) |

Health Deprivation and Disability

When considering the District as a whole against the rest of England, the following map shows the hotspot areas in relation to the Indices of Deprivation 2019 Health and Disability Domain. The measure ranks the whole of England broken down in to 32,844 Lower Super Output Areas (LSOAs). A LSOA is typically around 1500 people or 650 households. The map shows all LSOAs within the District and how they rank against the five national quintiles:

The additional table to the right, shows how the 17 wards of Bolsover compare against each other, ranked highest to lowest, with the highest rankings indicating greater deprivation.

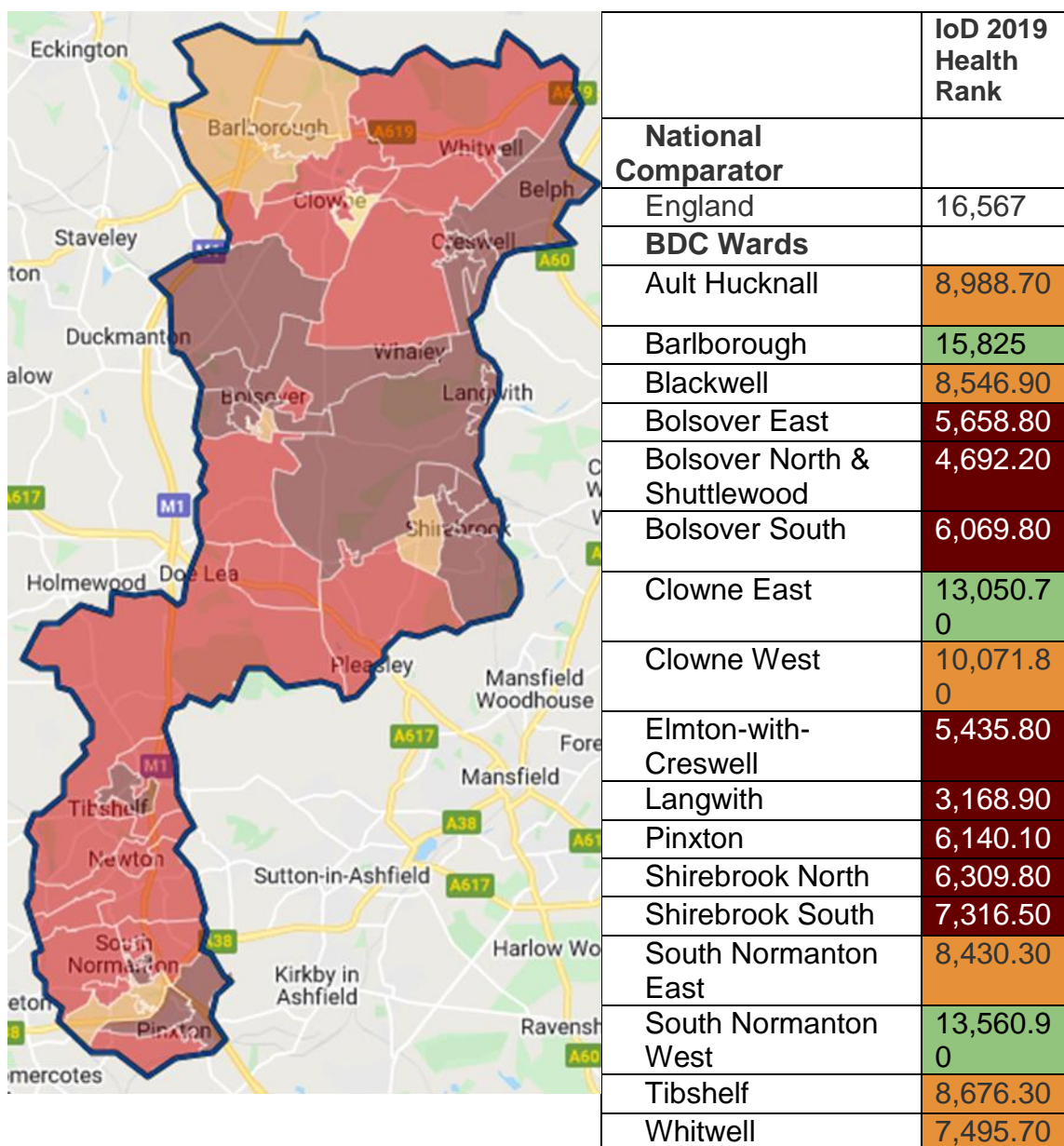
IoD 2019 Health Deprivation and Disability Rank

The colours on the map show IoD 2019 Health Deprivation and Disability Average LSOA Rank (lower = more deprived)

Showing all areas at LSOA level

- 26,277 to 32,844
- 19,708 to 26,277
- 13,139 to 19,708
- 6,570 to 13,139
- 1 to 6,570

[About the indicator](#)
[Data for your areas](#)



This pinpoints the following areas:

- Langwith
- Bolsover North & Shuttlewood
- Elmton-with-Creswell
- Bolsover East
- Bolsover South
- Pinxton
- Shirebrook North
- Shirebrook South

When using this alongside the three subsequent Dashboards, this is perhaps less accurate in showing wards where the Council can expect greater service demand (in rank order), as there are areas not ranked so highly in the following Dashboards and

some of these are not covered by our existing stock portfolio. It is nevertheless useful in showing that as a District all wards experience greater deprivation in relation to health deprivation and disability than the England average.

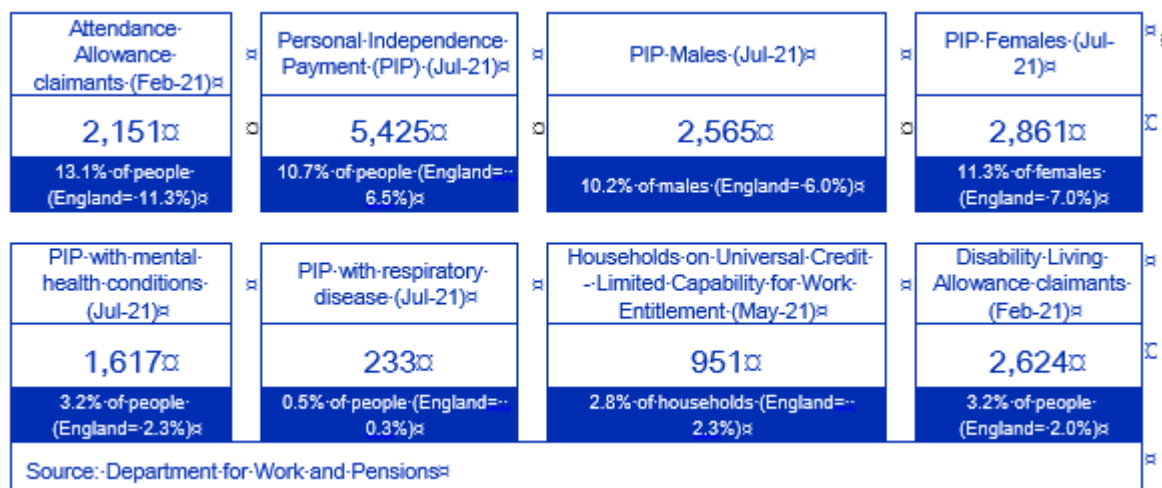
Prevalence of Disability

When looking at the area profile in relation to prevalence of disability within the District, three core measures are used: those claiming Attendance Allowance, Personal Independence Payments and Disability Living Allowance. Again as noted before, this data relates to the whole District and not just our tenant population. In a number of instances, benefit claimants may also not have a significant disability requiring an adapted property, but still qualify for the benefit.

Attendance Allowance is payable to people over the age of 65 who are so severely disabled, physically or mentally, that they need a great deal of help with personal care or supervision.

Until April 2013, Disability Living Allowance was payable to children and adults in or out of work who are below the age of 65 and who were disabled, and required help with personal care or had walking difficulties. It is a non-means tested benefit, which means it is not affected by income. From April 2013 Personal Independence Payments (PIP) have been introduced to replace Disability Living Allowance for all new claimants. PIP helps with some of the extra costs caused by long-term disability, ill health or terminal ill health.

The figures below (taken from the Local Insight profile) give a broad picture of the number of people resident in Bolsover experiencing long-term disability or ill-health which could potentially lead to needing adaptations in the home.



The following Dashboards compare all 17 wards of Bolsover District across a range of health and disability measures. The colours on the dashboard provide you with a quick and easy representation of which of our areas have the highest / lowest values when compared against each other. The areas are shaded in three colours which represent high, medium or low values. The methodology used

| | |
|--------|--|
| High | |
| Medium | |
| Low | |

to distribute the areas into the colour bands takes the highest and lowest value across all of the wards and then creates three bands which equally span that range. The data sets included in each Dashboard are explained in more detail in Appendix 2.

Dashboard 1: Disability Benefits Profile

This data relates to the whole District and not just our tenant population. In a number of instances, benefit claimants may also not have a significant disability requiring an adapted property, but still qualify for the benefit.

The dashboard below shows that the wards with the highest benefit claim rate are:

- Shirebrook North
- Langwith
- Bolsover East
- Bolsover North & Shuttlewood
- Elmton-with-Creswell
- Bolsover South
- Pinxton

These areas correspond with the analysis of existing stock in section 5.2, with the exception of Bolsover South where there may be a need to allocate within the wider Bolsover town area. This shows are existing stock is located in areas where there is the potential for greater demand of an adapted property.

As noted above the core benefit is now Personal Independence Payment, but the dashboard shows that in the wards with highest rates listed above there are a number of residents still on the legacy benefit of Disability Living Allowance, giving a greater overall prevalence of disability benefit claims. The number of wards with higher claim rates of Attendance Allowance than the national level, supports the approach of completing additional works to our properties with the installation of wet rooms, where possible, as this will ensure our stock continues to meet the needs of our aging population.

| | Attendance Allowance | Personal Independence Payment | DLA | Disability benefits | Economically Inactive: Sick |
|------------------------------|----------------------|-------------------------------|-----|---------------------|-----------------------------|
| National Comparator | | | | | |
| England | 11.4 | 6.8 | 2 | 6 | 4 |
| BDC Wards | | | | | |
| Ault Hucknall | 15.5 | 10 | 3 | 8.6 | 5.4 |
| Barlborough | 10.1 | 6.9 | 2.7 | 7.3 | 3.5 |
| Blackwell | 13.2 | 9.8 | 2.8 | 8.9 | 4.4 |
| Bolsover East | 15.2 | 15.1 | 4 | 12.4 | 7.2 |
| Bolsover North & Shuttlewood | 13.9 | 13.5 | 3.2 | 11 | 7 |
| Bolsover South | 11.7 | 12.7 | 3.5 | 10.9 | 7.9 |

| | Attendance Allowance | Personal Independence Payment | DLA | Disability benefits | Economically Inactive: Sick |
|----------------------|----------------------|-------------------------------|-----|---------------------|-----------------------------|
| Clowne East | 12.9 | 10.1 | 3.2 | 9.4 | 5.6 |
| Clowne West | 12.3 | 9.4 | 2.8 | 8 | 5 |
| Elmton-with-Creswell | 13.8 | 12.8 | 4 | 11.5 | 8 |
| Langwith | 15.5 | 15.2 | 4.3 | 13.6 | 10.3 |
| Pinxton | 18.2 | 11.5 | 3 | 9.9 | 5.6 |
| Shirebrook North | 15.3 | 15.6 | 5.3 | 15.1 | 10.3 |
| Shirebrook South | 15 | 9.6 | 2.9 | 9.3 | 7.7 |
| South Normanton East | 13.6 | 9.8 | 2.9 | 8.8 | 4.7 |
| South Normanton West | 14.4 | 7.7 | 2.4 | 7.6 | 4.5 |
| Tibshelf | 13.6 | 8.8 | 2.8 | 8.6 | 5.2 |
| Whitwell | 10.4 | 12.1 | 3.4 | 11.1 | 8.2 |

Dashboard 2: Children and Families

In particular when considering the volume of family-sized stock the Council requires it is important to note the areas where households are entitled to financial support for a disabled child. These households are more likely to require a larger adapted property.

Areas with under16s in receipt of benefit include:

- Elmton-with-Creswell
- South Normanton East
- Langwith
- Blackwell
- Shirebrook North
- Bolsover South
- Bolsover North & Shuttlewood
- Shirebrook South

Areas including those aged 16-18, and 18-24 claiming PIP, possibly still at home, include:

- Elmton-with-Creswell
- Ault Hucknall
- Blackwell
- Bolsover East
- Shirebrook North
- Bolsover South
- Bolsover North & Shuttlewood
- Langwith
- Shirebrook South

What is also of note is the range of wards where children and providing unpaid care. This again indicates a situation where a larger property is required but for a disabled adult resident rather than a child. The following areas mirror the wider analysis:

- Langwith
- Blackwell
- Elmton-with-Creswell
- Shirebrook North
- Bolsover East
- Clowne West

Slight anomalies are Bolsover South and Shirebrook South where we have no adapted stock currently.

Core areas where Bolsover has Households with illness, with children includes:

- Langwith
- Bolsover North & Shuttlewood
- Shirebrook North
- Shirebrook South
- Whitwell
- Elmton-with-Creswell

However, the number of Households with illness, without children is clearly significantly higher, indicating that a larger quantity of 2-bed stock is still essential. This mirrors our current stock profile.

| | DLA aged Under 16 | Unpaid care (children) | PIP 16-24 | Hholds with illness, with children | Hholds with illness, no children |
|------------------------------|-------------------|------------------------|-----------|------------------------------------|----------------------------------|
| National Comparator | | | | | |
| England | 4.6 | 1.1 | 3.9 | 4.6 | 21 |
| BDC Wards | | | | | |
| Ault Hucknall | 2.4 | 0.5 | 10.4 | 4.2 | 25.7 |
| Barlborough | 0.7 | 0.6 | 5.5 | 4.6 | 19.9 |
| Blackwell | 3.9 | 1.7 | 9.4 | 5.3 | 27.1 |
| Bolsover East | 1.7 | 1.5 | 8.7 | 5.6 | 29.9 |
| Bolsover North & Shuttlewood | 3.3 | 0 | 8.3 | 6.6 | 24.3 |
| Bolsover South | 3.5 | 1.3 | 8.4 | 5.3 | 29.2 |
| Clowne East | 1.2 | 0.9 | 7.3 | 4.3 | 26.4 |
| Clowne West | 1.9 | 1.5 | 5.8 | 4.1 | 25.1 |
| Elmton-with-Creswell | 6.3 | 1.6 | 10.4 | 5.8 | 25.8 |
| Langwith | 4.1 | 1.8 | 8.2 | 8.9 | 25.9 |
| Pinxton | 1.5 | 0.9 | 5 | 5.4 | 25.5 |
| Shirebrook North | 3.8 | 1.5 | 8.6 | 6.5 | 34.6 |
| Shirebrook South | 3.2 | 1.3 | 7.9 | 6.5 | 25.8 |
| South Normanton | 5.3 | 0.9 | 6.1 | 4.6 | 22.5 |

| | DLA aged Under 16 | Unpaid care (children) | PIP 16-24 | Hholds with illness, with children | Hholds with illness, no children |
|----------------------|-------------------|------------------------|-----------|------------------------------------|----------------------------------|
| East | | | | | |
| South Normanton West | 2.9 | 1 | 5.4 | 4.8 | 21.2 |
| Tibshelf | 2.4 | 1.1 | 6.8 | 4.9 | 24.2 |
| Whitwell | 0.8 | 0.2 | 5.7 | 6 | 29.6 |

Dashboard 3: Limiting long-term illness (Census 2011)

While this is a useful set of data, it will be vital to replicate this table once the revised data is released from the Census 2021 to compare if priority areas are still the same.

Currently the highest ranking wards across the four age ranges, where the Housing service should consider future stock levels are:

- Shirebrook North
- Langwith
- Bolsover East
- Elmton-with-Creswell

In terms of areas where there is greater need for those aged 0-15, all those showing as 'High', are likely to have a greater demand for family-sized adapted accommodation. This should be considered as the Council moves forward with additional Bolsover Homes developments.

| | Long-term sick (0-15) | Long-term illness (16-24) | Long-term illness (16-64) | Long-term sick (65+) |
|------------------------------|-----------------------|---------------------------|---------------------------|----------------------|
| National Comparator | | | | |
| England | 3.7 | 4.9 | 12.7 | 53.1 |
| BDC Wards | | | | |
| Ault Hucknall | 4.5 | 5.6 | 17.6 | 60.4 |
| Barlborough | 3.3 | 6.6 | 13.2 | 58.3 |
| Blackwell | 4.6 | 4.4 | 16.7 | 66.2 |
| Bolsover East | 4.8 | 4.7 | 19.2 | 70.5 |
| Bolsover North & Shuttlewood | 3.5 | 6 | 19.2 | 60.6 |
| Bolsover South | 4.8 | 6.8 | 21.2 | 64.4 |
| Clowne East | 3.4 | 6.4 | 18 | 64.7 |
| Clowne West | 4.5 | 4.9 | 17.5 | 68.6 |
| Elmton-with-Creswell | 4.5 | 6.8 | 21.3 | 68.5 |
| Langwith | 4.6 | 6.6 | 23.5 | 74.8 |

| | Long-term sick (0-15) | Long-term illness (16-24) | Long-term illness (16-64) | Long-term sick (65+) |
|----------------------|-----------------------|---------------------------|---------------------------|----------------------|
| Pinxton | 4.3 | 5 | 17.4 | 65.7 |
| Shirebrook North | 4.5 | 8 | 25.5 | 76.2 |
| Shirebrook South | 3.1 | 5.6 | 20.6 | 69 |
| South Normanton East | 3.7 | 5.2 | 15.6 | 67.4 |
| South Normanton West | 3.7 | 6.7 | 15.1 | 61.4 |
| Tibshelf | 1.8 | 5.6 | 16.3 | 63.6 |
| Whitwell | 3.5 | 4.9 | 20 | 65.3 |

Recommendations:

That Housing services use the ward analysis to assist in pinpointing potential areas for future development.

That this demographic analysis is refreshed once the Census 2021 data is released.

5.4 Assessment of current principles defining categorisation of stock as a 'disabled adapted property'

Defining Disabled Adapted Stock

In terms of defining what is a disabled adapted property the Council have sought guidance from the Council's legal department and following the Housing Act 1985 and the Right to Buy legislation, a disabled adapted property is exempt the right to buy.

MHCLG guidance on Right to Buys dated April 2021 states:

"Housing for the disabled' means a property that is one of a group and has features that are substantially different from those of ordinary dwellings and with special facilities that are provided nearby."

The relevant section is part 7 of Schedule 5 to the HA 1985 which states:

"The right to buy does not arise if the dwelling-house has features which are substantially different from those of ordinary dwelling-houses and are designed to make it suitable for occupation by physically disabled persons, and— (a) it is one of a group of dwelling-houses which it is the practice of the landlord to let for occupation by physically disabled persons, and (b) a social service or special facilities are provided in close proximity to the group of dwelling-houses wholly or partly for the purpose of assisting those persons."

Despite the legislation, a tenant may still try to proceed with the right to buy process and it is the Council's responsibility to ensure that we have the correct policies and procedures in place, if legally challenged, to protect stock which should legitimately be considered exempt from right to buy.

Our Categorisation Approach

Sometimes the work completed by the Council is so significant it could potentially mean the property should be considered as fully adapted and so the categorisation on our housing system would need to change.

It was noted by Members that as of August 2021, the Council had additional properties to those listed in Section 1 of this report – 14 houses with significant adaptations suitable for people with disabilities, 11 x 3-bed houses, and 3 x 4-bed houses. This had evolved by the end of the review to include 1 x 2-bed flat, 4 x 2-bed bungalows, 5x 3-bed bungalows, 7 x 3-bed houses and 4 x 2-bed houses.

Initial discussions as part of the review suggested that the Council needed to make sure there was a robust procedure in place for categorisation of stock so as to protect adapted properties, and also where required re-categorise a property back to 'general stock'.

Members noted that Officers had commenced a piece of work to agree a set of principles that reflect the Council's practice in terms of what 'significant adaptations' means. This was to include looking at what decision-making process should be followed if it means that the property is no longer considered general needs adapted stock.

As part of consultation of the Draft Policy, the following categorisation was agreed for Minor and Major adaptations:

| Minor Adaptations | Major Adaptations |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Minor Adaptations have a value of up to £1000.00. They are simple, cost effective solutions to assist a person to live independently. They can be installed swiftly, promote wellbeing and reduce the risk of accidents, consequently averting additional costs associated with hospital admissions, or residential care and support. Minor adaptations, as an example, can include:</p> <ul style="list-style-type: none"> • grabrails • additional stair rails • installation of lever taps • small external handrails • half steps • small low-level ramps • over bath showers • minor kitchen alterations | <p>Major Adaptations are valued over £1000.00 and are generally structural changes to a property, for example:</p> <ul style="list-style-type: none"> • replacing a bath with a level access shower or wet room • installing ramps • hard-standing/drive ways • property extensions • adapting a room specifically to make it safer for a disabled person • installing access facilities, such as a stair lift, through floor lift, door widening |

Following discussions with officers a suggested threshold for categorisation as 'disabled adapted' within the revised procedure could be as follows:

'Where the Council undertake 3 or more of these more major adaptations or where there is one element with a value of over £15,000, this would be discussed at the internal officer welfare meeting for agreement that it now sits in the 'disabled adapted property' category. A recommendation would then go to the Housing Stock Management Meeting for member approval to change categorisation on the system. However, whilst this is a set of principles to work to, each case would need to be treated on its own merits.'

As outlined in the proposed new Policy at 4.14, adaptations are normally funded to the value of £30,000. If the works required exceed this amount, the case will be referred to the Housing Stock Management Group to determine if the adaptation is a viable option or alternative accommodation to suit the applicants need would be more practical. Where such extensive adaptations go ahead, the property would naturally go forward for consideration for the 'disabled adapted property' category.

Adaptations not covered by Bolsover DC

As noted at 4.14 in the proposed new Policy, Derbyshire County Council provides a range of aids and equipment to assist people with a disability to maintain their

independence. These are delivered directly to their home, therefore Bolsover District Council will not fund non-fixed equipment, for example:

- Powered bath-hoists
- Commode chairs
- Specialist toilet seats
- Specialist furniture
- Induction loops

Recommendations:

That a revised Stock Categorisation Procedure is drafted to ensure effective implementation of the new Adaptations Policy (Council Owned Properties) and ensure current stock are correctly categorised.

That urgent action be taken to assess categorisation of the additional properties identified as potentially qualifying for the fully adapted classification.

6. Conclusions

The Committee have put together nine recommendations which will hopefully assist the Council in improving our policy and procedures in relation to allocation and management of adapted accommodation.

The key findings arising from the review are:

- That a number of the Council's existing practices and procedures for allocation are satisfactory in addressing service delivery in this area.
- That the revised approach to officer meetings with DCC is working well to review applications and identify a clear course of action for the tenant.
- That the Council's approach to design of new stock via Bolsover Homes will ensure good quality housing and an increased supply of family-sized accommodation.
- That a revision is required to our existing policy which Members feel is met by the proposed draft which Scrutiny helped to develop.
- That the range of procedures identified during the course of the review are developed to support the effective implementation of the new Policy.
- That in order to aid officers to see stock availability at a glance, the data is mapped in both our GIS software and our data profiling tool, to aid future stock management and development.
- That the demographic profile will fill current knowledge gaps and aid future planning of additional stock.

Appendix 1: Stakeholders

Stakeholders engaged during the Review:

- Portfolio Holder – Cllr Peake (Housing)
- Assistant Director of Housing Management & Enforcement
- Assistant Director of Property Services & Housing Repairs
- Housing Enforcement Manager
- Planned Repairs Inspector
- Specialist Housing Administrator
- Solicitor to the Council and Assistant Director of Governance (up to Feb 2022)
- Executive Director of Resources

Stakeholders impacted by the Review:

- Bolsover DC tenants
- Portfolio Holder – Cllr Peake (Housing)
- Assistant Director of Housing Management & Enforcement
- Assistant Director of Property Services & Housing Repairs
- Housing Enforcement Manager
- Planned Repairs Inspector

Appendix 2: Local Insight metrics used to create local demographic profile

The following information clarifies the metrics contained within the demographic profile analysis, the source of the data and how it's calculated.

Dashboard 1: Disability Benefits Profile

Older people social care benefit (Attendance Allowance)

Shows the proportion of people aged 65+ who have social care needs and are receiving Attendance Allowance (AA). AA is payable to people over the age of 65 who are so severely disabled, physically or mentally, that they need a great deal of help with personal care or supervision.

Rate calculated as = (Attendance Allowance claimants)/(Population aged 65+)*100

Date: Aug-21

How often updated: Quarterly (published February 2022), with next update expected May-22

Source: Department for Work and Pensions (DWP)

(<https://www.gov.uk/government/organisations/department-for-work-pensions/about/statistics>)

Personal Independence Payment (PIP)

Shows the proportion of working age people receiving Personal Independence Payment (PIP). PIP helps with some of the extra costs caused by long-term disability, ill-health or terminal ill-health. From 8th April 2013 DWP started to replace Disability Living Allowance (DLA) for working age people with PIP. Note only claims in payment are included in the indicator. Rate calculated as = (Personal Independence Payment (PIP) claims in payment)/(Total population aged 16-64)*100.

Date: Jan-22

How often updated: Quarterly (published March 2022), with next update expected Jun-22

Source: Department for Work and Pensions (DWP)

(<https://www.gov.uk/government/organisations/department-for-work-pensions/about/statistics>)

Disability benefit (DLA)

Shows the proportion of people who are disabled and receiving Disability Living Allowance (DLA). DLA is payable to children and adults who become disabled before the age of 65, who need help with personal care or have walking difficulties because they are physically or mentally disabled. People can receive DLA whether they are in or out of work. It is non-means tested and is unaffected by income or savings of the claimant. DLA provides support for paying with additional care or mobility requirements associated with a disability. Please note, from April 2013 Personal Independence Payment (PIP) has replaced DLA for all new claimants aged 16-64,

while existing DLA claimants are being slowly moved on to PIP. Therefore, DLA no longer represents the total count of disability benefit claimants for those aged 16-64. Rate calculated as = (Disability Living Allowance claimants)/(Total population)*100

Date: Aug-21

How often updated: Quarterly (published February 2022), with next update expected May-22

Source: Department for Work and Pensions (DWP)

(<https://www.gov.uk/government/organisations/department-for-work-pensions/about/statistics>)

People receiving Disability Benefits

Shows the proportion of people receiving Disability Living Allowance or Personal Independence Payment (PIP). PIP helps with some of the extra costs caused by long-term disability, ill-health or terminal ill-health. From 8th April 2013 DWP started to replace Disability Living Allowance (DLA) for working age people with PIP. DLA is payable to children and adults who become disabled before the age of 65, who need help with personal care or have walking difficulties because they are physically or mentally disabled. People can receive DLA whether they are in or out of work. It is non-means tested and is unaffected by income or savings of the claimant. DLA provides support for paying with additional care or mobility requirements associated with a disability. Rate calculated as = (Personal Independence Payment (PIP) claims in payment + Disability Living Allowance (DLA) claims in payment)/(Total population)*100.

Date: 2021

How often updated: Annually

Source: Department for Work and Pensions (DWP)

(<https://www.gov.uk/government/organisations/department-for-work-pensions/about/statistics>)

Economically inactive: Long-term sick or disabled

Shows the proportion of adults aged 16-74 who are economically inactive and have a long term sickness or disability. Economic activity relates to whether or not a person was working or looking for work in the week before Census. The concept of Economic Activity is compatible with the International Labour Organisation (ILO) definition of economic status. Figures are based on responses to the 2011 Census economic activity questions.

Rate calculated as = (Economically inactive: Long-term sick or disabled (census KS601))/(All usual residents aged 16 to 74)*100

Date: 2011

How often updated: 10 yearly (published July 2014)

Source: Census 2011 (<https://www.nomisweb.co.uk/census/2011/ks601ew>)

Dashboard 2: Children and Families

Disability Living Allowance claimants aged Under 16

Shows the proportion of people aged 0-15 who are disabled and receiving Disability Living Allowance (DLA). DLA is payable to children and adults who become disabled before the age of 65, who need help with personal care or have walking difficulties because they are physically or mentally disabled. People can receive DLA whether they are in or out of work. It is non-means tested and is unaffected by income or savings of the claimant. DLA provides support for paying with additional care or mobility requirements associated with a disability.

Rate calculated as = (Disability Living Allowance claimants aged Under 16)/(Population aged 0-15)*100

Date: Aug-21

How often updated: Quarterly (published February 2022), with next update expected May-22

Source: Department for Work and Pensions (DWP)

(<https://www.gov.uk/government/organisations/department-for-work-pensions/about/statistics>)

Children providing unpaid care

Children (aged 0-15) providing informal unpaid care. Figures are based on self-reported responses to the 2011 Census. A person is a provider of unpaid care if they give any help or support to family members, friends, neighbours or others because of long-term physical or mental health or disability, or problems related to old age.

Rate calculated as = (People aged 0-15 providing unpaid care)/(Population aged under 16 (Census 2011))*100

Date: 2011

How often updated: 10 yearly (published August 2013)

Source: Census 2011 (<https://www.nomisweb.co.uk/census/2011/lc3304ew>)

Personal Independence Payment claimants aged 16-24

Shows the proportion of people aged 16-24 who are disabled and receiving Personal Independence Payment (PIP). PIP is payable to adults who become disabled before the age of 65, who need help with personal care or have walking difficulties because they are physically or mentally disabled. People can receive DLA whether they are in or out of work. It is non-means tested and is unaffected by income or savings of the claimant. DLA provides support for paying with additional care or mobility requirements associated with a disability. Please note, from April 2013 Personal Independence Payment (PIP) has replaced DLA for all new claimants aged 16-64, while existing DLA claimants are being slowly moved on to PIP. Therefore, DLA no longer represents the total count of disability benefit claimants for those aged 16-64.

Rate calculated as = (Personal Independence Payment claimants aged 16-24)/(Population aged 16-24)*100

Date: Jan-22

How often updated: Quarterly (published March 2022), with next update expected Jun-22

Source: Department for Work and Pensions (DWP)
(<https://www.gov.uk/government/organisations/department-for-work-pensions/about/statistics>)

One person in household with a long-term health problem or disability: With dependent children

Shows the proportion of households with dependent children, where at least one person in the household has a long-term health problem or a disability. Figures are self-reported and taken from household composition and general health questions from the 2011 Census.

Rate calculated as = (One person in household with a long-term health problem or disability: With dependent children (census KS106))/(All households (census KS106))*100

Date: 2011

How often updated: 10 yearly (published July 2014)

Source: Census 2011 (<https://www.nomisweb.co.uk/census/2011/ks106ew>)

One person in household with a long-term health problem or disability: No dependent children

Shows the proportion of households with no dependent children, where at least one person in the household has a long-term health problem or a disability. Figures are self-reported and taken from household composition and general health questions from the 2011 Census.

Rate calculated as = (One person in household with a long-term health problem or disability: No dependent children (census KS106))/(All households (census KS106))*100

Date: 2011

How often updated: 10 yearly (published July 2014)

Source: Census 2011 (<https://www.nomisweb.co.uk/census/2011/ks106ew>)

Dashboard 3: Limiting long-term illness (Census 2011)

People with a limiting long-term illness (aged 0-15)

Shows the proportion of residents aged 0-15 with a limiting long-term illness. Figures are taken from responses to the 2011 Census, based on a self-assessment whether or not a person has a limiting long-term illness, health problem or disability which limits their daily activities or the work they can do, including problems that are due to old age.

Rate calculated as = (People with a limiting long-term illness aged 0-15)/(All people aged 0-15)*100

Date: 2011

How often updated: 10 yearly (published July 2014)

Source: Census 2011 (<https://www.nomisweb.co.uk/census/2011/lc3205ew>)

People with a limiting long-term illness (aged 16-24)

Shows the proportion of residents aged 16-24 with a limiting long-term illness.

Figures are taken from responses to the 2011 Census, based on a self-assessment whether or not a person has a limiting long-term illness, health problem or disability which limits their daily activities or the work they can do.

Rate calculated as = (People with a limiting long-term illness aged 16-24)/(Population aged 16 to 24 (Census 2011))*100

Date: 2011

How often updated: 10 yearly (published January 2013)

Source: Census 2011

(<https://www.nomisweb.co.uk/query/construct/summary.asp?mode=construct&version=0&dataset=829>)

People with a limiting long-term illness (aged 16-64)

Shows the proportion of residents aged 16-64 with a limiting long-term illness.

Figures are taken from responses to the 2011 Census, based on a self-assessment whether or not a person has a limiting long-term illness, health problem or disability which limits their daily activities or the work they can do, including problems that are due to old age.

Rate calculated as = (People with a limiting long-term illness aged 16-64)/(Population aged 16 to 64 (Census 2011))*100

Date: 2011

How often updated: 10 yearly (published January 2013)

Source: Census 2011 (<https://www.nomisweb.co.uk/census/2011/ks301uk>)

People with a limiting long-term illness (aged 65+)

Shows the proportion of residents aged 65+ with a limiting long-term illness. Figures are taken from responses to the 2011 Census, based on a self-assessment whether or not a person has a limiting long-term illness, health problem or disability which limits their daily activities or the work they can do, including problems that are due to old age.

Rate calculated as = (People with a limiting long-term illness aged 65+)/(People aged 65+)*100

Date: 2011

How often updated: 10 yearly (published August 2013)

Source: Census 2011 (<https://www.nomisweb.co.uk/census/2011/lc3305ew>)

Health Deprivation and Disability

IoD 2019 Health Deprivation and Disability Rank

The Indices of Deprivation (IoD) 2019 Health Deprivation and Disability Domain measures the risk of premature death and the impairment of quality of life through poor physical or mental health. The domain measures morbidity disability and premature mortality but not aspects of behaviour or environment that may be predictive of future health deprivation. The following indicators are included: Years of

potential life lost: An age and sex standardised measure of premature death;
Comparative illness and disability ratio: An age and sex standardised morbidity/disability ratio; Acute morbidity: An age and sex standardised rate of emergency admission to hospital; Mood and anxiety disorders: A composite based on the rate of adults suffering from mood and anxiety disorders derived from gp registrations, hospital episodes data, and suicide mortality data. Data shows Average LSOA Rank, a lower rank indicates that an area is experiencing high levels of deprivation

Date: 2019

How often updated: Irregular (September 2019)

Source: Ministry of Housing Communities and Local Government (MHCLG)
(<https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019>)

Appendix 3: Bibliography

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