

# Wellbeing Panel

## Agenda

### Date

Wednesday 8 July 2020

### Time

6pm

### Place

To be hosted remotely at  
Thorpe Lodge  
1 Yarmouth Road  
Thorpe St Andrew  
Norwich

### Contact

Dawn Matthews tel (01603) 430404

Broadland District Council  
Thorpe Lodge  
1 Yarmouth Road  
Thorpe St Andrew  
Norwich NR7 0DU

E-mail: [dawn.matthews@broadland.gov.uk](mailto:dawn.matthews@broadland.gov.uk)



@BDCDemServices



### Members of the Wellbeing Panel

Cllr F Whymark  
(Chairman)

Cllr M L Murrell  
(Vice Chairman)

Cllr A D Crotch  
Cllr R R Foulger  
Cllr N J Harpley  
Cllr S Lawn

Cllr S M Prutton  
Cllr N C Shaw  
Cllr L A Starling  
Cllr D M Thomas

### Conservative Substitutes

Cllr A D Adams  
Cllr S C Gurney  
Cllr D King  
Cllr G F Peck  
Cllr C E Ryman-Tubb  
Cllr S C Walker  
Cllr J M Ward

### Liberal Democrat Substitutes

Cllr J A Neesam  
Vacancy

### Labour Substitute

Cllr B Cook

**If any Member wishes to clarify details relating to any matter on the agenda they are requested to contact the relevant Director / Assistant Director**

## Public Attendance

This meeting will be live streamed for public viewing via the following link:

<https://www.youtube.com/channel/UCZciRgwo84-iPyRlmsTCIng>.

If a member of the public would like to attend to speak on an agenda item, please email your request to [committee.services@broadland.gov.uk](mailto:committee.services@broadland.gov.uk) no later than 5.00pm on Friday 3 July 2020

## **A G E N D A**

## **Page No**

<b>1</b>	<b>To receive declarations of interest under Procedural Rule no 8</b>	<b>3</b>
<b>2</b>	<b>Apologies for absence</b>	
<b>3</b>	<b>Minutes</b>	
	To approve the Minutes of	
	(1) The Wellbeing Panel meeting held on 7 October 2019	<b>5</b>
	(2) The concurrent meeting of Economic Success and Wellbeing Panels held on 20 November 2019	<b>8</b>
<b>4</b>	<b>Matters arising</b>	
<b>5</b>	<b>Alignment of Mandatory Licensable Houses in Multiple Occupation Fees across the two Councils</b>	<b>19</b>
	To consider the report to Cabinet recommending revisions to the chargeable fees for mandatory licensable houses in multiple occupation	

Trevor Holden  
Managing Director

## DECLARATIONS OF INTEREST AT MEETINGS

When declaring an interest at a meeting Members are asked to indicate whether their interest in the matter is pecuniary, or if the matter relates to, or affects a pecuniary interest they have, or if it is another type of interest. Members are required to identify the nature of the interest and the agenda item to which it relates. In the case of other interests, the member may speak and vote. If it is a pecuniary interest, the member must withdraw from the meeting when it is discussed. If it affects or relates to a pecuniary interest the member has, they have the right to make representations to the meeting as a member of the public but must then withdraw from the meeting. Members are also requested when appropriate to make any declarations under the Code of Practice on Planning and Judicial matters.

Have you declared the interest in the register of interests as a pecuniary interest? If Yes, you will need to withdraw from the room when it is discussed.

Does the interest directly:

1. Affect yours, or your spouse / partner's financial position?
2. Relate to the determining of any approval, consent, licence, permission or registration in relation to you or your spouse / partner?
3. Relate to a contract you, or your spouse / partner have with the Council
4. Affect land you or your spouse / partner own
5. Affect a company that you or your partner own, or have a shareholding in

If the answer is "yes" to any of the above, it is likely to be pecuniary.

Please refer to the guidance given on declaring pecuniary interests in the register of interest forms. If you have a pecuniary interest, you will need to inform the meeting and then withdraw from the room when it is discussed. If it has not been previously declared, you will also need to notify the Monitoring Officer within 28 days.

Does the interest indirectly affect or relate any pecuniary interest you have already declared, or an interest you have identified at 1-5 above?

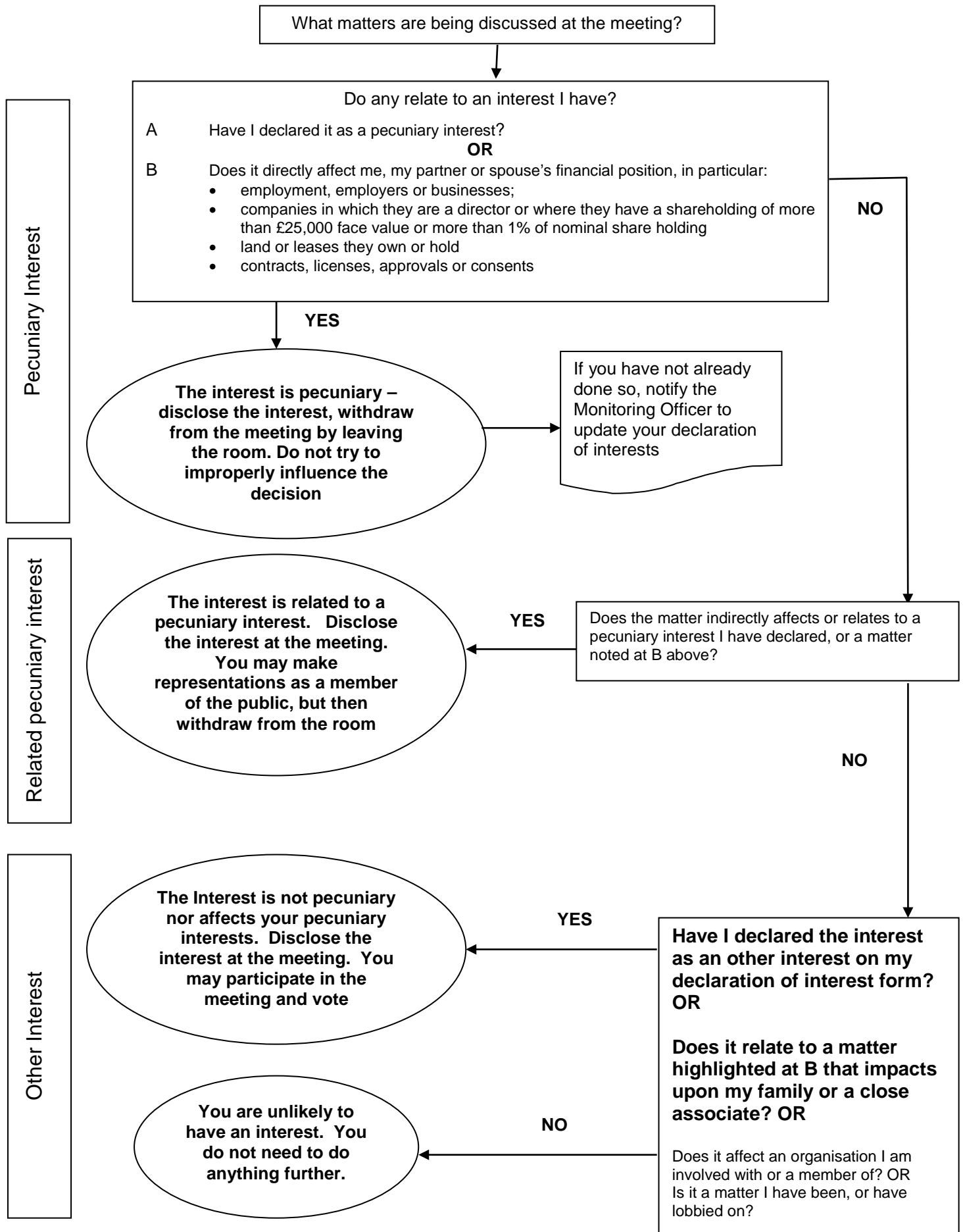
If yes, you need to inform the meeting. When it is discussed, you will have the right to make representations to the meeting as a member of the public, but must then withdraw from the meeting.

Is the interest not related to any of the above? If so, it is likely to be another interest. You will need to declare the interest, but may participate in discussion and voting on the item.

Have you made any statements or undertaken any actions that would indicate that you have a closed mind on a matter under discussion? If so, you may be predetermined on the issue; you will need to inform the meeting, and when it is discussed, you will have the right to make representations to the meeting as a member of the public, but must then withdraw from the meeting.

**FOR GUIDANCE REFER TO THE FLOWCHART OVERLEAF  
PLEASE REFER ANY QUERIES TO THE MONITORING OFFICER  
IN THE FIRST INSTANCE**

# DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



Minutes of a meeting of the **Wellbeing Panel** held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich on **Monday 7 October 2019** at **6.30 pm** when there were present:

Mr A D Crotch   Mrs S M Prutton   Mr N C Shaw   Mrs L A Starling   Mr D M Thomas

Also in attendance were the Director of People and Communities, Assistant Director of Individuals and Families, the Housing, Health and Partnership Officer, Early Help Hub Manager, Health Living Manager and the Committee Officer (JO).

### **7      APPOINTMENT OF CHAIRMAN**

In the absence of both the Chairman and Vice-Chairman, nominations were sought for the position of Chairman.

#### **RESOLVED**

To appoint Mr Crotch as Chairman for the meeting.

*Mr Crotch in the Chair.*

### **8      APOLOGIES FOR ABSENCE**

Apologies for absence were received from Ms Harpley, Miss Lawn, Mr Murrell and Mr Whymark.

### **9      MINUTES**

The Minutes of the meeting held on 26 June 2019 were confirmed as a correct record and signed by the Chairman.

### **10     SAFEGUARDING CHILDREN, YOUNG PEOPLE AND ADULTS POLICY**

The report proposed that the Panel endorse a joint draft Safeguarding Policy for Broadland and South Norfolk Council, with an implementation date of January 2020.

Members were advised that a unified policy and process for making safeguarding referrals across both Districts would ensure that a consistent approach was taken for the protection of vulnerable individuals.

The new Policy incorporated local and national guidance and best practice and would see frontline officers taking a more active role in escalating cases and non-frontline officers afforded more support from Designated Safeguarding Officers.

This Chairman noted that a joint Policy was essential if the single staff team was to work consistently across both Districts.

### **AGREED**

to note and endorse the joint Safeguarding Policy across two Councils and the proposed timescales for implementation from January 2020.

## **11 HEALTH AND WELLBEING PRIORITIES**

The report recommended that the Council adopt a Health and Wellbeing Strategy, which set out a framework for reducing health inequalities and improving health outcomes for residents.

The Strategy set out the following four priority areas for health and wellbeing:

- 1 Frailty and Falls
- 2 Employment and Aspirations
- 3 Activity and Healthy Lifestyle
- 4 Mental Wellbeing

In response to a query regarding helping people with disabilities gain employment, the Healthy Living Manager confirmed that the Council worked in partnership with Norfolk County Council to deliver the employment and aspirations element of the Strategy.

A Member suggested that Norfolk and Suffolk Foundation Trust be added as a health and wellbeing partner of the Council. He also reminded Members of the distinction between poor mental health and mental illness.

In response, the Healthy Living Manager confirmed that the Norfolk and Suffolk Foundation Trust be added as strategic partner, although she emphasised that the Council's role was in the promotion of mental wellbeing, rather than the treatment of acute mental illness.

**RECOMMENDED TO CABINET**

to endorse and adopt the Health and Wellbeing Strategy and priorities and support its delivery.

**12 FUTURE MEETING DATES**

Members noted the following forthcoming Panel meeting dates:

20 November 2019

26 February 2020

29 April 2020.

*The meeting closed at 6.51 pm.*

DRAFT

## Joint Meeting of Economic Success and Wellbeing Panels

---

Minutes of a joint meeting of the **Economic Success and Wellbeing Panels** held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich on **Wednesday 20 November 2019** at **6pm** when there were present:

Ms S J Catchpole

Ms R M Grattan

Mrs S M Prutton

Mrs J K Copplestone

Mrs T M Mancini-Boyle

Mrs L A Starling

Mr A D Crotch

Mr M L Murrell

Mr D M Thomas

Also in attendance were the Director of People and Communities, Assistant Director of Individuals and Families; Healthy Living Manager (for Minute no: 3); Evaluation and Data Analyst (for Minute no: 4); Housing, Health and Partnership Officer (for Minute no: 5); Economic Development Officer (Health and Wellbeing) (for Minute no: 7) and the Senior Committee Officer.

Ben Stone and Damien Millmen of First Step attended for Minute no: 5.

### **1 APPOINTMENT OF CHAIRMAN**

After calling for nominations, it was proposed and seconded that Mr Whymark be appointed Chairman.

#### **RESOLVED:**

to appoint Mr Whymark Chairman for this meeting.

*Mr F Whymark in the Chair*

### **2 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Mr Beadle, Mr Bulman, Mr Foulger, Miss Lawn and Mr Shaw.

### **3 LEISURE PRINCIPLES**

The Healthy Living Manager presented her report which was due to be considered by Cabinet on 14 January 2020, seeking the Panels' views on the leisure principles which would guide officers in identifying leisure opportunities and priorities.

In Broadland, 81% of residents' day to day activities were not limited by illness or disability yet over a quarter of 4-11 year olds and 61% of adults



## Joint Meeting of Economic Success and Wellbeing Panels

---

were classified as overweight. The health costs of physical inactivity in Broadland for one year were estimated at £2,158,318 or £1,781,695 per 100,000 population. Broadland had a robust leisure offer which combined communities and physical activities for families, communities and individuals with a recognition that it needed to cater for all generations to target levels of activity and social cohesion. Examples included the Tots2Teens holiday activities; Broadly Active; Why Weight programme; Marriott's Way 10k race as well as supporting various Park Runs. It was well recognised that there were wider benefits of leisure services to the individual, community and public sector.

It was noted that a significant amount of leisure facilities and activities across Norfolk were privately owned and often out of reach of those people who might benefit the most. The Council's aim was to ensure that every resident had an opportunity to engage in physical activity in their community but not to the detriment of high quality and effective services.

Therefore, to build on the existing offer, officers had developed a set of proposed leisure principles (below) which would guide officer resource towards identifying opportunities to improve the health and wellbeing of residents in the community as well as offer a framework for how the Council might develop the offer to residents and the rationale for the programmes of work which were supported.

### Community Offer

- (1) We will work with partners to aim to ensure that there is a Leisure offer appropriate and proportionate to communities across Broadland, to help as many of our population become active. In doing this, our order of priority of preference will be:
  - (a) Steer the community towards existing provisions and work with partners to make sure they are accessible.
  - (b) Develop capacity in the community sector to help establish self-sustaining leisure solutions.
  - (c) Where there is a gap in the market, look at options to provide.
- (2) We will work with partners to ensure that a leisure offer is a consideration of any major development or population growth in the district.

### Health and Wellbeing

- (1) Given the developed national evidence on the telling contribution that activity can have on various longer-term conditions and social issues, we will utilise leisure assets and expertise to help work in the following areas in line with the shared health & wellbeing priorities. This is

## Joint Meeting of Economic Success and Wellbeing Panels

---

building upon our successful Help Hub partnership and work to help develop community capacity.

- People who are likely to or have suffered a fall as a consequence of frailty.
  - Unhealthy and inactive lifestyles in adults and children/adult obesity.
  - Those experiencing long term worklessness and NEET (not in education, employment or training).
  - Those experiencing low level mental wellbeing issues such as early onset dementia and social isolation.
  - Those living with low level chronic health conditions where increased physical activity could be beneficial
- (2) Activity will be targeted to areas of the districts where we are aware of specific needs to ensure tailored provision to local communities, not universally.
- (3) Given the contribution to wider public-sector issues, we will seek to work in partnership and attract funding to help deliver in these areas, and to satisfy financial objectives for the service.

### Financial

- (1) Any new or existing facility or activity should seek to be at least cost neutral.
- (2) In establishing or maintaining any facility or activity we should look to work with partners to help share the operational cost burden and risks.
- (3) Our leisure services should remain affordable to different members of our community, which means that some cohorts or products (see 'Health and Wellbeing') will generate less of a commercial operational yield than others.
- (4) In any investment we should look to better utilise existing community assets rather than develop from new.
- (5) Aside of investment to maintain our assets, any new non-essential (i.e. repair, replacement and maintenance) capital investment over the strategy period in leisure facilities will need to come from external sources unless there is a demonstrable ROI in excess of those typically expected via our treasury management investments (typically this is currently between 2 and 3%).

## Joint Meeting of Economic Success and Wellbeing Panels

---

Members acknowledged that South Norfolk Council directly provided leisure facilities through its leisure centres whereas Broadland delivered a strong community leisure offer but the joint aim was to make facilities commercially viable and expand provision by working with partners. Everyone was to have access to high quality services, accessible to all, regardless of financial circumstances. The Councils would work in partnership with schools, parish councils etc to help them maximise use of their facilities and provide the most suitable activities for the community and its demography.

Members discussed the merits of the principles, noting that these did not commit the Council to any particular project but enabled collaboration with other council departments and public sector bodies to gain other, non-financial, benefits. An example of this was a resident of South Norfolk who had undergone a hip replacement – low level exercise reduced the need for physio appointments and the consequential financial burden on the NHS.

In conclusion, Members agreed that both officers and Members needed to be increasingly innovative and collaborative to deliver its ambitions and the proposed principles offered a constructive framework to achieve this. Accordingly, it was

### **RECOMMENDED TO CABINET**

to endorse the report and recommend Council to adopt the leisure principles.

## **4 JOINT INCLUSIVE GROWTH PROJECT PLAN**

The Evaluation and Data Analyst presented his report outlining both current and proposed impacts of the Council's Inclusive Growth work which was due to be considered by Cabinet on 14 January 2020. The report provided an update on the Inclusive Growth agenda at county-wide level, a summary of the current work in this area undertaken by both South Norfolk and Broadland Councils and a proposed project plan to underline the Joint Inclusive Growth Strategy.

The Evaluation and Data Analyst reminded Members that the Strategy had been approved by both Councils in August / September 2019 which included approval of the framework and associated priority areas. However, Broadland's Cabinet had requested a more detailed action plan to accompany the Strategy, to form a workplan in relation to the Inclusive Growth Agenda. He emphasised that the list of projects was not exhaustive and there were still other areas to be considered, such as graduates returning to the area to seek employment.

The table of projects within the report was intended as a brief summary and identified how delivery could be substantially divergent for each council. In

## Joint Meeting of Economic Success and Wellbeing Panels

---

these cases, officers were recommending that best practice was followed across the related projects or, where there was no overriding policy to do so, a single approach would be taken in order to allow the organisation to take advantage of the resources of the shared officer team. Furthermore, in a number of cases, funding; priority levels; policy and resourcing were different for the two councils and, where the policy steer from Members was substantially different, officers were proposing that the workstreams continued as previously.

Members noted the agreed priorities of the Joint Inclusive Growth Workshop of both authorities had been incorporated into the project plan and many of the projects had been the subject of discussions across the county via the Inclusive Growth Coalition.

Also included within the report was an overall timeline, designed to give an overview of timescales and key targets for each individual project as well as demonstrating the linkages between projects.

The Portfolio Holder for Economic Development commented that economic development was a huge subject and the corporate approach had been for the Communities directorate to be the lead department, working with the Economic Development team. She did not want to see the work of the Economic Development team constrained and there were other factors to take into consideration, such as the Norfolk and Suffolk Economic Strategy and LEP Industrial Strategy. In her view, the projects outlined in the report should not be included within the Corporate Plan at this stage – work was still in progress plus the staff restructuring was still underway and people were not in their new posts. The Director of People and Communities responded that the plan was not about specific functionality of teams but cut across all remits. In addition, many of the projects were large scale and transcended over a bigger responsibility than district councils. Three assistant directors had been involved (Economic Growth; Planning and Individuals & Families) and all portfolios. The Director of Place, who had responsibility for economic development, endorsed the project plan. The Evaluation and Data Analyst added that he had worked with officers below assistant director level in a number of service team including economic development; planning; housing and partnerships.

The Director of People and Communities advised that the Corporate Plan was currently being written and this would include issues such as the skills gap but this would also appear in the Inclusive Growth Project Plan.

A Member concurred with the views of the Portfolio Holder that the projects needed to be developed further before they were included in the Corporate Plan. This view was shared by other Members and it was agreed that, whilst the Panels could endorse the Joint Inclusive Growth Project Plan they were unable to support inclusion of the projects in the forthcoming Corporate Plan at the current time.

Accordingly, it was

### **RESOLVED:**

to endorse the Joint Inclusive Growth Project Plan.

## **5 ROUGH SLEEPING PREVENTION – UPDATE**

The Housing, Health and Partnership Officer introduced Ben Stone and Damien Millmen of the First Step project, advising that there was a collaborative approach to preventing rough sleeping across the two council districts, providing a rapid response to reports of cases of rough sleepers. Damien and Ben then provided Members with an outline of the project and the resources available to it, together with statistics on referrals and outcomes.

### Scope of Project

- A collaborative approach across the Broadland and South Norfolk districts to provide support and advocacy to rough sleepers.
- To work closely with businesses, agencies and partner organisations to provide a streamlined service that addresses the needs of rough sleepers.
- To provide a rapid response to reports of rough sleepers.
- To connect with rough sleepers and to assess individual needs, support requirements and likely barriers to accommodation.
- To link in and work closely with the housing options team to explore accommodation options available through the council.
- To assist rough sleepers with no local connection to reconnect with family and/or other local authorities.

### Resources

- 2 full time Rough Sleeper Coordinators with knowledge of homelessness legislation and experience of support provision.
- Somewhere Safe to Stay (Ssts) hub run in collaboration with Notting Hill Genesis provides 3 crash beds in a staffed supported accommodation scheme for up to 72 hours.
- Staging Post accommodation as a move on from Ssts. Consists of a 2 bed flat which accommodates up to 4 people for up to 8 weeks.

## Joint Meeting of Economic Success and Wellbeing Panels

---

- Personal budget for spot purchasing accommodation and to provide essential assistance i.e. travel costs, clothing etc.

A total of 43 customers had been referred into service with 44 verification visits undertaken since August 2019.

Of the verified rough sleepers:

- 2 found own solution
- 9 accommodation provided First Step
- 5 assessed as priority need and linked into Housing Options
- 3 moved out of area
- 2 unable to accommodate due to risks
- 6 assisted by Housing Options
- 1 long term entrenched

Visits were carried out at 6am to connect with the rough sleepers twice a week. Six people who had been identified as a rough sleeper had actually got accommodation but were sleeping rough as a “one-off” due to family circumstances such as a disagreement. Some rough sleepers were migratory which meant that helpers were unable to make contact with them.

Damien provided details of two case studies which had both had a successful outcome, one involving a 67 year old man who had been homeless since 1998 following loss of employment which resulted in rent arrears and then loss of his social tenancy.

The Assistant Director of Individuals and Families advised Members that there were economies of scale and resilience with the two councils working together and positive feedback had been received from central government. It was hoped to roll out the project to other areas in due course. He commended the two representatives of First Step, adding that partner agencies were appreciative of the role they carried out, which included working at all hours of the day and night. Damien responded that they had been overwhelmed with the positive response and encouraged by the assistance by other organisations. For example, the Rotary Club provided care packages and Houdens provided kitchen facilities through its charity programme.

In response to a question on whether there had been any issues with crossing neighbouring councils' boundaries, the Housing, Health and Partnership Officer advised that Broadland had secured funding into a pathway service so the relationship with other councils was mutual not adversarial, to best meet the needs of the person across the district. Other

## **Joint Meeting of Economic Success and Wellbeing Panels**

---

future initiatives included further funding via the Early Help Hub and housing-led properties for people with complex needs – these provided a maximum two year tenancy.

In terms of referrals from one rough sleeper about another, Ben responded that the project would accept referrals from anyone and these would be verified by a personal visit. The referrals were not limited to the Broadland / South Norfolk area.

In response to a question on the statistics, the Housing, Health & Partnership Officer advised that the first annual rough sleepers count had been a physical count across both districts. It had taken place between midnight and 2am looking at various areas when two or three potential rough sleepers had been identified. It was also possible to establish estimates for the number of other rough sleepers.

A Member expressed concern that a number of rough sleepers often had mental health problems and / or had been discharged from either hospital or the prison service without any planned accommodation. She questioned if this caused particular problems and whether rough sleepers chose rural areas believing they were safer than the city centre. The Housing, Health & Partnership Officer responded that a proportion would have mental health problems and was pleased to report that a protocol had been established with the prison service for a set process to be in place on discharge, supporting people on their release. A similar protocol was shortly to be signed off with the health service.

The Chairman thanked Ben and Damien for attending, commending the work undertaken by the project which would make a huge difference to people's lives and particularly welcomed the hospital discharge protocol.

### **6 EXCLUSION OF THE PRESS AND PUBLIC**

#### **RESOLVED**

to exclude the Press and public from the meeting for the remaining business because otherwise, information which was exempt information by virtue of Paragraph 1 of Part I of Schedule 12A of the Local Government Act 1972, would be disclosed to them.

### **7 FUTURE OPTIONS FOR THE TOTS2TEENS PROGRAMME**

The Economic Development Officer (Health and Wellbeing) presented his report, which was due to be considered by Cabinet on 14 January 2020, providing a summary valuation of the Tots2teens programme, options for any

## Joint Meeting of Economic Success and Wellbeing Panels

---

future provision and seeking Members' views on elements of provision.

It was noted that the Tots2Teens programme had been running for 27 years and had evolved considerably over that time. It provided daily "experiences" to young people who lived or went to school in Broadland aged between 5 and 16 years, throughout every school holiday. Sessions were charged but with reductions available for those on certain benefits or referred through the Early Help Hub. The service was available to the full spectrum of families, being both inclusive and integrated. Officers had been considering the future provision of the Tots2Teens programme, its similarities and any potential relationship with South Norfolk Council's Kids Camp (a more traditional and sports based child care session provided over longer hours at the two council-run leisure centres). Attendance rates had averaged around 80% for the past few years and work had been ongoing to identify how this could be increased. The report provided information on other providers of school holiday activities, such as church or school groups through to national providers such as Premier Education, and how these compared to the Tots2Teens provision. Also included within the report were suggested short and longer term actions for developing the scheme in a cost effective manner and options for future charging including various percentage increases.

The Director of People & Communities advised that the purpose of the report was for Members to steer officers on future provision – by considering the objectives of the scheme, how it could be developed and the charging model. Currently, there was an inequality in the discount system and in addition, this had highlighted an issue with non-attendance, with places being booked at a significant discount which was not a sufficient incentive for actually turning up. This also had a negative impact in terms of the places not being used could have been taken up by another child. In addition, the eligibility factors for reduced rates needed to be tested to ensure they were still relevant.

A Member highlighted the overall financial cost to the Council of providing the Tots2Teen service but questioned if this actually resulted in financial and/or other savings further down the line. The Assistant Director of Individuals and Families responded that this had not been the focus of the evaluation until now but the intention was to approach the council's partner organisations such as Children's Services to look at the overall costs/benefits

Another Member expressed strong support for the scheme and suggested that the review should focus on what was the overall aim – if spread too thin, it could prove difficult to do well. The review should look at which facets added value, what other scheme were currently available and was the discounting scheme fair/equal. The Director of People & Communities advised that the report did provide some analysis of current market provision. He emphasised that commercial schemes did not always provide for children with challenging behaviour. The Tots2Teens scheme was based on "experience based" as opposed to sport based and the aim was to raise the aspirations of participants and providing different opportunities which was



## Joint Meeting of Economic Success and Wellbeing Panels

---

different to the health and wellbeing agenda.

Another Member also expressed his strong support for the scheme, adding that sometimes the council had to accept having a loss leader when evaluated against the benefits. In his opinion, the financial cost to the council was far outweighed by the benefits to the children and mitigated against potential costs and risks if the scheme were not to be provided. The Director of People & Communities reminded Members that it was a discretionary service but acknowledged that there would be other types of savings outside of the district council. This view was supported by another Member who added that as the funding was not matching the costs of the experience, support should be sought from partners such as Children's Services. She emphasised that the Council couldn't run all services at a loss and the fee for Early Help Hub referrals certainly needed to be reviewed.

Members accepted that that as the Tots2Teens scheme provided for children with special needs, this involved an intensive amount of staff and therefore justified an increase in fees. Furthermore, the huge value of the scheme was acknowledged, together with the financial contribution made by the council and therefore options should be explored with other providers and partner organisations.

In conclusion, it was considered that Tots2Teens provided a useful service that promoted inclusive growth plus health and wellbeing for Broadland's young people including some of the most vulnerable residents of the district. Although the service was currently a loss making programme, there were elements that were unlikely to be replaced by commercial providers in the event it was removed. The programme operated good practice and met all legal requirements and was well thought of by residents with favourable feedback consistently garnered. It was noted that educational and social care professionals were supportive of the wider developmental work the programme offered to young people with additional needs which presented growth and funding opportunities. Providing this service was likely to offer savings elsewhere and in the future within public services and wider social care. Whilst the programme currently costed the Council money, it enhanced its reputation and delivered on many of the Council's key objectives. By adopting the short term recommendations proposed (raise income; review discounted schemes and open up the scheme to young people in South Norfolk), the Council could work to maintain a high standard offer at greatly reduced costs whilst also investigating the longer term recommendations to bring external investment to the scheme.

Accordingly, it was

**RECOMMENDED TO CABINET**

## Joint Meeting of Economic Success and Wellbeing Panels

---

- (1) that the Council continues to offer Tots2Teens as a discretionary holiday activity scheme and investigate extending the Kidscamp, recognising the current and potential contribution both made to inclusive growth and health and wellbeing outcomes;
- (2) to increase the charges for Tots2Teens fees by 15% for the next two years with a view to moving towards a cost neutral project;
- (3) the Council harmonises its discounted offer to be equitable, by charging 50% for all those on means-tested benefits (acknowledging that this could be reviewed in exceptional circumstances);
- (4) to endorse officers, working in consultation with the Portfolio Holders for both Economic Development and Housing & Wellbeing to explore the longer term recommendations contained in the report (para 5.5) with a view to enhancing the service and reducing / removing the financial burden of providing such a programme.

*The meeting closed at 7.43pm*

## **Alignment of Mandatory Licensable Houses in Multiple Occupation Fees across the two Councils**

**Report Author(s):** Leigh Booth  
Internal Consultant Lead, Housing Standards,  
Communities and Help Hub  
[leigh.booth@broadland.gov.uk](mailto:leigh.booth@broadland.gov.uk)

Louise Simmonds  
Housing and Health Manager  
[louise.simmonds@broadland.gov.uk](mailto:louise.simmonds@broadland.gov.uk)

**Portfolio:** Cllr. Fran Whymark, Housing and Wellbeing

**Ward(s) Affected:** All

### **Purpose of the Report:**

The purpose of this report is to recommend revisions to the chargeable fees for mandatory licensable Houses in Multiple Occupation, (HMO), in order to create a single consistent charge across the two Councils which accurately reflects the cost of the new single team.

### **Recommendation:**

1. That the new one team Council fees for mandatory licensable HMO's are set at:
  - a. £825 for a new five-year licence;
  - b. £133 for variations on an existing five-year licence; and
  - c. £514 for renewal of a five-year licence.

## **1 SUMMARY**

- 1.1 This report provides an overview of the legislative context for mandatory licensable HMO's, and proposes setting a single fee for the new one team service across both Councils.

## **2 BACKGROUND**

- 2.1 The chargeable fee for a mandatory licensable HMO licence is different between Broadland and South Norfolk Councils. As a result of the new 'one team' working structure and pay scales, the fees requires alignment, as the fee must be based on actual costs, which are now the same for both Councils.
- 2.2 Central government guidance and legal case law advises that fees charged must be reasonable and proportionate and the licencing authority should not make a surplus. The Council is required to be able to demonstrate, if challenged, the justification for our fees. This report sets out that justification for members to review. A Council can only charge for the actual cost of the application process plus monitoring, i.e. administrative costs of investigating the background and suitability of the applicant and the cost of monitoring compliance by licensed landlords with licence conditions.
- 2.3 Guidance also states that the licencing authority should not include the cost of enforcing the licensing scheme against unlicensed landlords in the licence fee. Similarly the set up costs for the licencing scheme cannot be recovered, nor can the overheads and general administrative costs.
- 2.4 The legislative context for this service includes;
- The Licensing of Houses in Multiple Occupation (Prescribed Description) (England) Order 2018;
  - Houses in Multiple Occupation and Residential Property Licensing Reform – Guidance for Local Housing Authorities; and
  - The Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (England) Regulations 2007.
- 2.5 A House in Multiple Occupation is a house or flat that is;
- Rented by three or more people, who form two or more households, and
  - Share facilities such as a toilet, bathroom or kitchen.
- 2.6 A mandatory licensable HMO is a house or flat that is;
- Rented by five or more people, who form two or more households, and
  - Share facilities such as a toilet, bathroom or kitchen.
- 2.7 A licence is necessary for every qualifying HMO and is specific to the property, not the owner or landlord.

- 2.8 Managing a mandatory licensable HMO without a licence is a criminal offence and the landlord could face a penalty of up to £30,000 or criminal prosecution to which further costs could then be added. A Rent Repayment Order can also be sought by tenants to claim back rent they have paid to a landlord who has failed to secure an HMO licence. Landlords may also find it difficult to evict tenants under section 21 of the Housing Act 1988 if an HMO does not have a valid licence.
- 2.9 For the purposes of this legislation a 'household' is as defined in the Housing Act 2004, which states that a household can be;
- A single person;
  - A co-habiting couple, (including same sex);
  - A family, (including foster and cared for children), related persons such as grandparents and a grandchild as well as unrelated persons such as domestic employees.
- 2.10 The following exemptions may apply to HMO licencing and are listed in the Housing Act 2004 and associated regulations:
- Property occupied by two people who form two households;
  - Buildings managed by a Local Housing Authority, Registered Provider, Police, Fire and Rescue or a Health Authority;
  - Buildings regulated under other statutory provisions;
  - Certain purpose-built student halls of residence which are subject to Health and Safety legislation and/or are regulated by the Office for Students;
  - Buildings occupied principally for purposes of a religious community for prayer, contemplation, education or relief of suffering; and
  - Buildings which are owner occupied with no more than two lodgers.

### **3 CURRENT POSITION**

- 3.1 The two Councils processes for administering HMO licence applications are being combined and streamlined. An HMO licence application form can be completed on line and submitted via both Council websites. The form must be completed in full and the following documentation provided:
- Gas Safety Certificate, (if relevant);
  - Electrical Installation Condition Report (EICR) dated within the last five years;
  - Fire Safety Equipment service records, (if relevant);
  - Fire Alarm Test Certificate;
  - Energy Performance Certificate; and
  - Declaration of notifications to people who need to be notified prior to the application being submitted.

- 3.2 Certain individuals must be informed before a licence is applied for. Those individuals are:
- The manager;
  - The owner(s);
  - Long term tenant(s) or leaseholder(s);
  - Any other person willing to be bound by the licence; and
  - Any mortgage provider(s).
- 3.3 When the application form is complete and the relevant documentation gathered, it can be submitted on line or by post to the relevant Council.
- 3.4 Once the full application, relevant documentation and an initial application fee of £100 has been received, there is a process for checking the information provided and the certificates supplied. An inspection of the property will also be arranged.
- 3.5 When the inspection has taken place and all checks made, if the outcome is satisfactory, a draft licence with conditions will be issued. There is a 14-day consultation period on the draft licence where representations can be made by the applicant. Any representations made may result in the licence conditions being amended, varied or the representation(s) rejected.
- 3.6 At the end of the consultation period the final HMO licence will be issued, and the remainder of the licence fee must be paid. Completion of this process must happen within a prescribed period of 62 days.
- 3.7 Demand on the service:
- Currently there are 12 mandatory licensable HMO's in Broadland. Although it is believed there are more properties that fall under this legislation that are yet to be licensed, it is unlikely there are large numbers in either district. Therefore, demand on this service is not expected to rise significantly in the foreseeable future. However, Officers are currently working on a project to identify unlicensed HMO's and get them licensed and will take enforcement action where that is appropriate.
- 3.8 Fees: The two Councils have previously used different methodologies for calculating fees and therefore charge different amounts for issuing new five year licences, subsequent variations on those licences and the anticipated renewal of a licence after five years.
- 3.9 The two different approaches previously used to determine fees have been aligned across both Councils and the fees recalculated on the basis of the change in practice and the job roles of those who deliver the service, this accurately reflects the actual costs of the service now, the new fees are defensible if the

Council was challenged and are reasonable, proportionate and transparent figures.

## 4 PROPOSED ACTION

4.1 The table below details both current and proposed charges for this service for consideration. The new charges are correct as at 1/4/20 and are based on 2020/21 salary bandings and on-costs. **Appendix A and B** to this report set out the basis on which the new fees for new and renewed licences have been calculated. In addition, **Appendix C** provides a cost comparison with fees charged by other similar local authorities.

4.2 Current and proposed fees for mandatory licensable HMO's:

	Five Year Licence (£)	Variations to Licence (£)	Renewal of Licence (£)
Broadland Fees	593.00*	28.50**	Not previously determined
South Norfolk Fees	853.00	49.00***	500.00
<b>New 'one team' Fees</b>	<b>£825</b>	<b>£133</b>	<b>£514</b>

\*This is for up to 5 Lettings. If the licence is for more than 5 lettings an additional £28.50 is charged per extra letting. \*\*This is per amendment \*\*\*This is a one off charge.

## 5 OTHER OPTIONS

5.1 It is within the gift of Broadland and South Norfolk Councils to choose to continue to charge the fees set prior to the decision to create a single team serving the two Councils. However, such an approach would be open to criticism in that landlords would pay different fees depending on the geographic location of their property. This would be difficult to justify as it would be the same team, following the same HMO licensing procedures across both Councils and could leave the Councils open to legal challenge and adversely impact upon the reputation of both Councils.

## **6 ISSUES AND RISKS**

6.1 There is historically a difference in the fees charged by the two Councils. This arose out of the fact that the two Councils used different methodologies on which to base the calculation of the fees payable.

6.2 Resource Implications:

None

6.3 Legal Implications:

There are no legal implications arising from this report.

6.4 Equality Implications:

The key potential inequality arising from this report is the possibility of charging residents in the two Council areas different fees, for what will be the same service delivered by the same workforce – the one team.

6.5 Environmental Impact:

There are no negative impacts on the environment arising from this report. To the contrary, the mandatory licensable HMO process has a positive impact on the environment in that it actively delivers improved and healthier low cost housing to those living in HMO's in Broadland and South Norfolk.

6.6 Crime and Disorder:

The purpose of these measures is to ensure proper regulation of the private rented sector and improved quality of life for those living in HMO's. It is an offence for a landlord to not seek a licence for a qualifying HMO.

6.7 Risks:

There could be a legal challenge and reputational risk to the two Councils if different fees are charged for the same service delivered by the one team.

## **7 CONCLUSION**

7.1 Broadland Council has a strong reputation for dealing with HMO's and this proposal ensures that this approach can be maintained whilst providing true costs that are legally chargeable and defensible if the Council is challenged.

## **8 RECOMMENDATION**

8.1 Cabinet is asked to consider and comment on proposals to:

Set the new one team Council fees for mandatory licensable HMO's at:

- £825 for a new five-year licence;
- £133 for variations on an existing five-year licence; and
- £514 for renewal of a five-year licence.



## Background Papers

Broadland and South Norfolk Cabinet papers approving the original fees.

National Guidance on Charging for Mandatory Licensable HMO's.

## APPENDIX A

### HMO Licensing Procedure and Fee calculation – April 2020

Licensing procedure step	Officer	Officer cost per hr	Time spent (mins)	Total Cost (£)
1. Initial enquiry – email or telephone call. Advice provided.	CEO*	44.46	30	22.23
2. Information / guidance and application form sent out with letter / email.	CEO	44.46	30	22.23
3. Check property planning permissions.	CEO	44.46	30	22.23
4. Land registry check on property, (£3 search fee)	CEO	44.46	15	11.12 +3.00 fee
5. Receive application, send out receipt and acknowledgement letter. Request additional documents if necessary.	CEO	44.46	30	22.23
6. Review application form, fit and proper person declarations and necessary documents – gas and electrical safety certification. Determine max number of occupants and max number per bedroom.	CEO	44.46	90	66.69
7. Update FLARE / Uniform with information from application form.	CEO	44.46	60	44.46
8. Arrange site visit to property – letter/email to confirm.	CEO	44.46	15	11.12
9. Property Inspection taking notes and photographs. Determine compliance with amenity standards / HHSRS.	CEO	44.46	180	133.38
10. Review compliance with amenity / facility standards and minimum room size requirements.	CEO	44.46	90	66.69
11. Liaise with planning and Fire Safety and Rescue (if above commercial premises).	CEO	44.46	30	22.23
12. Download photographs and collate property notes / photographs onto FLARE / Uniform. Attach documents to IDOX.	CEO	44.46	60	44.46
13. Prepare draft licence with conditions and send with accompanying letter.	CEO	44.46	150	111.15
14. Discuss / determine any representations made.	CEO	44.46	60	44.46
15. After consultation period, prepare final licence with conditions and send out. Consider consultees and send copies to all.	CEO	44.46	60	44.46
16. Update public HMO register	CEO	44.46	30	22.23
17. Carry out risk assessment to determine date of next inspection. Update FLARE / Uniform.	CEO	44.46	30	22.23
18. Re-visit property following issue of new licence to check any works on conditions.	CEO	44.46	120	88.92
<b>TOTAL</b>			<b>1,110</b>	<b>825.52</b>

\*CEO – Community Enforcement Officer

## APPENDIX B

### HMO Licence Renewal Procedure and Fee calculation - April 2020

Licensing procedure step	Officer	Officer cost per hour	Time spent (mins)	Total Cost (£)
1. Send email or licence renewal letter to landlord with application form. Update FLARE / Uniform.	CEO*	44.46	45	33.35
2. Receive application, send out receipt and acknowledgement letter. Request additional documents if necessary.	CEO	44.46	30	22.23
3. Review application form, fit and proper person declarations and necessary documents – gas and electrical safety certification. Check for changes and update FLARE / Uniform.	CEO	44.46	90	66.69
4. Land registry check on property, to check details remain accurate, (£3 search fee)	CEO	44.46	15	11.12 +3.00 fee
5. Liaise with planning if there are changes in occupancy, (more than 6).	CEO	44.46	30	22.23
6. Arrange site visit to property – letter/email to landlord to confirm. Update FLARE / Uniform.	CEO	44.46	30	22.23
7. Property Inspection taking notes and photographs. Determine compliance with licence conditions, fire safety requirements, amenity standards / HHSRS.	CEO	44.46	150	111.15
8. Download photographs and collate property notes / photographs onto FLARE / Uniform. Attach documents to IDOX.	CEO	44.46	60	44.46
9. Prepare draft licence with conditions and send with accompanying letter.	CEO	44.46	90	66.69
10. Discuss / determine any representations made.	CEO	44.46	30	22.23
11. After consultation period, prepare final licence with conditions and send out. Consider consultees and send copies to all.	CEO	44.46	60	44.46
12. Update public HMO register	CEO	44.46	30	22.23
13. Carry out risk assessment to determine date of next inspection. Update FLARE / Uniform.	CEO	44.46	30	22.23
<b>TOTAL</b>			<b>690</b>	<b>514.30</b>

\*CEO – Community Enforcement Officer

## APPENDIX C

### HMO Licence Fee Comparison

Local Authority	HMO Licence Fee	Licence Renewal Fee	Licence Variation Fee
South Norfolk	£853.00	£500.00	£49.00
Broadland	£593.00 (Up to 5 units) £28.50 for each additional unit	£593.00	£28.50
Breckland	£399.00	No published charge	No published charge
North Norfolk	£525.00 (up to 6 units) £25.00 for each additional unit	No published charge	No published charge
Kings Lynn & West Norfolk	£685 (up to ten rooms) £39.37 for each additional unit	£596 (up to 10 rooms, then £39.37 per additional room)	No published charge
Gt Yarmouth	£770.00 (up to 5 rooms, then £25.00 per additional room)	£770.00 (up to 5, then £25.00 per additional room)	No published charge
Norwich City	£140.00 for a one year licence = £750 Over 5 years	£140.00	No published charge
Oxford City	£541.00 (£1,998.00 if unlicensed for over 12 weeks)	£490.00	No published charge
Cambridge City	Fee on application: £643. Fee on grant of licence: £326 = £969	£546	No published charge
Brighton & Hove Council	£683.00 (up to 6 occupants), prompted fee: £826.00	£392.00	No published charge
York City Council	£1,095.00	£795.00	No published charge
Lewes & Eastbourne Councils	£848.00 - £1000.00 based upon type of accommodation)	£595.00	No published charge
Peterborough	£750 Voluntary £900 Requested	No published charge	No published charge