

# Cabinet Agenda

## Members of Cabinet:

Cllr S A Vincent Chairman (Leader)	Policy
Cllr T M Mancini-Boyle (Deputy Leader)	Finance
Cllr J K Copplestone	Economic Development
Cllr J J Emsell	Transformation and Organisational Development
Cllr S Lawn	Planning
Cllr J Leggett	Environmental Excellence
Cllr F Whymark	Housing and Wellbeing

## Date & Time:

Tuesday 19 October 2021 at 6.00pm

## Place:

Council Chamber, Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich

## Contact:

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## PUBLIC ATTENDANCE:

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

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

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- Through a written representation (which will be read out at the meeting)
- In person at the Council offices

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All those attending the meeting in person must, sign in on the QR code for the building and promptly arrive at, and leave the venue. The hand sanitiser provided should be used and social distancing must be observed at all times. Further guidance on what to do on arrival will follow once your public speaking registration has been accepted.

# AGENDA

1. To receive declarations of interest under Procedural Rule no 8 6

2. Apologies for absence

3. Minutes of meeting held on 14 September 2021 7

4. Matters arising therefrom (if any)

5. Public Speaking

To consider representation from the members of the public who have expressed the wish to convey their views on items on this Agenda.

In accordance with the Constitution a period of 3 minutes is allowed per member of the public.

6. Representations from Non-Cabinet Members

To receive the views from non-Cabinet Members on items on this agenda. Members are reminded to advise the Leader if they wish to attend and speak at the meeting.

In accordance with the Constitution a period of 3 minutes is allowed per non-Cabinet Member.

7. Overview and Scrutiny Committee

The Cabinet will be advised of views expressed by the Committee at its meeting on 12 October in relation to items on this Agenda.

8. Place Shaping Policy Development Panel 13

To receive the Minutes of the meeting held on 4 October 2021.

9. Wellbeing Policy Development Panel 104

To receive the Minutes of the meeting held on 6 October 2021.

<b>10.</b>	<b>Environmental Excellence Policy Development Panel</b>	<b>109</b>
	To receive the Minutes of the meeting held on 7 October 2021.	
<b>11.</b>	<b>Independent Living Assistance Policy</b>	<b>16</b>
<b>12.</b>	<b>Warm Homes Fund – Additional Funding</b>	<b>60</b>
<b>13.</b>	<b>Broadland District Council Mobile Homes Fees Policy</b>	<b>65</b>
<b>14.</b>	<b>Social Prescribing Contracting with the NHS</b>	<b>80</b>
<b>15.</b>	<b>Forward Plan</b>	<b>86</b>
<b>16.</b>	<b>Exclusion of Press and Public</b>	
	The Chairman will move that the press and public be excluded from the meeting for the remaining items of business because otherwise, information which is exempt information by virtue of Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972, as amended by The Local Government (Access to Information) (Variation) Order 2006, would be disclosed to them.	
<b>17.</b>	<b>Review of the Material Recycling Facility Contract</b>	<b>91</b>

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.

<p>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.</p>
<p>Does the interest directly:</p> <ol style="list-style-type: none"> <li>1. affect yours, or your spouse / partner's financial position?</li> <li>2. relate to the determining of any approval, consent, licence, permission or registration in relation to you or your spouse / partner?</li> <li>3. Relate to a contract you, or your spouse / partner have with the Council</li> <li>4. Affect land you or your spouse / partner own</li> <li>5. Affect a company that you or your partner own, or have a shareholding in</li> </ol> <p>If the answer is "yes" to any of the above, it is likely to be pecuniary.</p> <p>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.</p>
<p>Does the interest indirectly affect or relate any pecuniary interest you have already declared, or an interest you have identified at 1-5 above?</p> <p>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 you should not partake in general discussion or vote.</p>
<p>Is the interest not related to any of the above? If so, it is likely to be an other interest. You will need to declare the interest, but may participate in discussion and voting on the item.</p>
<p>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.</p>

**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



## CABINET

Minutes of a meeting of Cabinet held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich, held on Tuesday 14 September 2021 at 6.00pm.

**Cabinet Members Present:** Councillors: S Vincent (Chairman), T Mancini-Boyle (Vice-Chairman), J Copplestone, J Emsell, S Lawn, J Leggett and F Whymark.

**Other Members in Attendance:** Councillors: M Murrell and S Riley.

**Officers in Attendance:** The Managing Director, Director of Resources, Director of Place, Director for People and Communities, Chief of Staff (Monitoring Officer), Assistant Director of Finance, Assistant Director Regulatory, Place Shaping Manager and Democratic Services Officers (LA, JO).

### 38 MINUTES

The minutes of the meeting of Cabinet held on 31 August 2021 were agreed as a correct record, save for the following:

*Minute No: 37 - Strategic Environmental Services Contract*

The Portfolio Holder for Environmental Excellence requested that the following additional sentence be added to the end of paragraph six:

*However, members also reaffirmed that they wished to move to a full food waste collection service as soon as possible and they looked forward to receiving a report at the earliest opportunity (likely to be later this year), which would outline the transition and implementation of the Waste Contract, including the food waste collection service.*

### 39 MATTERS ARISING

*Minute No: 37 - Strategic Environmental Services Contract*

The Portfolio Holder for Environmental Excellence requested that a report be made to Cabinet that explained the environmental benefits of using Hydrotreated Vegetable Oil

(HVO) fuel to reduce CO<sub>2</sub>, as well as providing more detail on how the Council's incentive payment mechanism would be used to encourage HVO fuel use.

In response, the Director for People and Communities confirmed that this information could be included in the Waste Contract report referred to above at minute no: 38.

The Chairman of the Overview and Scrutiny Committee confirmed that the Committee had requested that an update on the Waste Contract and in particular the Food Waste element of it be reported to Cabinet by February 2022.

The Portfolio Holder for Environmental Excellence informed the meeting that the successful bidder for the Waste Collection contract was Veolia Environmental Services UK.

#### **40 REPRESENTATIONS FROM NON CABINET MEMBERS**

The Chairman agreed that, at his discretion, all non-Cabinet Members in attendance be allowed to join the debate at the relevant point of the proceedings on request.

#### **41 OVERVIEW AND SCRUTINY COMMITTEE**

The Chairman and the Vice-Chairman of the Overview and Scrutiny Committee advised Members on the views expressed by the Committee when it reviewed the Cabinet Agenda on 7 September 2021, as each item was considered.

#### **42 COVID-19 RECOVERY PLAN 2021 – 2022: PROGRESS UPDATE**

The Director for People and Communities introduced the report, which provided an overview of progress with implementation against the Covid-19 Recovery Plan, along with an outline of actual costs and their allocation under the One Team, as requested by members at the 15 June 2021 meeting of Cabinet.

The Leader commended the report which contained useful updates on the priority areas being targeted by the Council.

The Portfolio Holder for Finance noted that there appeared to be some text missing under the second bullet point of paragraph 3.4.1, after Council Tax. She also raised queries about any time constraints on the underspend of Covid-19 funding and the Young Person Mental Health Support contract.

In response, the Director for People and Communities apologised for the missing reference to Council Tax under Organisation and Governance. He also confirmed that there were no time constraints on the unringfenced Covid-19 support underspend and he advised members that the Young Person Mental Health Support contract was specifically between Broadland and the YMCA. The Portfolio Holder for Housing and Wellbeing would be apprised of progress with the service as it was rolled out.



South Norfolk Council had its own separate arrangements for this support. Cabinet were also advised that the appended table showed an indicative budget, rather than the actual spend. This was to allow the Council to be flexible and responsive to whatever issues and needs arose, as a result of the pandemic.

The Leader requested that the underspend be reviewed to ensure that the Council was making best use of this funding and to identify any further areas where it was needed. The Director for People and Communities confirmed that he would carry out a review with the Assistant Director for Finance and report back to Cabinet.

In answer to a query about the role of the Analytical Support Officer, Cabinet were advised that this officer would be looking at data from Public Health England and others to identify areas where the Council should focus its energies and provide assistance through Covid Support Advisors. For example, to encourage young people to take up Covid vaccinations and older people to have booster injections.

It was unanimously:

### **RESOLVED**

To acknowledge the contents of the report

### **Reasons for Decision**

The report was a factual account.

## **43 TRANSPORT FOR NORWICH (TfN) STRATEGY CONSULTATION RESPONSE**

The Portfolio Holder for Planning introduced the report, which explained that Norfolk County Council was reviewing its transport policies for Norfolk. This would include replacing the Norwich Area Transport Strategy (NATS) with the Transport for Norwich (TfN) Strategy, which was currently being consulted upon.

The production of the Strategy would ensure that transport policies remain up-to-date and met the vision, objectives and longer-term aspirations for Norwich and the wider geographical area. The Strategy covered the following core policy messages of the environment, the economy, society, health, equality and technology.

The TfN Strategy had a less defined boundary than the NATS that it would replace and whilst it recognised the importance of the City and the strategic growth areas around it, it also considered longer distance journeys from the county and beyond.

The Portfolio Holder for Planning added that the Overview and Scrutiny Committee had recommended that the response should place greater emphasis on connectivity to rural areas beyond the Norwich fringe to allow access to those seeking employment, education and training, particularly where there were limited transport opportunities other than the use of private vehicles.

The Place Shaping Manager added that the key theme raised in the response was meeting the needs of all residents, by covering issues such as accessibility, rurality, low income and health.

Other issues in the response were:

- High quality transport options for growth areas in order to change habits towards more sustainable forms of transport.
- Access to the city centre for those with mobility issues and limited transport options.
- The phasing of interventions or restrictions to ensure people had viable travel options.

It had also been recommended that to address the expected ongoing need for reliance on private transport that there should be a dovetailing of the Strategy with any wider Local Transport Plan interventions to support electric vehicle infrastructure in rural areas.

In response to a number of queries, the Place Shaping Manager informed the meeting that it was recognised that reducing the demand for traffic would be difficult, but that new development with flexible working opportunities and better options to reduce impactful travel were part of the vision for the Strategy that would seek to do this. The transition to electric vehicles would be key to reducing CO<sub>2</sub> as would moving to cleaner fuels, such as HVO, as discussed earlier in the meeting at minute 39. In respect of moving forward; members were advised that the Action Plan that would sit under that Strategy was likely to include further specific strands of work that would in turn be consulted upon as they were developed.

The Portfolio Holder for Planning recommended that there should be further member input into the consultation response and proposed that it should be considered by the Place Shaping Policy Development Panel prior to final submission.

The proposal was duly seconded and it was unanimously:

## **RESOLVED**

That subject to consultation with the Place Shaping Policy Development Panel to delegate the final response to the Transport for Norwich Strategy Consultation to the Director of Place, in consultation with the Portfolio Holder for Planning and the Leader.

## **Reasons for Decision**

To help shape the final version of the Transport for Norwich Strategy.

## 44 NORFOLK STRATEGIC FLOOD ALLIANCE (NSFA) STRATEGY CONSULTATION RESPONSE

The Assistant Director for Regulatory introduced the report, which asked that the Council ratify the Norfolk Strategic Flood Alliance (NSFA) Strategy.

The NSFA had been established in early 2021 following the flooding experienced across Norfolk over Christmas and New Year 2020/21 and its membership included, the Environment Agency, Anglian Water, the Association of Drainage Authorities, the Water Management Alliance, Water Resources East, the Norfolk Resilience Forum, the Broads Authority and Norfolk's local authorities.

The NSFA had produced a Strategy which had been circulated to all agencies involved with flood response across Norfolk. Through the Strategy it was aimed to develop a more coordinated approach to flood and water management with closer working between agencies in order to reduce the impact of future flooding on Norfolk residents. For example, there were longstanding flooding issues where ownership of and responsibilities for land, ditches and drains had been unclear. The NSFA sought to highlight these areas and drive these issues forward at a more visible level than had been done previously.

The vision of the Strategy was that through this approach the people of Norfolk would have a high level of confidence that flood risks were as low as reasonably practicable and were being managed effectively.

The Portfolio Holder for Economic Development commended the report and the importance of taking a coordinated flood response approach, but she requested clarification on Task 3 in the Action Plan, which referred to funding flood related initiatives.

In response, the Managing Director advised the meeting that Task 3 consisted of two elements. The first was the shared resilience fund that the Council already contributed to via membership of the Norfolk Resilience Forum. Any further funding above this for preparing residents for flooding would come to Cabinet for determination. The second element was to maximise the value for money that NSFA members were achieving for water management and to effectively lobby Government for any shortfall.

In summing up, the Leader clarified that by ratifying the Strategy there would be no additional funding pressure on the Council, other than that which it had already been committed to.

It was suggested that the Council publicise the Strategy in *Broadland News* and that a link be placed on the Council's website to the Norfolk Prepared website, which maintained a comprehensive catalogue of flood resilience guidance and information for communities and businesses.

Following a show of hands it was unanimously:

**RESOLVED**

To ratify the Norfolk Strategic Flood Alliance Strategy.

**Reasons for Decision**

To reaffirm the Council's commitment to the Norfolk Strategic Flood Alliance.

(The meeting concluded at 6.57 pm)

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Chairman

DRAFT

# PLACE SHAPING POLICY DEVELOPMENT PANEL

**Minutes of a meeting of the Place Shaping Policy Development Panel of Broadland District Council, held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich on Monday 4 October 2021 at 6pm.**

**Committee Members Present:**

Councillors: J M Ward (Chairman), D G Harrison, K G Leggett MBE, G K Nurden, D M Thomas and J L Thomas.

**Officers in Attendance:**

The Place Shaping Manager and the Democratic Services Officer (JO)

## **4 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Cllr Brennan and Cllr Moncur.

## **5 MINUTES**

The minutes of the meeting held on 28 June 2021 were agreed as a correct record.

## **6 TRANSPORT FOR NORWICH (TfN) STRATEGY CONSULTATION RESPONSE**

The Place Shaping Manager introduced the report, which he explained was being brought to the Panel for further consultation at the request of Cabinet.

Members were advised that Norfolk County Council was reviewing its transport policies for Norfolk. This would include replacing the Norwich Area Transport Strategy (NATS) with the Transport for Norwich (TfN) Strategy, which was currently being consulted upon.

The Strategy would ensure that transport policies remained up-to-date and met the vision, objectives and longer-term aspirations for Norwich and the wider geographical area. The Strategy would be accompanied by an Action Plan that would set out the major initiatives that would be undertaken to achieve the vision, objectives and aspirations of the plan. It was anticipated that these interventions would in turn be consulted upon as they were developed

The Panel was informed that the TfN Strategy had a less defined boundary than the NATS that it would replace and whilst it would focus on the City and the strategic growth areas around it, it also considered longer distance journeys into Norwich from the county and beyond.

The key drivers of the Strategy were to enable people and businesses to thrive, whilst facilitating the transition to net zero emissions by 2050 and improving air quality. These were outcomes that would likely require significant changes to how people move around either through embracing low carbon technologies or behavioural changes from residents, with greater levels of walking, cycling or public transport use, to achieve.

The main themes raised in the Council's response were meeting the needs of all residents, by covering issues such as accessibility, rurality, low income and health.

Other issues raised in the response were:

- High quality transport options for growth areas in order to change habits towards more sustainable forms of transport.
- Access to the city centre for those with mobility issues and limited transport options.
- The phasing of interventions or restrictions to ensure people continued to have viable travel options.

It had also been recommended that to address the expected ongoing need for reliance on private transport that there should be a dovetailing of the Strategy with any wider Local Transport Plan interventions where appropriate, for example to support electric vehicle infrastructure in rural areas.

In response to a query about further studies such as those listed for some market towns, it was confirmed that whilst investigation as part of the local transport plan would be for Norfolk County Council to decide, further areas could be put forward by Broadland Council for consideration, if it was felt there was sufficient need.

Discussion turned to Broadland Northway and in particular the roundabouts on it, which some members considered unsafe due to confusing road markings. It was noted, however, that the County Council had deemed the roundabouts to be safe.

In answer to a query about the wider area of Norfolk it was confirmed that comments from the Overview and Scrutiny Committee regarding the importance of improving transport connections between rural areas and services in larger settlements had been included in the Council's response; although it had been recognised that this issue was more related to the Local Transport Plan, rather than the TfN Strategy.

It was confirmed that the previous consultation on the Local Transport Plan had been responded to by the Assistant Director for Planning in consultation with the Portfolio Holder for Planning in 2020.

The Chairman noted that the proposed Electric Vehicle Strategy lacked incentives, such as free parking or the use of bus lanes.

In response, the Place Shaping Manager confirmed that it was expected that the Action Plan would explore such areas in more detail to facilitate their implementation.

Members were advised that there was no map for the Strategy as such, as it was recognised that there was no absolute fixed boundary for the area covered, which reflected consideration of trips into Norwich as part of the strategy.

It was also recognised that reconciling the reliance on private cars in rural areas and reducing car use in Norwich would be a significant challenge, which would need to be explored in the Action Plan.

The Panel proposed adding a comment in the Council's response under 'Problems, Issues and Challenges' regarding unsatisfactory road markings on Broadland Northway, which it considered needed to be addressed.

## **AGREED**

to recommend that the Portfolio Holder for Planning and Leader agree the proposed response to the Transport for Norwich (TfN) Strategy Consultation, subject to the inclusion of Panel's amendment regarding improvements to road markings on Broadland Northway.

(The meeting concluded at 6.24pm)

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Chairman

## **INDEPENDENT LIVING ASSISTANCE POLICY**

**Report Author:** Louise Simmonds  
Housing & Health Manager  
Tel: 01508 533886,  
Email: [louise.simmonds@broadland.gov.uk](mailto:louise.simmonds@broadland.gov.uk)

**Portfolio:** Housing and Wellbeing

**Wards Affected:** All

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

This report sets out how the Integrated Housing Adaptations Team, (IHAT), proposes to assist vulnerable residents of all ages throughout the district of Broadland District Council. Enhancing our existing grant assistance with innovative and preventative approaches will further integrate our housing, health, and social care work, and provide a refreshed approach to using Disabled Facilities Grant, (DFG), funding more effectively. Residents will be enabled to remain living independent and resilient, whilst preventing, delaying, or reducing more costly demand on acute services. Broadening the range of options to assist our residents will reduce the continued cycle of permanent adaptations.

### **Recommendations:** The committee to recommend:

1. The proposed 'Independent Living Assistance Policy'.
2. A revised Care and Repair fees procedure.
3. A revised Land Charges procedure.

### **1. Summary**

- 1.1 This report proposes to enhance the service of the Integrated Housing Adaptations Team, (IHAT). The proposed 'Independent Living Assistance Policy', (see Appendix 3), builds on grants already in place, both mandatory and discretionary, introducing new grant assistance and interventions to provide support for vulnerable residents. It aims to prevent accidents, ill health and minimise care costs, hospital admissions and a deterioration in independence and quality of life.



- 1.2 This proposal is the first phase into exploring further transformation through working with Adult Social Care, NHS and other partners to re-think the way we support independence, utilising resources differently to prevent the cycle of adapting properties and helping people remain active and independent for longer. New procedures will utilise resources differently, promote efficient use of adapted properties and reduce the cycle of adaption. Work is underway on practice and process, which will be reported on separately, as required. This policy will lay the foundations for improved practice and process.

## **2. Background**

- 2.1 Activity within this report and the proposed 'Independent Living Assistance Policy' is underpinned by legislation relating to the council's statutory housing duties under the Housing Grants, Construction and Regeneration Act 1996. Local housing authorities have a statutory duty to provide grant aid to elderly, disabled and vulnerable residents, where a need has been identified, for a range of adaptations to their home.
- 2.2 The Regulatory Reform (Housing Assistance England and Wales) Order 2002, (RRO), enabled councils to provide, through a policy decision, a wide variety of further discretionary assistance to residents beyond the above-mentioned statutory duty. The RRO can be used to create simplified assistance schemes, avoiding the complex DFG process, and reducing demand on valuable Occupational Therapist resource.
- 2.3 Since 2015 the DFG allocation from Central Government to district authorities has been integrated into the Better Care Fund, (BCF), in recognition of the crucial role of home adaptations to help enable people of all ages to live safely and independently at home for longer. The Better Care Fund Policy Framework requires the ring fenced DFG element of the BCF to be passed to Housing Authorities in full, unless otherwise agreed. Joint plans are developed with Norfolk County Council and the Norfolk & Waveney Clinical Commissioning Group to focus on the four national priorities of the BCF - delayed transfers of care/hospital discharge, non-elective admissions, (general and acute), admissions to residential and care homes and effectiveness of re-ablement.
- 2.4 The current locality plan for Broadland District Council 2021-22 can be found in Appendix 1.
- 2.5 In a letter to Local Authority Chief Executives, dated 4<sup>th</sup> May 2021, (see Appendix 2), the Ministry of Housing, Communities and Local Government, (MHCLG), announced a budget of £573 million from the Department of Health and Social Care for the Disabled Facility Grant in 2021-22. The letter praised excellent work undertaken by local authorities delivering "*much needed adaptations during these difficult and testing times*". Importantly, the MHCLG letter confirmed DFG capital funding may also be used for wider social care projects. The letter signposted the Regulatory Reform Order (2002) and encouraged the uptake of locally published RRO policies.
- 2.6 The proposed 'Independent Living Assistance Policy' will result in a revised

Locality plan for Broadland integrated into BCF arrangements. The proposed discretionary grant and assistance schemes have been informally discussed with colleagues at Norfolk County Council who complimented the range and clarity of proposed assistance and encouraged its implementation and use as an example of good practice. As such, any new policy approved by Cabinet will update the Council's Locality Plan with immediate effect.

- 2.7 The grant assistance and support packages suggested in this report and policy incorporate the five County wide IHAT objectives - to reduce waiting times, improve the customer journey, improve the management of adaptations, reduce operating costs, and improve consistent delivery.

### **3 Current position/findings**

- 3.1 The team face increasing demand from residents of all ages, with mental health, serious illness, and care issues, as well as older and frail residents, who are seeking different solutions than we currently offer.
- 3.2 The Broadland District Council Care and Repair service is a chargeable service to help residents with grant applications, check entitlements for benefits and oversee grant eligible adaptation work. The fee for this service is 15% of the total cost of the adaptation work and is currently capped at £1,500. The fee is in line with the sector and is typically included within and paid for via grant funding. The fee is used to supplement our service with discretionary items and to provide a comprehensive service and reduce waiting times in the face of shortfalls in Occupational Therapist capacity.
- 3.3 Legislation provides a power for a land charge of up to £10,000 for grant values between £5,000 and £15,000 that is valid for 10 years. Currently at Broadland District Council, land charges are applied to applicable adaptation works in conformance with The Housing Grants, Construction and Regeneration Act 1996: Disabled Facilities Grant (Conditions relating to approval or payment of Grant) General Consent 2008. If the property is sold or otherwise disposed of within 10 years of completion of adaptation works then the land charge funds may be returned to the council to further assist vulnerable residents.

### **4 Proposed action**

- 4.1 To implement the 'Independent Living Assistance Policy', which includes the existing Independent Living assistance, with refinements, in addition to the introduction of new assistance packages. (See Appendix 1 and 2 of the policy document).
- 4.2 To remove the £1,500 cap on the Care and Repair service fee resulting in an uncapped 15% fee for all care and repair service involvement regardless of property tenure. The removal of the cap will provide an additional income of approximately £15,000 - £18,000 for the service, which will enable the team to continue to meet demand and fund additional discretionary assistance. Opportunities to develop discretionary services, because of increased income, will be considered as part of the review procedure.

- 4.3 To keep the existing land charge procedures in place. Where the grant exceeds £5,000 a local land charge will be placed on the property, limited to a maximum of £10,000, which will become due if the property is sold or otherwise disposed of within 10 years of completion of adaptation works. The same land charge procedure is proposed to be introduced for the Gaining Independence Grant.

## **5 Other options**

- 5.1 The council could decide not to introduce the new 'Independent Living Assistance Policy' and remain with the existing Disabled Facilities Grant and financial assistance schemes. Vulnerable Assistance Project assistance measures introduced with the additional grant funding received from the MHCLG in January 2021 would cease.

## **6 Issues and risks**

### **6.1 Resource Implications**

- 6.1.1 The capital spend on this policy will be limited to the finance provided by the MHCLG through the Better Care Fund. The proposed additional services will be financed using the increase in annual allocation Broadland District Council has received over the previous financial year. In 2020-21 Broadland District Council IHAT received a DFG budget of £893,405 and in 2021-22 received £1,013,705. The increase in budget totalling £120,300, is intended to be allocated to grants and assistance detailed in the new policy. Any extension beyond this sum will require approval from the Assistant Director for People and Places in consultation with the Portfolio Holder.
- 6.1.2 For future delivery, expenditure beyond mandatory DFG's will be agreed with the Assistant Director for People and Places and Portfolio Holder. All grants and assistance beyond the DFG will be subject to availability of funds in the relevant financial year. Careful monthly monitoring of grant expenditure will enable the IHAT to react accordingly to ensure best use of available finances.
- 6.1.3 There is a possibility that the annual DFG allocation may not be fully spent on traditional DFG adaptation work, particularly with uncertainties regarding continuing COVID-19 restrictions, contractor availability and building material supplies. Future consent from Norfolk County Council to carry forward funding may not be possible, and outstanding money may need to be returned. In such a scenario the opportunity to assist residents in other ways via the proposed new grant and assistance schemes provides greater opportunity to ensure the most effective use of the full budget.
- 6.1.4 Revenue will be met within existing resource and will be topped up by an increase in revenue from the 15% care and repair service fees and land charges applied. Delivery will be drawn from existing referral routes.

### **6.2 Legal Implications**

- 6.2.1 In the case of owner occupiers, where the grant exceeds £5,000, a local land

charge may be placed on the property limited to a maximum of £10,000 which will be required if the property is sold or otherwise disposed of within 10 years of completion of adaptation works. This is accepted and legal practice in relation to mandatory DFG's. The land charge procedure will be applied to the Gaining Impendence Grant discretionary assistance in the same manner as that applied to mandatory DFG's.

6.2.2 In accordance with the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002, all new discretionary grant and assistance schemes must be via an approved and published policy report.

**6.3 Equality Implications** – An Equalities Assessment is attached at Appendix 4.

**6.4 Environmental Impact** – None.

**6.5 Crime and Disorder** – will proposals impact upon crime and disorder? – No.

**6.6 Risks** – As detailed in item number 6 above.

## **7 Conclusion**

7.1.1 The Councils current policy offer lacks the depth to meet the evolving needs of our residents. The proposed Independent Living Assistance Policy follows Government encouragement to introduce a RRO procedure to greater assist our residents in new and efficient ways. The options detailed in the policy are vital to the success of the Strategic and Delivery Plans for the Housing Standards team. The policy will help to ensure the quality, suitability and sustainability of housing providing a home for residents to thrive.

## **8 Recommendations**

The committee to recommend:

8.1 The proposed 'Independent Living Assistance Policy'.

8.2 A revised Care and Repair fees procedure.

8.3 A revised Land Charges procedure.

**Appendix 1 Broadland District Council Locality Plan**

**Appendix 2 Letter from Housing with Care and Support Division**

**Appendix 3 Broadland District Council Independent Living Assistance Policy**

**Appendix 4: Equalities and Communities Impact Assessment**

**Background papers – None**

## Appendix 1 Broadland District Council Locality Plan

### 1 Introduction

This document shows the aims and proposals, for the use of the BCF Disabled Facilities Capital Grant allocation, for each of the 7 district councils providing the Disabled Facility Grants in Norfolk. The housing and home improvement teams providing this service contribute significantly to the health and wellbeing of communities and prevent, reduce, or delay the need for major interventions from health or social care. The increase in the BCF allocation for DFG over the last few years has meant that the teams across Norfolk have helped more people to remain living safely and independently at home. The interventions made also contribute to the better care fund metrics such as:

1. Non-elective admissions
2. Admissions to residential care homes
3. Effectiveness of re-ablement
4. Delayed transfer of care/discharge to assess

### 2 Document Overview

This document details the planned activity by all 7 districts in Norfolk for the year 2021-2022.

The document consists of 3 sections the first section shows an overview of the planned activity for each district. The next section contains a table for each district showing the grants available and a brief description of what the grant covers and whether it contributes to Living Well (prevention), Maintaining Independence (early intervention) or Re-ablement at Home. Finally, there is a summary table showing what grants are available in each district.

### 3 Overview of Planned Activity.

This section gives an overview of planned activity for each district

#### **Broadland District Council – BCF/DFG Allocation £1,013,705**

##### **Planned activity for 2021/22**

1. This is being reviewed currently and further assistance may be added later in this financial year. The assistance currently being provided is shown below:
  - a. DFGs of up to £30,000 for appropriate and necessary adaptations which are reasonable and practicable
  - b. Reduce the time it takes to deliver adaptations. Adaptations provided through DFG's have been proven to delay admission to residential care for an average of 4 years and to reduce the amount of formal and informal domiciliary care required. The sooner such adaptations are provided the better in terms of this preventative effect. We aim to reduce the end to end times for Disabled Facilities Grant aided adaptations to 140 days. Prior to COVID progress had been made and applicants were generally seen within four weeks of an

assessment. We aim to get back to assessing within 4 weeks and will continue to analyse the process and identify time efficiencies that can be implemented.

- c. Low level adaptation grants up to £750 delivered by the Handyperson Service. The Low-level adaptations are a preventative tool specifically aimed at accident prevention and helping residents to stay safely in their own homes.
- d. Discretionary grant of up to £5,000 for clients applying for a DFG. This will go towards the client contribution required by the means test.
- e. Provide a top up loan additional to £30K DFG of up to £15K. The loan provides further financial assistance where the current cap of £30K will not provide the funds necessary to complete the adaptations at a property.
- f. A means tested boiler replacement procedure for defective or non-condensing boilers or storage heaters for residents with health issues. In addition, first time installations, replacement, and repair to all off gas units will be available (those properties beyond .5 km from a gas main) to all residents that are assessed to be in fuel poverty.
- g. A means tested architect fee grant for complex cases. Complex cases are stalled where structural works require pricing prior to approval. The only option for the pricing procedure is for the applicant to finance the architect fee prior to approval hence the stall and sometimes abandonment of the procedure. A grant to cover these costs will help to ensure a smooth process for complex cases where structural works usually in the form of an extension are required.
- h. A Get You Home Grant of up to £5000 to pay for essential maintenance works at residents' properties identified through the District Direct Service and other hospital referral routes.
- i. Dementia Grant provided by contributing to and accessing the county wide Forget me Not grant procedure.

## 4 Grants Available

The following tables show the grants available and a brief description of what the grant covers. The columns that the grant covers shows whether it contributes to Living Well (prevention), Maintaining Independence (early intervention) or Re-ablement at Home.

### Broadland District Council – Activity and Interventions

Living Well (prevention)	Maintaining Independence (early intervention)	Re-ablement at home
<b>Disabled Facilities Grants</b> Grant funded (up to £30,000) home adaptations recommended by an Occupational Therapist.		
<b>Discretionary Adaptations Grant</b> Discretionary grant of up to £5,000, for clients applying for a DFG, toward the client contribution required by the DFG means test.		

<p><b>DFG Top up Loan</b></p> <p>The loan provides further financial assistance of up to £15k where the current cap of £30K will not provide the funds necessary to complete the adaptations at a property.</p>	
<p><b>Means tested architect fee grant</b></p> <p>Grant for complex cases where structural works require pricing prior to approval and the only option is for the applicant to finance the architect fee prior to approval and cannot pay the fee.</p>	
<p><b>Low level adaptation grants up to £750</b></p> <p>Delivered by the Handyperson Service the Low-level adaptations are a preventative tool specifically aimed at accident prevention and helping residents to stay safely in their own homes.</p>	<p><b>Get You Home Grant of up to £5000</b></p> <p>Grant to pay for essential maintenance works at residents' properties identified through the District Direct Service and other hospital referral routes.</p>
<p><b>Means tested boiler replacement</b></p> <p>Boiler replacement procedure for defective or non-condensing boilers or storage heaters for residents with health issues. Also, first time installations, replacement, and repair to all off gas units will be available (those properties beyond .5 km from a gas main) to all residents that are assessed to be in fuel poverty.</p>	
<p><b>Dementia Grant</b></p> <p>Grant provided by contributing to and accessing the county wide Forget me Not grant procedure</p>	

Below is a summary table showing discretionary grants/services available from the information in the previous sections.

	Breckland	Broadland	Great Yarmouth	North Norfolk	Norwich	South Norfolk	West Norfolk
Discretionary DFG Grant	yes	no	no	no	no	yes	yes
Fast Track Hospital Discharge Pathway	yes	yes	yes	yes	yes	yes	yes
prevention/Low Level Adaptations Grant	yes	yes	yes	no	yes	yes	yes
DFG contribution Top-up Grant/loan	yes	yes	yes	no	yes	no	yes
DFG over £30K Top-up grant/loan	yes	yes	yes	no	yes	no	yes
Heating upgrade grant	yes	yes	yes#	no	yes	yes	yes
Means tested Architect Grant	no	yes	no	no	yes*	no	no
Hospital Discharge Grant	yes	yes	yes	no	yes	yes	yes
Hospital Discharge/admission prevention Pack	no	no	yes	no	no	yes	yes
Social Prescribing/Advice service	yes	no	yes	no	yes	yes	yes
Relocation Grant	yes	yes**	yes##	yes**	yes	yes**	yes
Handyman Service	yes	yes	yes	no	yes	yes	yes
Dementia Grant	yes	yes	yes	yes	yes	yes	yes
Enabling Carers Adaptation Grant	no	no	no	no	yes	no	no
HIA Service	no	yes	yes	no	yes	yes	yes
District Direct Service	no	no	yes	no	no	yes	yes
Discretionary Emergency Repair Grant/Loan	yes	yes	yes	no	yes	no	yes

\*Norwich home improvement team provides a full in-house architectural service FOC included in the agency service

\*\* The Norfolk and Waveney Equity Share scheme is available for all districts to use as and when funds allow.

# Great Yarmouth provides a top up to Warm Homes Fund

## Through the Norfolk and Waveney Equity Scheme administered by Great Yarmouth Borough Council



## Appendix 2:

**Cathy Page**  
Deputy Director,  
Housing with Care  
and Support Division  
Fry Building 2  
Marsham Street  
London SW1P 4DF

**04 May 2021**

To Local Authority Chief Executives in:

1. Unitary Authorities
2. Metropolitan Borough Councils
3. County Councils
4. London Boroughs (including the City of London)

CC: District Councils

CC: Foundations, National Body for Home Improvement Agencies

### **£573 million for the Disabled Facilities Grant (DFG) in 2021-22**

Dear Local Authority Chief Executives,

Following the Chancellor's announcement of £573 million for the DFG at Spending Review 2020, I am pleased to inform you that 2021-22 allocations have been confirmed to us by the Department of Health and Social Care. I would also like to take this opportunity to acknowledge the continued excellent work by local authorities to deliver these much-needed adaptations during these difficult and testing times.

Confirmation of this £573 million for the DFG in 2021-22 represents a 61% increase in funding for home adaptations since 2015, and Government remains committed to helping older and disabled people to live as independently as possible in their own homes. As in previous years, we intend to make these payments to local authorities in England in May, and details of each local authority's allocation can be found in **Annex B**. This also specifies the amounts which Tier 1 authorities must pay to each district council in their areas, unless otherwise agreed.

As you know, the DFG is capital funding for the provision of home adaptations to help older and disabled people to live as independently and safely as possible in their homes. Where agreed locally (and in two-tier areas with the express agreement of district councils), a portion of the grant may also be used for wider social care capital projects. A grant determination letter outlining the conditions of grant usage will be issued to local authorities to coincide with the payments being made.

In two-tier areas the main DFG funding will be paid to the Tier 1 authorities (county councils), while the statutory duty to provide adaptations to the homes of those eligible people who qualify, continues to sit with Tier 2 local housing authorities (district councils). I can confirm that, building on the approach taken in previous years, each area should allocate DFG funding primarily for the provision of home adaptations, and in two-tier areas, unless specific agreement is given by any district council, Tier 1

authorities must pass down the DFG funding to their district councils in full, and in a timely manner, to enable the districts to continue to meet their statutory duty. Since 2015 the DFG has been part of the Better Care Fund (BCF) in recognition of the crucial role home adaptations can play in supporting the integration of housing, health and social care to help enable people of all ages to live safely and independently at home for longer. Each BCF plan should consider the contribution that can be made by the DFG. Further details will be set out in the BCF Policy Framework for 2021-22, which will be published shortly.

The Ministry of Housing, Communities and Local Government would also like to draw your attention to Foundations, who are funded by this department. Foundations is the National Body for Home Improvement Agencies and it is working closely with local authorities to help them deal with the challenge of delivering adaptations in the current climate, and they are on hand to help where needed. More information can be found at: <https://wwwFOUNDATIONS.uk.com/>.

Finally, I would like to signpost the Regulatory Reform Order (2002) to local authorities to encourage uptake of locally published RROs. At present, over 93% of authorities have a locally published RRO policy, but we would like to see this rise to 100% uptake. The RRO gives local housing authorities power to assist individuals with renewals, repairs, and adaptations in their homes through grants or loans, subject to the adoption and publication of a policy for provision of assistance under the RRO. For example, it can provide authorities with power to fund essential repairs to reduce injury and accidents in the home, to ensure homes are adequately heated, and to expand the scope of adaptations available under the DFG legislation. Local authorities can also use the RRO to create assistance schemes which help people meet their needs without going through the full DFG process. Schemes such as these can, for example, provide 'fast track' mechanisms for low level adaptations, which do not require a full social care assessment or means test. If your authority is interested in adopting and publishing a local RRO policy, please contact Foundations for help and assistance.

If you have any general questions about your authority's DFG funding in 2021-22 please send them to [Disabled.facilitiesgrants@communities.gov.uk](mailto:Disabled.facilitiesgrants@communities.gov.uk).

Regards,



**Deputy Director  
Housing with Care and Support**

**Annex A  
THE DISABLED FACILITIES CAPITAL GRANT (DFG) DETERMINATION 2021-22  
[31/5515]**

**The Parliamentary Under Secretary of State (Minister for Rough Sleeping and Housing)** ("the Minister") in exercise of the powers conferred by section 31 of the Local Government Act 2003 hereby makes the following determination:

**Citation**

1. This Determination may be cited as the Disabled Facilities Capital Grant Determination (2021-22) **[31/5515]**.

### **Purpose of the grant**

2. The purpose of this grant is to provide support to local authorities in England towards capital expenditure lawfully incurred or to be incurred by them.

### **Determination**

3. The Minister determines as the Tier 1 authorities, unitary authorities and London Boroughs to which grant is to be paid and the amount of grant to be paid, the authorities and the amounts set out in **Annex B** to this determination.

### **Grant conditions**

4. Pursuant to section 31(4) of the Local Government Act 2003, the Minister of State determines that the grant will be paid subject to the conditions set out below.

### **Treasury consent**

5. Before making this determination in relation to local authorities in England, the Minister obtained the consent of the Treasury.

Signed by authority of the **Parliamentary Under Secretary of State (Minister for Rough Sleeping and Housing)**



Cathy Page  
Deputy Director  
Housing with Care and Support  
**2021**

**04 May**

### **GRANT CONDITIONS**

1. Grant paid to a local authority under this determination may be used only for the purposes of meeting capital expenditure and as provided for in paragraphs 2 to 5 below.

2. Grant paid under this determination must be spent in accordance with a Better Care Fund (BCF) spending plan jointly agreed between the relevant local authority or local authorities and the relevant Clinical Commissioning Groups. This plan must be developed in keeping with the 2021-22 BCF Policy Framework and BCF Planning Guidance (which provides specific guidance on the DFG) which will be published shortly.

3. In two-tier authority areas each Tier 1 authority must pay the amounts specified in **Annex B** below as allocated to the named Tier 2 authorities in their area to those authorities in full **no later than 30 June 2021**, subject to paragraph 4.

4. A Tier 1 authority may retain part or all of an amount specified in **Annex B** below as allocated to a Tier 2 authority in their area if the relevant Tier 2 authority has expressly agreed, in accordance with National Condition 1, that the money is to be used for other social care capital projects.

5. Any money paid under this grant determination must only be used for the specific purpose of funding adaptations for disabled people who qualify for a Disabled Facilities Grant made under the Housing Grants, Construction and Regeneration Act 1996 or

under the Regulatory Reform (Housing Assistance) Order 2002 (or any other social care capital projects where otherwise agreed as above).

6. The Chief Executive or Chief Internal Auditor of each of the recipient payment authorities (London Boroughs, Unitary Authorities and Tier 1 Authorities) are required to sign and return to Disabled.facilitiesgrants@communities.gov.uk at the Housing with Care Support Division of the Ministry of Housing, Communities and Local Government a declaration, **to be received no later than 31<sup>st</sup> October 2022**, in the following terms: "To the best of our knowledge and belief, and having carried out appropriate investigations and checks, in our opinion, in all significant respects, the conditions attached to the **Disabled Facilities Capital Grant Determination (2021-22) No [31/5515]** have been complied with".

7. If an authority fails to comply with any of the conditions and requirements of paragraphs 1, 2, 3, 5 and 6 the Minister of State may-

a) reduce, suspend, or withhold grant; or

b) by notification in writing to the authority, require the repayment of the whole or any part of the grant.

8. Any sum notified by the Minister of State under paragraph 7(b) shall immediately become repayable to the Minister.

## **Annex B: DISABLED FACILITIES GRANT ALLOCATIONS 2021-22**

<b>Norfolk</b>	<b>£9,157,782</b>
Breckland	£1,329,644
Broadland	£1,013,705
Great Yarmouth	£1,348,045
King's Lynn and West Norfolk	£1,782,807
North Norfolk	£1,354,615
Norwich	£1,293,541
South Norfolk	£1,035,425

## Appendix 3



### Independent Living Assistance Policy

#### Contents

- 1 Introduction**
  - 1.1 Policy Statement**
  - 1.2 Policy Principles**
    - 1.2.1 Strategic Priority**
    - 1.2.2 Disabled Facilities Grant**
    - 1.2.3 The Regulatory Reform (Housing Assistance England and Wales) Order 2002.**
    - 1.2.4 Better Care Fund Locality Plan**
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- 2 Adaptations, Residential Support and The Integrated Approach**
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    - 2.3.1 Gaining Independence Grants**
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6.2	management and review of service
7	Customer Feedback
Appendix 1	Grant and Assistance
Appendix 2	Summary of Grant provision

## **1 Introduction**

### **1.1 Policy Statement**

The Independent Living Assistance Policy considers the health and wellbeing of residents and combines traditional procedures with new innovative assistance, support, and action for residents of the council. The approach will supplement and amend the assistance already provided by the Council in its existing Private Sector Renewal, Financial Assistance Policy. The new policy builds efficiency and consistency in service delivery and introducing new focussed ways of helping residents to remain safely in their home longer. The Policy includes, both mandatory and discretionary processes and assistance aims to prevent accidents, ill health and minimise care costs, hospital admissions and a deterioration in independence and quality of life.

The Policy will help to ensure the quality and suitability of housing and ensure accommodation meets resident's needs, allowing vulnerable residents to retain or regain their independence, sustain their health and wellbeing, and provide a base from which to thrive.

The Disabled Facilities Grant, (DFG), is a time-tested approach that has demonstrated considerable success in promoting independent living for eligible applicants. This policy enhances the services of the Integrated Housing Adaptations Team, (IHAT), that already deliver a successful DFG program. It introduces increased opportunities to help vulnerable residents, focussing on early intervention, prevention, and enablement through a range of facilities, equipment, services, and financial assistance alongside traditional home adaptations. The approach builds the efficiency and consistency in service delivery and provides new focussed ways of helping residents to remain safely in their home longer, beyond the scope of the DFG in an ambitious preventative program. It aims to prevent accidents, ill health and minimise care costs, hospital admissions and a deterioration in independence and quality of life.

Importantly, the policy follows Government intentions and clear encouragement to introduce an imaginative policy to greater assist our residents in new and efficient ways.

### **1.2 Policy Principles**

#### **1.2.1 Strategic Priority**

The councils Strategic Plan, Health and Wellbeing Strategy and the Delivery Plan highlight the importance of housing and housing services in supporting older and or vulnerable people to maintain their independence. Broadland has a high percentage of residents aged over 65, (34,093 – 25.8%), compared to the national average, (18.5%), and this is expected to rise to 46,366, (30.7%), by the year 2043\*.

The percentage of the population over the age of 85, (3.7%), is also higher than the national average of 2.5%. The population is projected to grow by an average of 5.9% in Broadland by 2043. This will result in an increase in age

related conditions and disabilities and increases demand on a range of services and on the housing stock of the district. It requires housing services and provision to adapt to manage this demand.

*\*Data obtained from NorfolkInsight.org.uk, Norfolk County Council 2020*

There are direct links between poor housing and poor health particularly in older people, residents with disabilities or chronic illness and households with young children. Broadland District Council's strategic plan is to create an aligned team to work together to create the best place for everyone, now and for future generations. The delivery plan is to assist persons to maintain independence and live safe and well in their own home longer through early intervention, prevention and re-ablement and to avoid or defer more costly health / care costs.

### **1.2.2 Disabled Facilities Grants, (DFG's)**

Local housing authorities have a statutory duty to provide means tested grant aid to disabled residents to promote independent living where a need has been identified, for a range of adaptations to their home. This known as a Disabled Facilities Grant, (DFG). Adaptations provided through DFG's have demonstrated delays to admission to residential care by an average of 4 years, a reduction in falls within the home and a reduction in the amount of formal and informal domiciliary care required. The activity is underpinned by legislation and as such is included in the Council's statutory housing duties using procedures detailed in the Housing Grants, Construction and Regeneration Act 1996.

### **1.2.3 The Regulatory Reform (Housing Assistance England and Wales) Order 2002.**

The Regulatory Reform (Housing Assistance England and Wales) Order 2002, was made under the Regulatory Reform Act 2001 and came into force on 18 July 2002. The Order provided an opportunity for councils to provide, through a policy decision, a wide variety of further discretionary assistance to residents beyond the above-mentioned statutory duty.

### **1.2.4 Better Care Fund Locality Plan**

Since 2015 the DFG allocation from Central Government to district authorities has been integrated into the Better Care Fund, (BCF), in recognition of the crucial role home adaptations can play in supporting the integration of housing, health, and social care to help enable people of all ages to live safely and independently at home for longer. For two tier authority areas, the Integration and Better Care Fund Policy Framework requires the ring fenced DFG element of the BCF to be passed to Housing Authorities in full, unless otherwise agreed. Joint plans are developed with Norfolk County Council and the Clinical Commissioning Groups to focus on the four national priorities of the BCF which are:



- Delayed transfers of care/hospital discharge
- Non-elective admissions (general and acute)
- Admissions to residential and care homes
- Effectiveness of re-ablement.

Any additional grant beyond the DFG procedure, financed through the Housing Authorities allocation of funds from the Better Care Fund (BCF) is required to be spent in accordance with the BCF spending plan jointly agreed between Norfolk County Council and the Norfolk & Waveney Clinical Commissioning Group. Therefore a 'locality plan' must be developed in keeping with the Integration and BCF Policy Framework 2021/22 and most recent Planning Guidance, National Condition 1, ('Plans to be Jointly Agreed'), of which provides specific guidance on DFGs.

### **1.2.5 Policy Aims**

This policy will enhance the Councils current BCF Locality Plan with a range of packages that will be available to Broadland District Council residents. The assistance aims to provide appropriate practical, cost-effective, and preventative advice and support to residents most at risk of losing their independence. New housing grant assistance and interventions are introduced, focussing on:

- Maintaining independence, (early intervention).
- Living well, (prevention), and
- Re-ablement at home.

The policy considers the health and wellbeing of residents and brings together all forms of grant, support, and action available to the Council, both mandatory and discretionary. As well as a reactive tool to resident's needs the policy introduces innovative and preventative approaches and assistance to maximise the opportunity for people to remain safely in their home longer and to prevent or minimise care costs, hospital admissions and a deterioration in independence and quality of life.

Assistance and support detailed in this policy will incorporate the following five county wide IHAT objectives:

1. Reduce waiting times.
2. Improve the customer journey.
3. Improve the management of construction /adaptations.
4. Reduce operating costs and
5. Improve consistent delivery.

To ensure that the assistance given is targeted effectively, councils have the power to carry out tests of financial resources and to charge for any labour or materials they provide, should they wish to do so. They have the power to set the conditions under which any financial assistance should be repaid and the period over which those conditions should apply. Where they chose to give a

loan or to attach conditions to a grant or loan, councils have the power to waive any requirement to repay it or to reduce the amount they require to be repaid.

Using these powers, the Council has introduced a range of new grant assistance scheme. A summary of existing and proposed new grants and assistance is detailed in Appendices 1 and 2.

## **2 Adaptations, Residential Support, and the Integrated Approach**

### **2.1 Integrated Housing Adaptation Team**

For a DFG to proceed an assessment of need is required. The assessment details eligible works for financial assistance to adapt the property. The legislation details that District Authorities liaise with Social Services and as a result, accepted practice is for Occupational Therapists to provide or supervise these assessments.

To achieve fluidity, Adult Social Care staff, (Occupational Therapists and Assistant Practitioners), from Norfolk County Council, are co-located within the Housing Standards team. Working alongside Broadland District Council officers, Occupational Therapists and Assistant Practitioners form the Integrated Housing Adaption Team, (IHAT). The process ensures that residents' eligible needs are met, and the most appropriate adaptations are made to their home.

### **2.2 Home Improvement Agency, (HIA), Officers**

HIA officers are employed by the council and based within the Housing Standards Team. HIA officers offer a Care and Repair service aimed at older or vulnerable people to enable them to remain living independently in their own home.

The Care and Repair service offers bespoke advice and support, linking clients to independent advice and financial help to deal with repairs, improvement, and adaptation needs. The officers help residents with grant applications, check entitlements for benefits and oversee grant eligible adaptation work. Care and Repair Officers and Technical Officers work with contractors to oversee adaptation work through to successful completion. Officers go above and beyond grant delivery to provide a holistic approach to ensure residents are safe and happy to live independently in their home for longer and often link with local support services to enable residents wherever necessary. The process also lessens the risk of property deterioration and the risk of vulnerable persons being the victim of fraudulent surveys and rogue traders.

### **2.3 Current Procedure**

#### **2.3.1 Financial Assistance Policy**

The DFG has been supplemented by a range of assistance detailed with Broadland District Councils Private Sector Renewal, Financial Assistance Policy, including a low-level grant, a discretionary contribution grant, top-up loan, the handy person plus scheme, Safe and Warm grants, boiler replacement grant, architects fee grant, Healthy Home Loan and an empty homes procedure.

### **2.3.2 Forget Me Not Grants**

Forget me not grants are available to Broadland District Council residents via a Norfolk wide approach for small non means tested assisted for residents with dementia. They are designed for low level interventions and are capped at £500.

### **2.3.3 Care and Repair Fee**

The Broadland Care and Repair service is a chargeable service to help residents with grant applications, check entitlements for benefits and oversee grant eligible adaptation work. No upfront costs are required as the charge is incorporated into the grant procedure. At present the fee is 15% and is capped at £1,500.

## **3 New Procedures**

### **3.1 Delivery Development**

To address the emerging preventative program, further promoting independence and to enhance the Councils contribution to Better Care Fund priorities the Council has introduced a range of assistance that are integrated into the Councils Better Care fund locality plan. The assistance will fast track procedures and address health priorities.

The Council will provide financial assistance where appropriate through a system of grants and incentives. The aims of this are:

- To remove people from hazards that present an immediate risk to their health.
- To adapt homes to make them suitable for people with disabilities.
- To enable people to maintain their independence.
- To improve the quality of the housing stock.

The new financial assistance available include:

- A Gaining Independence Grant.
- Assistive Technology Grant.
- Maintenance Grant.
- Re-location Grant.
- Void Adapted Property Procedure.

- Fuel Poverty Grant.
- DFG Contribution Grant.
- Top-Up Grant.
- Get You Home Grant.
- Serious Illness Grant.
- Mental Health Grant.
- Carer Support Facility Grant.
- Architect Grant.
- Maintenance Grant.

The measures available in detail including eligibility is detailed in Appendix 1

Much of the new grant assistance was trialled when the Housing Standards team received additional funding from the MHCLG in January 2021. A temporary 'Vulnerable Assistance Project' introduced new grant schemes under a single project title for approval. The wide range of schemes was introduced to help the maximum number of residents as possible. A refined and simplified application procedure was used to make assistance as efficient as possible. These schemes proved to be successful and assisted many vulnerable residents in difficult situations.

The DFG and Forget Me Not Grant will remain as currently used.

In addition to the above, the council will continue to work in collaboration with partners to bid for external funding opportunities that will benefit our residents as and when they become available. For example, the Council has used the provisions of the Energy Company Obligation (ECO) Flexible Eligibility scheme to increase the number of residents who can benefit from energy efficiency improvements to their home through the ECO scheme.

## **3.2 Additional Measures**

### **3.2.1 Land Charges**

The Statutory Instrument, The Housing Grants, Construction and Regeneration Act 1996: Disabled Facilities Grant (Conditions relating to approval or payment of Grant) General Consent 2008, provides a power for a land charge of up to £10,000 for grant values between £5,000 and £15,000. At Broadland District Council Land Charges have been applied on all appropriate owner occupier properties where a DFG exceeds £5,000, which will become due if the property is sold or otherwise disposed of within 10 years of completion of adaptation works. This is accepted legal practice in relation to mandatory DFG's.

As such the land charge procedure will be applied to Gaining Independence Grants, detailed in this policy in the same manner as that applied to mandatory DFG's.

### **3.2.2 Care and Repair Fee**

The Care and Repair fee will now be set at 15% with the £1,500 cap removed. The 15% fee will apply to all care and repair service involvement regardless of property tenure. This procedure will provide a consistency to all Housing Associations and other Landlords.

## **4 Resource**

### **4.1 Financial Management**

All new financial assistance detailed in Appendix 1 will be subject to availability of funds in the relevant financial year. Mandatory DFG's will remain the priority and all funding will be within existing resource. Delivery will be drawn from existing referral routes. The scope of the policy reflects this with a wide range of assistance to help as many residents as possible within these parameters.

The Council will allocate capital and revenue funding to support this policy and regularly review its budgets considering:

- The response to the Council's policy.
- Changing demand for different kinds of assistance.
- The need to change the priorities of initiatives and policies.

A monitoring procedure will be initiated by the Housing Standards Senior Manager in consultation with the Assistant Director and Portfolio Holder.

The budget and workflow will be closely monitored monthly to ensure sensible expenditure throughout the financial year.

There is a potential to overspend on new, additional grant assistance packages and to reduce the amount of funding available for traditional adaptation work, which remains a statutory duty to provide according to an identified need. However, the new assistance packages provide preventative ways of assisting residents as an alternative to always seeking the traditional and potentially more expensive adaptation work. This is an opportunity to assist residents in new, quick, and efficient ways within the limits of the annual budget.

The proposed additional services will be financed using the increase in annual DFG budget Broadland Council has received over the previous financial year. In 2020-21 Broadland District Council IHAT received a DFG budget of £893,405 and in 2021-22 received £1,013,705. The increase in budget totalling £120,300 is intended to be allocated to grants and assistance detailed in the new policy. Any extension beyond this sum will require approval from the Assistant Director for People and Places in consultation with the Portfolio Holder.

For delivery in future years expenditure beyond mandatory DFG's will be agreed with the Assistant Director for People and Place and Portfolio Holder. All grants and assistance beyond the DFG will be subject to availability of funds

in the relevant financial year. Careful monthly monitoring of grant expenditure will enable the IHAT to react accordingly to ensure best use of available finances.

There is a possibility that the annual DFG allocation may not be fully spent on traditional DFG adaptation work, in such a scenario the opportunity to assist residents in other ways via the proposed new grant and assistance schemes provides greater opportunity to ensure the most effective use of the full budget. If it appears that the DFG budget is unlikely to be spent an increased amount can be allocated to new grant and assistance schemes in agreement with the Assistant Director and Portfolio Holder.

The budget and workflow will need to be closely monitored to ensure sensible expenditure throughout the financial year. Expenditure will be monitored monthly to react accordingly using the greater range of grant and assistance options available.

## **4.2 Income**

As detailed in 3.2.1 the Council will use the powers detail in The Statutory Instrument, The Housing Grants, Construction and Regeneration Act 1996: Disabled Facilities Grant (Conditions relating to approval or payment of Grant) General Consent 2008. The Council will increase return via a local land charge to supplement the capital budget.

As detailed 3.2.2 in the Council will charge fees, where appropriate, for its Care and Repair services. The universal fee of 15% based on the cost of the works arranged on behalf of the client for the users of the Care & Repair Service will increase income. The Council will consider introducing charges to offset the cost of other services such as obtaining home maintenance advice services and home surveys etc. as the services become available.

## **5 Service Delivery and Development:**

The Council will encourage property owners, landlords and residents to properly maintain their homes and where appropriate to do so, enable homes to be made suitable for those that need to regain or maintain their independence.

Services designed to stop a further decline in independence or that promote independent living skills must be balanced against the immediate needs of residents and resolving existing housing problems, particularly those experienced by the most vulnerable.

Providing help to improve people's living conditions will be achieved through a combination of:

- Provision of a range of advice, guidance, and support services.
- Provision of means-tested financial assistance.
- The use of regulation or enforcement powers.

- Responding to opportunities to attract additional funding and resources to the area.

Broadland District Council will continue to work in collaboration with partners to achieve the service objectives. The Council will work with Health and Social Care partner services to establish common assessment and referral pathways to ensure an effective multi-disciplinary approach.

## **6 Monitoring Key Outcomes:**

### **6.1 Objectives**

The Council undertakes to address the key objectives identified in the Strategic and Delivery plans. It has identified the measures that can be used to monitor its progress on each of these objectives. These measures sit within the following success indicators:

- The number of vulnerable people assisted to remain in their own homes following intervention.
- The number of properties adapted to meet the needs of disabled occupants.
- The number of homes where energy efficiency has been improved.

General measures of successful outcomes for our residents include improved social mobility outcomes achieved for our residents, an increase in the number of residents supported to be independent for longer, the prevention of falls and other accidents in the home, a reduction in care costs and a reduction in need for residential care.

### **6.2 Management and review of service**

To ensure the services achieve the required outcomes and partners effectively contribute to the delivery of shared outcomes, activity in this policy will be underpinned by a set of shared governance arrangements.

Broadland Locality Better Care Fund activity and outcome performance will be presented to the People and Communities Directorate monthly at Dashboard meetings. It will be available at Corporate Management meetings, whenever required.

County IHAT Managers meetings monitor and evaluate performance and outcomes of the service at each of the seven local authorities throughout Norfolk, comparing performance and sharing good practice. The group is currently reviewing local authority performance at each stage throughout the DFG process. The council will work with and align procedures and best practice accordingly. Monthly performance data is submitted to the County IHAT coordinator to continuously monitor progress.

## **7 Customer Feedback:**

- 7.1 The Council encourages feedback from users of our services and has an online feedback form on our website that can be accessed at.

<https://www.southnorfolkandbroadland.gov.uk/zz-compliments-complaints-snc>

Clients are requested to sign completion certification upon satisfactory completion of work / assistance and before a grant is paid. Further customer feedback mechanisms will be introduced as the service is further reviewed.



## Appendix 1 – Grants & assistance

<b>1. DISABLED FACILITIES GRANT, (DFG):</b>	
Purpose of assistance	<ul style="list-style-type: none"> <li>• Mandatory service for district tier authorities.</li> <li>• To provide adaptations, equipment, and services to enable a person with a disability to live safely and independently in their own home.</li> </ul>
Maximum Grant	<ul style="list-style-type: none"> <li>• £30,000.</li> <li>• The grant will be the difference between the applicants assessed contribution and the eligible costs up to a maximum grant of £30,000.</li> </ul>
Eligible Persons	<ul style="list-style-type: none"> <li>• Any disabled person, as described by the Housing Grants, Construction and Regeneration Act 1996, s.100.</li> <li>• Applicants can be property owners or tenants; some landlords may apply on behalf of tenants</li> </ul>
Eligible Properties	<ul style="list-style-type: none"> <li>• A permanent and legal residence including dwellings, mobile homes or caravans and houseboats.</li> </ul>
Eligible Costs	<ul style="list-style-type: none"> <li>• Minimum cost of works £750.</li> <li>• Works that are essential for access, mobility around the home, personal care, bedroom, kitchen, safety, and services, as described in the Housing Grants, Construction and Regeneration Act 1996 s.23</li> <li>• Works must be necessary and appropriate to meet the needs of the disabled person; and</li> <li>• Work must be reasonable and practicable to carry out having regard to the age and condition of the dwelling or building.</li> <li>• Fees for costs and professional services in connection with the scheme.</li> <li>• Cost of a five-year stair lift warranty.</li> <li>• The Grant will be costed using a 2-quote procedure to ensure efficiency of delivery and best value. Alternatively, an agreed unit rate, (agreed price scheme), will be used for common adaptations.</li> </ul>
Relevant Works	<ul style="list-style-type: none"> <li>• The Council will only consider funding an extension to a dwelling if the assessed need cannot be met by the provision of equipment and/or alterations to the property.</li> <li>• The Council will only consider funding the provision of equipment and/or alterations to a dwelling if the assessed need cannot be met by re-organising the existing living space available in the property.</li> <li>• The grant will only be available for the cost of works necessary for the adaptation and not to the wider fabric of the property.</li> </ul>

	<ul style="list-style-type: none"> <li>Grant will only be available towards the cost of works to meet the assessed needs of the disabled person.</li> </ul>
Common parts or group repair	<ul style="list-style-type: none"> <li>The reasonable sum or proportion relating to the applicant's liability.</li> </ul>
Applicant Contribution	<ul style="list-style-type: none"> <li>Applicants will be assessed for their ability to contribute to the scheme, the test of resources will be that as applied to the Mandatory Disabled Facilities Grant rules as set out under the Housing Renewal Grant Regulations 1998 (as amended).</li> <li>Where the applicant has been determined as having a contribution to make to the works, that contribution will be deposited with the Council before the works commence.</li> </ul>
Conditions	<ul style="list-style-type: none"> <li>The client needs assessment will be focussed on the immediate and foreseeable needs of the person to live as independently in their home as their condition will allow.</li> <li>Norfolk County Council will, based on assessments of the client in their home undertaken by suitably qualified assessors, be responsible for determining clients' needs.</li> <li>The Council shall only entertain applications accompanied by the relevant certificates of owner or tenant occupation.</li> <li>The Council shall only entertain applications accompanied by proof of ownership and/or owner's permission.</li> <li>In the case of owner occupiers, where the grant exceeds £5,000 a local land charge will be placed on the property limited to a maximum of £10,000 which will become due if the property is sold or otherwise disposed of within 10 years of completion of the works.</li> </ul>

## 2. GAINING INDEPENDENCE GRANT (GIG):

Purpose of assistance	<ul style="list-style-type: none"> <li>To provide adaptations to enable a person with a disability to live safely and independently in their own home.</li> <li>A streamlined disabled adaptation grant for where the works are of a smaller nature and the applicant is in receipt of specified benefits. It is intended as a fast track alternative to a DFG, not a replacement.</li> </ul>
Maximum Grant	£12,000
Eligible Persons	<ul style="list-style-type: none"> <li>Any disabled person, as described by the Housing Grants, Construction and Regeneration Act 1996 s.100, applicants can be property owners or tenants, some landlords may apply on behalf of tenants</li> <li>The person must be in receipt of one or more of the following passport benefits.</li> <li>Income Support</li> <li>Pension Credit Guarantee</li> </ul>

	<ul style="list-style-type: none"> <li>• Job Seekers Allowance (Income related)</li> <li>• Employment Support Allowance (Income related)</li> <li>• Housing Benefit</li> <li>• Council Tax Support (not including single person reduction)</li> <li>• Universal credit</li> </ul>
Eligible Properties	<ul style="list-style-type: none"> <li>• A permanent and legal residence including dwellings, mobile homes or caravans and houseboats.</li> </ul>
Eligible Costs	<ul style="list-style-type: none"> <li>• Minimum cost of works £750.00</li> <li>• Works that are essential for access, personal care, bedroom, kitchen, safety, and services, as described in the Housing Grants, Construction and Regeneration Act 1996 s.23</li> <li>• Works must be necessary and appropriate to meet the needs of the disabled person; and</li> <li>• Works must be reasonable and practicable to carry out having regard to the age and condition of the dwelling or building.</li> <li>• Cost of a five-year stair lift warranty</li> <li>• Fees for costs and professional services in connection with the scheme</li> <li>• The eligible costs will be determined by use of a contractor selected through a procurement process.</li> </ul>
Relevant Works	<ul style="list-style-type: none"> <li>• The Council will only consider funding an extension to a dwelling if the assessed need cannot be met by the provision of equipment and/or alterations to the property.</li> <li>• The Council will only consider funding the provision of equipment and/or alterations to a dwelling if the assessed need cannot be met by re-organising the existing living space available in the property.</li> <li>• The grant will only be available for the cost of works necessary for the adaptation and not to the wider fabric of the property.</li> <li>• Grant will only be available towards the cost of works to meet the assessed needs of the eligible person.</li> </ul>
Common parts or group repair	<ul style="list-style-type: none"> <li>• The reasonable sum or proportion relating to the applicant's liability</li> </ul>
Applicant Contribution	<ul style="list-style-type: none"> <li>• The applicant will be responsible for the payment any non-eligible works undertaken at their request at the time the eligible works are undertaken.</li> </ul>
Conditions	<ul style="list-style-type: none"> <li>• The client needs assessment will be focus on the immediate and foreseeable needs of the person to live as independently in their home as their condition will allow.</li> <li>• Norfolk County Council will, based on assessments of the client in their home undertaken by suitably qualified assessors, be responsible for determining clients' needs.</li> </ul>

	<ul style="list-style-type: none"> <li>• The Council shall only entertain applications accompanied by the relevant certificates of owner or tenant occupation. The Council shall only entertain applications accompanied by proof of ownership and/or owner's permission.</li> <li>• In the case of owner occupiers, where the grant exceeds £5,000 a local land charge will be placed on the property limited to a maximum of £10,000 which will become due if the property is sold or otherwise disposed of within 10 years of completion of the works.</li> </ul>
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<b>3. FORGET ME NOT GRANT - funded by Norfolk County Council</b>	
Purpose of assistance	<ul style="list-style-type: none"> <li>• To assist people living with Dementia and those caring for them in the maintenance of a safe, decent, and warm home.</li> <li>• To prevent admission to, and aid discharge from hospital or residential care.</li> </ul>
Maximum Grant	£500
Minimum cost of works	£0
Eligible Persons	<ul style="list-style-type: none"> <li>• Diagnosis of Dementia or likely diagnosis of dementia</li> <li>• Not means tested.</li> </ul>
Referral route	<ul style="list-style-type: none"> <li>• GP</li> <li>• Primary care Workers</li> <li>• Community Care</li> <li>• Admiral Nursing Service</li> <li>• Self or family referral</li> <li>• Other</li> </ul>
Eligible Properties	A permanent and legal residence in Broadland District Council boundary
Eligible Works	<p>Works will include small-scale works following an assessment of the property such as.</p> <ul style="list-style-type: none"> <li>• Additional lightning in the home</li> <li>• Decorating in such a way to provide contrast to the walls and skirting boards</li> <li>• Adding signage to rooms and cupboard doors</li> <li>• Removing and installing glass fronted cupboard doors</li> <li>• Fitting memory cues, photos frames to the wall, clocks, and notice boards</li> <li>• Essential repairs to remedy category one hazard</li> <li>• Essential minor improvements and adaptations</li> <li>• Home Safety and Security</li> <li>• Energy Efficiency measures where alternative home energy assistance is unavailable</li> </ul>

	<ul style="list-style-type: none"> <li>• Works to prevent unreasonable delay to the release of a patient from primary care</li> <li>• Works to prevent a relevant person being admitted to primary care</li> </ul>
Delivery mechanism	<p>The Dementia Friendly Home is coordinated through the Care &amp; Repair Home Improvement Agency.</p> <p>One quote only needed for work / equipment due to low level grant.</p>
Conditions	<p>Must have lived in the relevant property for 12 months at the time of the initial enquiry and intend to remain in occupation for 5 years</p> <p>The grant will not be used to effect repairs/works that are the responsibility of a private or social landlord.</p> <p>The grant will not be used to effect repairs/works/adaptations that can be funded through other means such as a Disabled Facilities Grant or GIG.</p>

#### 4. ASSISTIVE TECHNOLOGY GRANT, (ATG):

Purpose of assistance	<ul style="list-style-type: none"> <li>• Discretionary assistance beyond that currently provided by the County Council.</li> <li>• To provide equipment, technology, and services to enhance quality of life, prevent accidents in the home and enable a person with a disability to live safely and independently in their own home.</li> </ul>
Maximum Grant	<ul style="list-style-type: none"> <li>• £2,000. (Minimum grant: £0). Non means tested.</li> </ul>
Eligible Persons	<ul style="list-style-type: none"> <li>• Any disabled person, as described by the Housing Grants, Construction and Regeneration Act 1996, s.100.</li> <li>• Applicants can be property owners or tenants; some landlords may apply on behalf of tenants</li> </ul>
Eligible Properties	<ul style="list-style-type: none"> <li>• A permanent and legal residence including dwellings, mobile homes or caravans and houseboats.</li> </ul>
Eligible Costs	<ul style="list-style-type: none"> <li>• Technology, equipment, or services that are essential for access and mobility around the home, personal care, and safety, as described in the Housing Grants, Construction and Regeneration Act 1996 s.23</li> <li>• Assistive technology not already available via the Norfolk County Council Assistive Technology Team.</li> <li>• Works must be necessary and appropriate to meet the needs of the disabled person; and</li> <li>• Fees for costs and professional services in connection with the scheme.</li> <li>• The eligible costs will be determined by competitive tendering in accordance with the councils standing orders or use of a contractor selected through a procurement process.</li> </ul>

Relevant Works	<ul style="list-style-type: none"> <li>• Alternative assistive technology, equipment, and services not already available via the Norfolk County Council Assistive Technology team.</li> <li>• Innovative project working in association with the University of East Anglia to trial new preventative technologies in homes.</li> <li>• Grant will only be available towards the cost of technologies, equipment, and services to meet the assessed needs of the disabled person.</li> </ul>
Applicant Contribution	<ul style="list-style-type: none"> <li>• Non means-tested grant.</li> </ul>
Conditions	<ul style="list-style-type: none"> <li>• The client needs assessment will be focussed on the immediate and foreseeable needs of the person to live as independently in their home as their condition will allow.</li> <li>• Norfolk County Council will, based on assessments of the client in their home undertaken by suitably qualified assessors, be responsible for determining clients' needs.</li> <li>• The Council shall only entertain applications accompanied by the relevant certificates of owner or tenant occupation.</li> <li>• The Council shall only entertain applications accompanied by proof of ownership and/or owner's permission.</li> </ul>

## 5. FUEL POVERTY GRANT:

Purpose of assistance	<ul style="list-style-type: none"> <li>• Discretionary grant available for renovation / repair of structure and heating systems that will assist warmth and health in a home. To improve the health and wellbeing of residents by assisting households in fuel poverty and/or at risk from cold to access Energy Company Obligation (ECO) flexible funding to improve the energy efficiency of their homes.</li> <li>• This Grant will consolidate and replace heating grants detailed in previous Council Policy.</li> <li>• A preventative tool to enhance healthy living for vulnerable residents,</li> <li>• This additional grant will link in with the Warm Homes Fund offer and provide a holistic approach to address housing issues of disrepair and thermal resilience as well as poor heating.</li> <li>• Referral route – self-referrals, partners, ECO providers.</li> </ul>
Maximum Grant	<ul style="list-style-type: none"> <li>• £8,000.</li> <li>• For tenanted residents, the grant will only be related to items beyond that which could be achieved through enforcement procedures, (that tend to be a minimum standard).</li> </ul>

Eligible Persons	<ul style="list-style-type: none"> <li>• Applicants can be property owners or tenants; some landlords may apply on behalf of tenants.</li> <li>• Financial eligibility will require correlation with the Councils Eco Flex statement of intent and /or a means test benefit. This will need to be combined with a health or care requirement. For care, the minimum eligibility would be those in receipt of attendance allowance. For the health condition element, those individuals receiving a health-related benefit. In addition, confirmation by a medical practitioner would be accepted.</li> <li>• Qualifying low-income benefits – <ul style="list-style-type: none"> <li>○ Housing benefit</li> <li>○ Council tax reduction/support (but not where single occupancy discount is the only reduction)</li> <li>○ Child tax credit - no income cap</li> <li>○ Working tax credit – no income cap</li> <li>○ Universal credit – no income cap</li> </ul> </li> <li>• Person deemed vulnerable to cold – <ul style="list-style-type: none"> <li>○ Over 65 (living at the property) (birth certificate, passport, driving licence)</li> <li>○ Pregnant woman (Mat B1 letter)</li> <li>○ Child under 5 (birth certificate)</li> <li>○ Health condition exacerbated by cold proved by: <ul style="list-style-type: none"> <li>▪ letter from GP</li> <li>▪ letter from hospital</li> <li>▪ eligible for free flu jab for health reasons</li> <li>▪ referral from a medical professional</li> </ul> </li> </ul> </li> <li>• Flexible funding eligibility will be determined by the Council who will refer eligible households to the appropriate ECO provider for survey and assessment. A referral will not guarantee the installation of measures.</li> </ul>
Eligible Properties	<ul style="list-style-type: none"> <li>• A permanent and legal residence including dwellings, mobile homes or caravans and houseboats.</li> <li>• A high-cost home - F or G rating on Energy Performance Certificate for the property (if available) or a score of 80 above property energy use assessment.</li> </ul>
Eligible Costs	<ul style="list-style-type: none"> <li>• No minimum cost of works.</li> <li>• Fees for costs and professional services in connection with the scheme.</li> <li>• The eligible costs will be determined by competitive tendering in accordance with the councils standing orders or use of a contractor selected through a procurement process.</li> </ul>
Relevant Works	<ul style="list-style-type: none"> <li>• Works that are essential for repair or replacement of structure and heating systems to assist warmth and health in a home. E.g. replacement windows in living rooms and bedrooms and works to address structural dampness or the repair of poor-quality</li> </ul>

	<p>external doors. Or, if required a first-time heating system.</p> <ul style="list-style-type: none"> <li>• Works will be determined by the ECO provider considering the funding available and the energy saving that can be achieved.</li> <li>• Work must be reasonable and practicable to carry out having regard to the age and condition of the dwelling or building.</li> </ul>
Common parts or group repair	<ul style="list-style-type: none"> <li>• The reasonable sum or proportion relating to the applicant's liability.</li> </ul>
Conditions	<ul style="list-style-type: none"> <li>• The Council shall only entertain applications accompanied by the relevant certificates of owner or tenant occupation.</li> <li>• The landlord's permission will be required before any measures will be installed in a privately rented property</li> <li>• The Council shall only entertain applications accompanied by proof of ownership and/or owner's permission.</li> </ul>

## 6. DFG CONTRIBUTION GRANT:

Purpose of assistance	<ul style="list-style-type: none"> <li>• Discretionary grant to remove the personal contribution as a result of the DFG mandatory means test by up to £5,000. For example, a £10,000 contribution would be reduced to £5,000.</li> <li>• The Contribution Grant will not be available to an applicant with £16,000 or over, available in a current or savings account.</li> <li>• The grant should reduce the number of applicants who cancel their applications due to their contribution being too high.</li> <li>• Any contribution above £5,000 will be required to be paid by the applicant.</li> </ul>
Maximum Grant	<ul style="list-style-type: none"> <li>• £5,000.</li> <li>• The grant will be the applicants assessed contribution up to a maximum grant of £5,000.</li> </ul>
Eligible Persons	<ul style="list-style-type: none"> <li>• Any disabled person, as described by the Housing Grants, Construction and Regeneration Act 1996, s.100.</li> <li>• Applicants can be property owners or tenants; some landlords may apply on behalf of tenants.</li> <li>• Only available to applicants with under £16,000 in current account or savings account.</li> </ul>
Eligible Properties	<ul style="list-style-type: none"> <li>• Same as for DFG.</li> </ul>
Eligible Costs	<ul style="list-style-type: none"> <li>• Same as for DFG.</li> <li>• Contribution grant linked to Approved DFG works.</li> </ul>
Relevant Works	<ul style="list-style-type: none"> <li>• Same as for DFG</li> </ul>



Applicant Contribution	<ul style="list-style-type: none"> <li>Applicants contribution will be determined by the test of resources as applied to the Mandatory Disabled Facilities Grant rules as set out under the Housing Renewal Grant Regulations 1998 (as amended).</li> <li>Where eligible the clients calculated contribution towards DFG work will be paid using the Contribution Grant, up to maximum of £5,000.</li> </ul>
Conditions	<ul style="list-style-type: none"> <li>Same as for DFG.</li> </ul>

## 7. DFG TOP UP GRANT:

Purpose of assistance	<ul style="list-style-type: none"> <li>Discretionary grant to provide a speedy resolution to applications where works are expected to exceed the DFG cap of £30,000.</li> <li>To provide a top up grant up to £10,000 that will be placed as a conditional 10-year charge on the land register property details. If the resident was to move or sell the property during this period, the grant would require repayment to the council.</li> <li>For Housing Association properties and rental properties, the top up grant will not generally be available, however should exceptional circumstances require, the grant can be provided without condition with the approval of the portfolio holder.</li> </ul>
Maximum Grant	<ul style="list-style-type: none"> <li>£10,000.</li> </ul>
Eligible Persons	<ul style="list-style-type: none"> <li>Any disabled person, as described by the Housing Grants, Construction and Regeneration Act 1996, s.100.</li> <li>Applicants can be property owners or tenants; some landlords may apply on behalf of tenants</li> </ul>
Eligible Properties	<ul style="list-style-type: none"> <li>Same as for DFG.</li> </ul>
Eligible Costs	<ul style="list-style-type: none"> <li>Same as for DFG.</li> </ul>
Relevant Works	<ul style="list-style-type: none"> <li>Same as for DFG.</li> </ul>
Applicant Contribution	<ul style="list-style-type: none"> <li>Same as for DFG.</li> </ul>
Conditions	<ul style="list-style-type: none"> <li>Same as for DFG.</li> </ul>

## 8. GET YOU HOME GRANT:

Purpose of assistance	<ul style="list-style-type: none"> <li>Discretionary non means tested grant to pay for essential maintenance / repair works and / or essential capital purchases at residents' properties identified through the District Direct Service and other hospital referral routes.</li> </ul>
Maximum Grant	<ul style="list-style-type: none"> <li>£5,000.</li> </ul>
Eligible Persons	<ul style="list-style-type: none"> <li>Any person in hospital or discharged from hospital into a residential home or other care facility awaiting consent to return home.</li> </ul>
Eligible Properties	<ul style="list-style-type: none"> <li>A permanent and legal residence including dwellings, mobile homes or caravans and houseboats.</li> </ul>
Eligible Costs	<ul style="list-style-type: none"> <li>£5,000 maximum grant.</li> </ul>
Relevant Works	<ul style="list-style-type: none"> <li>Any repair or maintenance work to the structure of a property or equipment required to provide a safe and warm home for the resident to return to from hospital or care facility. Examples include installation of a level threshold door, safe access ramps, hand and grab rails, key safes, repairs to heating systems, etc.</li> </ul>
Applicant Contribution	<ul style="list-style-type: none"> <li>Non means tested grant.</li> </ul>
Conditions	<ul style="list-style-type: none"> <li>Same as for DFG.</li> </ul>

## 9. SERIOUS ILLNESS GRANT:

Purpose of assistance	<ul style="list-style-type: none"> <li>Discretionary non means tested grant to provide adaptations, initiate repairs or improve thermal capacity of homes for all residents diagnosed with a terminal condition, as detailed by a medical practitioner.</li> <li>This grant provides quick and straight forward financial assistance to seriously ill residents in need of adaptations and / or equipment to make their final stages in life at home as safe and comfortable as possible.</li> </ul>
Maximum Grant	<ul style="list-style-type: none"> <li>£5,000.</li> </ul>
Eligible Persons	<ul style="list-style-type: none"> <li>Any person diagnosed with a serious, (terminal), illness such as Motor Neurones Disease or a stage 4 cancer. Serious / terminal illness to be confirmed by a medical professional.</li> </ul>
Eligible Properties	<ul style="list-style-type: none"> <li>A permanent and legal residence including dwellings, mobile homes or caravans and houseboats.</li> </ul>
Eligible Costs	<ul style="list-style-type: none"> <li>£5,000 maximum grant.</li> </ul>
Relevant Works	<ul style="list-style-type: none"> <li>Any repair or maintenance work to the structure of a property or equipment required to provide a safe and warm home for the resident to return to from hospital or care</li> </ul>

	facility. Examples include installation of a level threshold door, safe access ramps, hand and grab rails, key safes, repairs to heating systems, etc.
Applicant Contribution	<ul style="list-style-type: none"> <li>• None means tested grant.</li> </ul>
Conditions	<ul style="list-style-type: none"> <li>• Work / equipment will be focussed on the immediate needs of the person to live as safe and independently in their home as their condition will allow.</li> <li>• The Council shall only entertain applications accompanied by the relevant certificates of owner or tenant occupation.</li> <li>• The Council shall only entertain applications accompanied by proof of ownership and/or owner's permission.</li> </ul>

## 10. MENTAL HEALTH GRANT:

Purpose of assistance	<ul style="list-style-type: none"> <li>• Discretionary non means tested grant to help a resident who has diagnosed mental health problems and has lost control over the maintenance and structural repair of their property or its contents. Usually such persons are already assigned an Adult Social Care worker and their home presents a serious risk of injury or harm to the resident. Intervention and assistance are required to make their home safe.</li> <li>• Provide for clearance and cleaning of a property to enable contractors to work safely during grant assisted adaptations.</li> </ul>
Maximum Grant	<ul style="list-style-type: none"> <li>• £5,000.</li> </ul>
Eligible Persons	<ul style="list-style-type: none"> <li>• Any person referred to the Housing Standards team by an Adult Social Care worker typically where there is concern over the mental capacity of the resident or where a resident is found to be living in a property at risk due to serious disrepair.</li> <li>•</li> </ul>
Eligible Properties	<ul style="list-style-type: none"> <li>• A permanent and legal residence including dwellings, mobile homes or caravans and houseboats.</li> </ul>
Eligible Costs	<ul style="list-style-type: none"> <li>• £5,000 maximum grant.</li> </ul>
Relevant Works	<ul style="list-style-type: none"> <li>• Any repair or maintenance work to the structure of a property to remove serious category 1 hazards, (as defined in the Housing, Health and Safety Rating System) or to clear and clean a property to enable grant assisted adaptation work to be undertaken. Examples include structural repairs to the roof or windows to make a property watertight, repairs to stairs to prevent falls, repairs to electrical installations and repairs to heating systems to provide heating and hot water.</li> </ul>
Applicant Contribution	<ul style="list-style-type: none"> <li>• Non means tested grant.</li> </ul>
Conditions	<ul style="list-style-type: none"> <li>• Work will be focussed on the immediate needs of the person to live safely and independently in their home.</li> </ul>

	<ul style="list-style-type: none"> <li>• The Council shall only entertain applications accompanied by the relevant certificates of owner or tenant occupation.</li> <li>• The Council shall only entertain applications accompanied by proof of ownership and/or owner's permission.</li> </ul>
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## 11. CARER SUPPORT FACILITY GRANT:

Purpose of assistance	<ul style="list-style-type: none"> <li>• Discretionary means tested grant to enable and assist live in carers or family members who provide the essential Care and Support for disabled residents, including young carers.</li> </ul>
Maximum Grant	<ul style="list-style-type: none"> <li>• £5,000.</li> </ul>
Eligible Persons	<ul style="list-style-type: none"> <li>• A live-in carer or family member providing care / support for a disabled resident.</li> <li>• Means tested grant.</li> <li>• Disabled person or carer is in receipt of a passport benefit, including carers Allowance.</li> </ul>
Eligible Properties	<ul style="list-style-type: none"> <li>• A permanent and legal residence including dwellings, mobile homes or caravans and houseboats.</li> </ul>
Eligible Costs	<ul style="list-style-type: none"> <li>• £5,000 maximum grant.</li> </ul>
Relevant Works	<ul style="list-style-type: none"> <li>• Any adaptation or equipment to provide respite and comfort for carers, including equipment to improve the health, (physical and mental) and wellbeing of the carer.</li> </ul>
Applicant Contribution	<ul style="list-style-type: none"> <li>• Means tested grant. Applicants will be assessed for their ability to contribute to the scheme, the test of resources will be that as applied to the Mandatory Disabled Facilities Grant rules as set out under the Housing Renewal Grant Regulations 1998 (as amended).</li> <li>• Where the applicant has been determined as having a contribution to make to the works, that contribution will be deposited with the Council before the works commence.</li> </ul>
Conditions	<ul style="list-style-type: none"> <li>• Work will be focussed on the immediate needs of the person to live safely and independently in their home.</li> <li>• The Council shall only entertain applications accompanied by the relevant certificates of owner or tenant occupation.</li> <li>• The Council shall only entertain applications accompanied by proof of ownership and/or owner's permission.</li> </ul>

## 12. MAINTENANCE GRANT:

Purpose of assistance	<ul style="list-style-type: none"> <li>• Discretionary non means tested grant to provide for repair costs of specialist equipment previously installed via grant assistance and where the initial warranty period has expired, e.g. maintenance and repair of stair lifts and wash / dry toilets, (Closomat, Geberit, etc.).</li> <li>• As part of a DFG or GIG, a 5-year warranty is included in the</li> </ul>
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	grant for the installation of a stairlift or other specialist equipment. When the warranty period has expired, a maintenance grant would cover the cost of any repair work necessary to ensure the continued safe operation of the equipment for the resident. If repair work exceeds the maximum grant limit, then consideration should be made to replacement of the equipment using a DFG or GIG.
Maximum Grant	<ul style="list-style-type: none"> <li>• £2,000.</li> </ul>
Eligible Persons	<ul style="list-style-type: none"> <li>• Same as for DFG.</li> </ul>
Eligible Properties	<ul style="list-style-type: none"> <li>• A permanent and legal residence including dwellings, mobile homes or caravans and houseboats.</li> </ul>
Eligible Costs	<ul style="list-style-type: none"> <li>• £2,000 maximum grant.</li> </ul>
Relevant Works	<ul style="list-style-type: none"> <li>• Repair / maintenance costs involved to ensure continued safe operation of specialist equipment, e.g. stairlift or wash/dry toilet.</li> </ul>
Applicant Contribution	<ul style="list-style-type: none"> <li>• None means tested grant.</li> </ul>
Conditions	<ul style="list-style-type: none"> <li>• Work will be focussed on the immediate needs of the person to live safely and independently in their home.</li> <li>• The Council shall only entertain applications accompanied by the relevant certificates of owner or tenant occupation.</li> <li>• The Council shall only entertain applications accompanied by proof of ownership and/or owner's permission.</li> </ul>

### 13. RE-LOCATION GRANT:

Purpose of assistance	<ul style="list-style-type: none"> <li>• Discretionary service for district tier authorities.</li> <li>• Procedure to help fund relocation costs in cases where adaptations cannot be made to the current property or moving is a more suitable and cost-effective solution.</li> <li>• Financial assistance to encourage residents to look at accommodation options which are more suited to needs thereby avoiding adaptations on unsuitable properties and potentially freeing up properties more suited to others.</li> <li>• Provides financial assistance towards relocation where properties cannot be adapted due to planning, conservation, or structural restrictions.</li> </ul>
Maximum Grant	<ul style="list-style-type: none"> <li>• £5,000.</li> </ul>
Eligible Persons	<ul style="list-style-type: none"> <li>• Any disabled person, as described by the Housing Grants, Construction and Regeneration Act 1996, s.100.</li> <li>• Applicants can be property owners or tenants; some landlords may apply on behalf of tenants.</li> <li>• Means tested grant.</li> </ul>
Eligible Properties	<ul style="list-style-type: none"> <li>• A property identified by the Housing Solutions team as not being suitable for adaption or the necessary adaption is not possible due to planning or conservation restrictions</li> </ul>
Conditions	<ul style="list-style-type: none"> <li>• Same as for DFG.</li> </ul>

#### 14. VOID ADAPTED PROPERTY PROCEDURE:

Purpose of assistance	<ul style="list-style-type: none"><li>• Discretionary service for district tier authorities.</li><li>• Procedure to provide funding to enable properties on the Housing Solutions team stock list, which have already been adapted and become vacant, to be held / reserved for a person with needs identified to match the adapted property.</li><li>• The Void Property Procedure would pay the rent on the property for up to a maximum of six weeks to enable the Housing Solutions team to match the property to a suitable person on the housing waiting list.</li><li>• This avoids properties which have had adaptations being allocated to persons without an identified need and would prevent another property needing to have expensive adaptation work undertaken.</li></ul>
Maximum Grant	<ul style="list-style-type: none"><li>• Up to a maximum of six weeks rental payments.</li></ul>
Eligible Properties	<ul style="list-style-type: none"><li>• A Housing Association property identified by the Housing Solutions team within Broadland District Council</li></ul>
Conditions	<ul style="list-style-type: none"><li>• The rent on an adapted property, which becomes vacant, will be paid by the grant up to a maximum of six weeks and only when matched to a resident with identified need.</li></ul>

## Appendix 2:

### Summary of Proposed new Assistance:

Grant	Maximum Grant Payable	Means Tested Yes / No	Potential Uses	Eligibility Criteria
<b>Gaining Independence Grant, (GIG).</b>	£12,000	Yes	As above but simplified & streamlined process. Not suitable for complex adaptations.	-As above -Person must be in receipt of one or more passport benefits, (including council tax support – not single person reduction alone)
<b>Assistive Technology Grant</b>	£2,000	No	To provide equipment, technology, and services to enhance quality of life, prevent accidents in the home and enable a person with a disability to live safely and independently in their own home.	-Technology, equipment, or services that are essential for access and mobility around the home, personal care, and safety, as described in the Housing Grants, Construction and Regeneration Act 1996 s.23 -Works must be necessary and appropriate to meet the needs of the disabled person
<b>Re-location Grant</b>	£5,000	Yes	Financial assistance to help fund relocation costs in cases where adaptations cannot be made or moving is a more suitable and cost-effective solution. Could be used to fund removal fees, carpets, or furniture / fittings to help a move to a more a more suitable property.	Any disabled person, as described by the Housing Grants, Construction and Regeneration Act 1996, s.100. Applicants can be property owners or tenants; some landlords may apply on behalf of tenants. A property identified as not being suitable for adaption or adaption is not possible due to planning or conservation restrictions.
<b>Void Adapted Property Procedure</b>	Up to six weeks rent payments	No	Procedure to provide funding to enable properties on the Housing Solutions team stock list, already adapted and vacant, to be reserved for a person with needs identified to match the adapted property.	-An adapted property identified by the Housing Solutions team within Broadland District Council.
<b>Fuel Poverty Grant</b>	£5,000	Yes	-Renovation / repair of structure or heating systems to improve warmth & health in a home.	-Correlation with councils' Eco Flex Statement of intent and/or: in receipt of a means tested benefit <b>plus</b> receive a health-

			E.g. replacement windows in bedrooms / living rooms, repair of structural dampness, replacement of poor-quality external doors or first-time heating system.	related benefit or certification by medical practitioner. -Owner occupiers or tenants. -Tenants-assistance limited to that beyond enforcement proceedings against landlord to achieve greater than minimum standards.
<b>DFG Contribution Grant</b>	£5,000	Yes	-To remove applicant DFG /GIG contribution as a result of means test	-Any contribution over £5,000 must be paid by applicant.
<b>Top Up Grant</b>	£10,000	No	-To provide a fast resolution to applications where work is likely to exceed max DFG cap of £30,000	-Conditional 10-year Land Charge on property. Grant repayable to council if resident moves or sells property within this period. -Not available to Housing Association or rented properties unless exceptional circumstances and in agreement with Portfolio holder
<b>Get You Home Grant</b>	£5,000	No	-Essential maintenance work - Essential capital purchases	-District Direct or other hospital referral.
<b>Serious Illness Grant</b>	£5,000	No	- Adaptations, repairs or improve thermal capacity of homes.	-Terminal illness confirmed by medical practitioner
<b>Mental Health Grant</b>	£5,000	No	-House or garden clearance to enable essential repairs. -Adaptations or repairs to remove hazards or improve thermal capacity	-Vulnerable resident likely to have adult social care involvement, mental health concerns, unable to identify need for or arrange own remedial work.
<b>Carer Support Facility Grant</b>	£5,000	Yes	-Adaptations or equipment to enable and assist family members who provide care and support for disabled residents.	-Disabled applicant or carer on passport benefit, including carers allowance.
<b>Maintenance Grant</b>	£2,000	No	-To provide repair costs of specialist equipment previously installed via grant assistance and where the initial warranty period has expired, e.g. maintenance and repair of stair lifts and wash / dry toilets.	Same as for DFG / GIG. Previous DFG / GIG applicant with expired warranty.



## Appendix 4: Equalities and Communities Impact Assessment



**Name of Officer completing assessment:** Louise Simmonds

**Date of Assessment:** 18/07/2020

### What is the proposed Policy?

To put together a range of additional interventions using the council's improved Better Care Fund allocation for the Disabled Facilities Grant (DFG).

### 1. Which protected characteristics does this Policy impact: (please tick all that apply)

Age	X	Sex	<input type="checkbox"/>	Pregnancy/Maternity	<input type="checkbox"/>
Disability	X	Sexual Orientation	<input type="checkbox"/>	Gender Reassignment	<input type="checkbox"/>
Race	<input type="checkbox"/>	Civil Partnership/Marriage	<input type="checkbox"/>	Religion or Belief	<input type="checkbox"/>
Health	X	Rurality	<input type="checkbox"/>	Low Income	X
				None of the above	<input type="checkbox"/>

### 2. What do you believe are the potential equalities impacts of this policy?

Please include:

- Any other groups impacted not detailed above
- Partnership organisations worked with in the development of this policy
- Evidence gathered to inform your decision
- Where you have consulted, Who and How this has informed the decision/policy

**Note: Impacts could be positive and/or negative and impact groups differently**

The intended effects of the proposed interventions are positive in that they will enable individuals experiencing long term health issues or disabilities to live at home for longer and in better health. In addition, the need for more formal health and/or social care interventions will be reduced or delayed.

Two of the proposals relate to the easing of the DFG process where blockages could occur either through the contribution of the applicant or because the cost of the works needed extends beyond the current cap of £30K meaning that interventions can be in place and have an effect sooner.

The introduction of the 'Get You Home Grant' will link to the District Direct service and enable a quicker discharge from hospital as this formalises a clear pathway for those interventions to ensure that the patient is returning to a suitable and safe home. It is also intended that application of the grant could reduce the incidence of re-admission to hospital.

The 'Mental Health Grant' will provide assistance for those not able to make the necessary decision to ensure their homes are safe.

Refining the heating system project will assist more people experiencing fuel poverty. Fuel Poverty can impact markedly on health, including mental health. Research suggests that cold housing increases the level of minor illnesses such as colds and flu and exacerbates existing conditions such as arthritis and rheumatism and more than 1 in 4 adolescents living in cold housing are at risk of multiple mental health problems compared to 1 in 20 adolescents who have always lived in warm housing.

#### Age:

All suggested interventions are age neutral, in that they would be targeted at need rather than a certain age group. Although it is acknowledged that older people are the largest cohort age group who would be accessing these services and would see the most positive impacts, this would not remove access for other age groups.

#### Carers:

One of the proposed interventions is aimed specifically to improve the health and wellbeing of carers - the 'Carers Support Grant'. Implementation of the intervention positively impacts carers by providing an adaptation, equipment, support, or service to improve health and wellbeing. The improvements that can be made to the physical home environment can reduce the physical impact of caring duties and improve the health and mental health of the people they are caring for and themselves.

### 3. How is it proposed that any identified impacts are mitigated?

Please include:

- Steps taken to mitigate, for example, other services that may be available
- If you are unable to resolve the issues highlighted during this assessment, please explain why
- How impacts will be monitored and addressed?
- Could the decision/policy be implemented in a different way?
- What is the impact if the decision/policy is not implemented?

Other protected characteristics:

Disability, Age, Health and Low Income have been identified as the characteristics these interventions would mainly impact. In addition, it should be noted that the other protected characteristics would not impact on access to the interventions. However, monitoring of this would be included as part of the 12-month review process.

In conclusion, the decision could be made not to implement these interventions and while this does mean that, in effect, business as usual would continue, an opportunity to improve outcomes for people with the protected characteristics of Age and Disability and our own additional characteristics of Health and Low Income would be missed.

**Signed by evaluator: Kevin Philcox**

**Signed by responsible head of department:**

## **WARM HOMES FUND – ADDITIONAL FUNDING**

**Report Author:** Mike Pursehouse  
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**Portfolio:** Housing and Wellbeing

**Wards Affected:** All

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

Building on the successful delivery of the Warm Homes Programme the Council secured £1.24 million in funding from the Department for Business Energy and Industrial Strategy (BEIS) through the Local Authority Delivery (LAD) 1a scheme in September 2020. Since then the Council has been awarded a further £1.78 million on behalf of the Norfolk Consortium through the LAD 1b funding stream to be delivered by March 2022.

In addition the Council has applied for a further £3.75 million through the Sustainable Warmth Competition (SWC) that further expands the delivery of energy efficiency and renewable heating technologies. To secure the necessary contractors to deliver the measures modifications to existing contracts as well as contractual arrangements are now required.

In order to respond to changing government legislation and guidance the BEIS LAD schemes are by necessity dynamic and therefore a flexible approach to delivery is required. This report identifies the issues and proposals for securing the required contracts for the Council to move forward for successful delivery.

### **Recommendations:**

- 1.1 To agree to the development of contracts to complete the £1.78m allocated through LAD1b for energy efficiency and heating measures to support residents in Norfolk to live in warm homes.
- 1.2 To agree to the delegation of procuring future successful funding bids to procurement frameworks, to the Assistant Director of Individuals and Families in consultation with the Portfolio Holder until July 2023.

## **2 SUMMARY**

- 2.1 Broadland Council leads an established consortium between all seven Norfolk local authorities for the delivery of energy efficiency and renewable heating technologies. This scheme has gone from strength to strength and the Council can be rightly proud of its leadership role in support warm homes in Broadland, and Norfolk.
- 2.2 The Council continues to be successful in being awarded funding, following the awards £1.24m and £1.78 m a further £3.75m consortium bid has been submitted to BEIS including North Norfolk, South Norfolk, Kings Lynn and West Norfolk, and Breckland Councils. Gt Yarmouth Borough Council and Norwich City Councils have submitted separate funding bids.
- 2.3 Approval from Cabinet is sought to expand and renew current contracts through Efficiency East Midlands and Eastern Procurement Frameworks as well as accessing additional contracts within the Fusion 21 Procurement Framework. All three organisations provide OJEU (Office Journal of the European Union) compliant national procurement frameworks facilitating the public sector to deliver energy efficiency and renewable heating measures.

## **3 BACKGROUND**

- 3.1 The Council continues to successfully lead a Norfolk wide consortium to support fuel poor residents across Norfolk with advice, support and first-time central heating systems. The Warm Homes Fund lead by Broadland District Council working in partnership with all Norfolk Councils has supported over 2,000 low-income Norfolk residents improve the insulation and heating in their homes as well as providing energy saving and benefits advice.
- 3.2 The Warm Homes Programme has established a referral network involving Hospital discharge teams, GP surgeries, Citizens Advice, Age UK, food Banks –all referring low-income residents who are struggling with keeping their home warm to the programme for support. So far, the Programme has reached over 1.5 m Norfolk residents through its website and social media campaigns with information helping residents improve the energy efficiency of their homes.
- 3.3 The Warm Homes Programme has supported over 500 fuel poor households accessing over £1.5m in eligible benefits, financial contributions and energy bill savings.
- 3.4 As the lead organisation for the Norfolk consortium, the Council has been awarded £1.24m and £1.78m of government funding to install air source heat pumps, high efficiency storage system, external and cavity wall insulation and loft insulation in low-income owner occupied and privately rented properties. The aims of this grant funding is to improve the energy efficiency of dwellings resulting in an increased Energy Performance Certificate (EPC) rating while reducing the energy costs to the resident.

- 3.5 The total investment available to date into Warm Homes Programme is over £6m including grant funding from National Grid, Central Government, Norfolk Councils and third sector organisations.
- 3.6 The Council as lead of the consortium of Norfolk Authorities has submitted a further bid to BEIS for a further £3.75 million to deliver further in depth retrofit and heating upgrades. BEIS will announce the outcome of the bid in Mid-October and if successful the programme will run until March 2023.

#### **4 CURRENT POSITION**

- 4.1 The Council uses Procurement Frameworks to deliver this funding. The benefit of using a framework model is the Council can ensure we comply with procurement legislation, are open and transparent, and allow local contractors to bid for work, without having to request quotes, approval and vetting for every contract.
- 4.2 The Council has entered into an agreement with Cornerstone East Anglia Ltd using the Efficiency East Midlands Procurement Framework to deliver insulation in park homes. Under the framework a JCT (Joint Contract Tribunal) a pricing procedure has been agreed and a Measured Team Contract of the unit pricing of delivery. The value of £850,000 is sufficient for the Councils LAD 1a and 1b delivery.
- 4.3 The Council has a contract with Dodd Group Ltd through the Eastern Procurement Framework for up to 550,000 to deliver air source heat pumps and high retention storage heaters. This contract expires on the 30<sup>th</sup> September 2021 and it is expected that the Council will have delivered approximately £320,000 by this date. To continue delivery through to the end of March 2022 and provide additional delivery identified through the LAD 1b procedure a new contract of £500,000 is required.
- 4.4 The Council now requires a new contract to install the loft and cavity wall insulation as well as external wall insulation. These measures have been delivered through an existing contract that will soon reach capacity. The Fusion 21 Procurement Framework provides an OJEU compliant mechanism to contract for these services thereby enabling the delivery of the LAD scheme.
- 4.5 BEIS continues to announce further funding tranches as part of the LAD schemes. The Sustainable Warmth Competition has presented a whole house approach to assist fuel poor residents including a wide range of retrofit measures. These include double glazing, solar panels and energy efficient doors. These elements are available via contracts through the Fusion 21 Procurement Framework and will need to be agreed should the funding bid be successful.
- 4.6 Currently governance arrangements at Broadland District Council requires agreement by Cabinet for contracts as they reach the threshold for approval, despite all money being external money held on behalf of the consortium. Furthermore, the nature of this type of funding means we are likely to continue to have various funding bids approved on an ongoing basis rather than one single bid.

## 5 PROPOSED ACTION

- 5.1 To enter into a new contract with Dodd Group utilising the Eastern Procurement Framework for an additional £500,000 to allow for delivery to the end of March 31 2022.
- 5.2 To establish a new contract through the Fusion 21 Procurement Framework for up to £400,000 to provide loft, cavity and external wall insulation to deliver the LAD1b programme.
- 5.3 Upon a successful outcome of the Council's Sustainable Warmth Competition funding bid, to initiate further agreements using existing procurement frameworks of Efficiency East Midlands, Eastern Procurement and the Fusion 21 Procurement Framework to include a further £800,000 for air source heat pumps and high retention storage heaters, £600,000 for park home insulation and £1.7million for additional energy efficiency measures.
- 5.4 Cabinet could agree a flexible approach of using procurement frameworks to ensure value for money and transparency, rather than continuing to approve each new extension or contract when funding bids are successful. By using procurement frameworks this way, it provides a transparent approach to funding, complies with legal procurement rules and enables officers to focus on the quality of the Warm Homes Programme rather than the mechanism of the programme.
- 5.5 Following agreement of this approach, future use of procurement frameworks to be delegated to the Assistant Director of Individuals and Families in consultation with the Portfolio Holder. This arrangement would be in place until the end of the current Administration and so suggested to be reviewed in July 2023.

## 6 OTHER OPTIONS

- 6.1 Without utilising existing procurement frameworks Housing Standards would have to procure each contract according to Public Procurement Rules which is time consuming at a time when existing services are working hard to maintain current housing standards functions due to Covid backlog of work. Therefore, The Council may risk not spending additional funding in time, and be at risk of failing to deliver energy efficiency measures to fuel poor homes.

## 7 ISSUES AND RISKS

- 7.1 **Resource Implications** – All expenditure is covered by Government funding. And use of a procurement framework is in compliance with the Council's procurement rules.
- 7.2 **Legal Implications** – A full procurement exercise has been completed and complies with our procurement policy
- 7.3 **Equality Implications** – The warm homes fund has an equalities assessment in place and this additional procurement has regard to this assessment.

- 7.4 **Environmental Impact** – This proposal seeks to improve the efficiency of homes and therefore has a positive impact on the environment.
- 7.5 **Crime and Disorder** – None
- 7.6 **Risks** – there is no additional risks to this procurement.

## **8 CONCLUSION**

- 8.1 Broadland Council has become an expert in the delivery of warm homes which is recognised through the continued awarding of national funding, and has created a model which is efficient, transparent and meets the needs of some of our most vulnerable residents. This additional money will help the Council and wider Norfolk residents to improve the warmth and efficiency of our fuel poor residents.

## **9 RECOMMENDATIONS**

- 9.1 To agree to the development of contracts to complete the £1.78m allocated through LAD1b for energy efficiency and heating measures to support residents in Norfolk to live in warm homes.
- 9.2 To agree to the delegation of procuring future successful funding bids to procurement frameworks, to the Assistant Director of Individuals and Families in consultation with the Portfolio Holder until July 2023.



## **BROADLAND DISTRICT COUNCIL MOBILE HOMES FEES POLICY**

**Report Author:** Kevin Philcox  
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**Portfolio:** Housing and Wellbeing

**Wards Affected:** All

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

New regulations, The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020 provide certain duties and powers for the local authority. This report provides a background and procedure for the council to implement the regulations and recover costs.

### **Recommendations:**

Committee to recommend to Cabinet:

- a. The inclusion of the enforcement of new regulations as part of the Housing Standards responsibility.
- b. Approval of the fee's structure detailed in the revised Mobile Homes Fees Policy.
- c. Delegate authority to the Senior Housing Standards Manager to approve Fit and Proper Person applications

## **1. Summary**

- 1.1 New regulations, (The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020), introduce an offence for a protected site to operate unless the Council is satisfied that the occupier or the appointed site manager is a fit and proper person to manage the site. The regulations require a comprehensive application procedure. The new regulations provide an opportunity for local authorities to recover costs of this procedure using a fee structure as detailed in the MHCLG document 'Mobile Homes: a guide for local authorities on setting fees for the fit and proper person test'.

## **2. Background**

- 2.1 The Housing Standards team currently administers a Mobile Homes Procedure including the application processes of site licences and site inspections. A procedure, approved by Cabinet on 1<sup>st</sup> July 2014, introduced a Mobile Homes Fee Policy to charge a fee for these service and recover costs.
- 2.2 New regulations the Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020 require that a person managing a residential caravan site must be a fit and proper person to do so. The regulations commence in two parts with certain powers and obligations initiated on the 1<sup>st</sup> July 2021 with the completion and legal duties commencing on the 1<sup>st</sup> October 2021.
- 2.3 The new Regulations only affects relevant protected sites as for the procedures in the Mobile Homes Act 2013. Protected sites are those where residents have certain rights regarding occupancy and rents as detailed in the 1983 Mobile Homes Act. Private family residential sites and holiday sites are not included in the requirement.
- 2.4 The new process requires that the site operator will need to apply to the Council to be included in a new register of fit and proper persons. If the site operator has appointed a site manager to manage the site, they could apply for that person (rather than themselves) to be assessed as fit and proper.
- 2.5 The fit and proper test includes a determination of whether the relevant person can secure the proper management of the site, including compliance with the site licence and the long-term maintenance of the site.
- 2.6 The council will also need to consider other legal requirements in the determination of whether a person is fit and proper, including prescribed committed offences, rights to work, membership of any redress scheme and rejected applications from other authorities.
- 2.7 If an application is rejected the site owner then has 28 days to either make an application in respect of an alternative person or notify the authority of their intention to do so. If they notify the authority, they must then make a further application within 3 months of the date of service of the final decision notice. If

they continue to operate the site and do not make an application within these periods they will commit an offence.

- 2.8 A successful application will be included in the register for five years. The fit and proper person's name and business contact details, as well as the name and address of the site, and whether a condition has been attached, will all be included on the register. Where an application is rejected, the name and address of the site will be included on the register but not the person's name or business contact details.
- 2.9 The Council is required to make the register available to the public and online.
- 2.10 The regulations detail an appeal procedure against a council decision to set conditions to an application, refuse an application or revoke an existing application. They also include defences to operate sites for limited periods in breach of the fit and proper requirement.
- 2.11 The regulations provide a power for the council to set and charge an application fee, as well as an annual fee, via a condition on someone's inclusion in the register. Detailed guidance regarding fees is detailed in the MHCLG document 'Mobile Homes: a guide for local authorities on setting fees for the fit and proper person test'.
- 2.12 On conviction for breach of the requirement to provide a fit and proper person, the site operator would be liable for an unlimited fine and the Council can consider an application for the site licence to be revoked.
- 2.13 The Council is obliged to create and publish a fee policy for any fee charged and ensure that the fee is reasonable and transparent.

### **3. Current position/findings**

- 3.1 The Council currently has four sites that are used for business purposes, where homes are freely brought and sold by the residents. These are detailed in Appendix 1.
- 3.2 The Council inspects these sites annually to ensure compliance with site licence conditions. Fees are charged in accordance with the current Fees Policy.
- 3.3 The fit and proper assessment is a new piece of legislation. The council has contacted all affected sites, providing information on the new legislation requirements and the necessary application form.

### **4. Proposed action**

- 4.1 To implement a new fee structure as part of the application process and registration process as detailed in The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020. The annual fee available through these regulations is not considered

necessary as an annual fee is incorporated in the policy through the Mobile Homes Act 2013 procedure.

- 4.2 Incorporate these new fees as part of a revised Mobile Homes Fees Policy and subject these fees to annual inflationary increases.
- 4.3 To delegate the decision process for determination of a Fit and Proper Person Application to the Housing Standards Senior Manager. Where representation by the site owner to a preliminary decision notice is received within the 28 day period, the representation will be heard by the Assistant Director for Individuals and Families who will make a final decision.

## **5 Other options**

- 5.1 To reject the proposed charge for the application and registration process for the fit and proper person assessment. The service will then be provided with no fee for the businesses concerned.

## **6 Issues and risks**

- 6.1 **Resource Implications** – The procedure can be met within the existing Housing Standards team.
- 6.2 **Legal Implications** – The proposals are in accordance with statutory procedures.
- 6.3 **Equality Implications** – The proposals do not specifically affect individuals within a protected characteristic group.
- 6.4 **Environmental Impact** – There will not be any environmental impact from the legislation.
- 6.5 **Crime and Disorder** – The objective of the legislation is to improve management of protected sites. There should therefore be only a positive impact on crime and disorder.
- 6.6 **Risks** – Although residential rent increases are controlled through previous legislation, the regulations allows the licensee to increase the pitch rents to residents to cover the costs. Although this will be limited this may be proportionally passed on to the site residents.

## **7. Conclusion**

- 7.1 These new regulations reflect a continuing progression of legislation to control the residential rental sector. The Regulations provide further control of the management of certain residential mobile home sites and an opportunity for Local Authorities to recover the costs of the requirement.

## **8. Recommendations**

### **8.1 Committee to recommend to Cabinet:**

- d. The inclusion of the enforcement of new regulations as part of the Housing Standards responsibility.
- e. Approval of the fee's structure detailed in the revised Mobile Homes Fees Policy.
- f. Delegate authority to the Senior Housing Standards Manager to approve Fit and Proper Person applications.

## **Background papers**

List any background papers here

Appendix One-List of Protected Sites

### **Appendix One**

1. Woodland View, Stratton Strawless Hall, Stratton Strawless NR10 5LT
2. Drayton Hall, Drayton Hall Park, Hall Lane, Drayton
3. Newton Park Mobile Home Site, Newton Park, Fairholme Road, Newton St Faiths, Norwich
4. Haveringland Hall Residential Parks, Haveringland, Norwich NR10 4PN

Appendix Two

Mobile Homes  
Fees and Charges Policy

Mobile Home Act 2013  
The Mobile Homes (Requirement for Manager of Site to be Fit and  
Proper Person) (England) Regulations 2020

Broadland District

Housing Standards October 2021

## **Contents**

### **Introduction**

- 1. Purpose**
- 2. Scope of Policy**
- 3. Achieve Cost Recovery**
- 4. Reviewing Charges**

## **Fees and Charges Policy**

### **Introduction**

The Mobile Homes Act 2013 introduced new Duties and Powers for Local Authorities. Section 1 of the Act provides an opportunity for Councils to charge fees for some of these services.

New regulations, The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020, provide certain duties and powers for the Authority. These include the requirement of assessment of Fit and Proper persons to manage relevant protected Mobile Homes Sites and a power to charge for this additional service.

Guidance from the DCLG 'The Mobile Homes Act 2013 - A Guide for Local Authorities on Setting Site Licensing Fees' and from BEIS 'A guide to local authorities on setting fees for the fit and proper person test' details the parameters on which local authorities can charge.

Before setting any fee rates, there is a requirement that the Council must prepare and publish a fees policy. This Policy provides the frame work that the Council will use to implement the charging procedure.

### **1 Purpose**

- 1.1 The policy establishes the principles for the charging for services provided by Housing Standards in accordance with procedures detailed in the Mobile Home Act 2013 (The Act) and The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020. It aims to provide an accountable pricing structure for specific services to site owners.
- 1.2 The policy details the mechanisms that the Council will use when setting fees and charges for mobile home parks.

### **2 Scope of Policy**

- 2.1 The Policy can only be used on protected sites as is detailed in the Act. Within this parameter, only sites that are used for business purposes will be eligible for the fee.
- 2.2 The Council must comply with all legal requirements for setting fees or charges and generating income from this procedure to ensure the Council is not exposed to the risk of legal challenge. Therefore the fees procedures detailed in this policy are coherent with the relative guidance. For Licence fees 'The Mobile Home Act 2013 - A Guide for Local Authorities' on setting site licensing fees' is applied. With regard to fees for the Fit and Proper Person Test the Council will adhere to the BEIS document "A guide to local authorities on setting fees for the fit and proper person test"



- 2.3 The fee structure is designed to have a fair and equitable reflection of costs relative to the level of resource required and details the fees for the following services:-
- Considering applications for the issue or transfer of a site licence;
  - Considering applications for altering conditions in a site licence and
  - Administration and monitoring of site licences.
  - Considering applications for fit and proper person test.
- 2.4 Where multiple sites exist within the same curtilage with a single licensee, the sites will be combined for the purpose of setting annual fee costs.

### 3 **Achieve Cost Recovery**

- 3.1 The structure of the Fees Policy is set to meet the cost of providing the service and is restricted to those coverable services detailed in the guidance. It is designed to have a fair and equitable reflection of costs relative to the level of resource required.
- 3.2 The costs are based on the officer time and associated management costs required to deliver the service and uses midrange points on the Councils pay scale to define officer and management costs. These costs will be adjusted each year in line with the Councils pay structure. The time taken for each service delivery is evaluated with respect to the size of the site and corresponding work load.
- 3.3 Appendix 1 details the services costed against time for the provision of new Licence applications. Table one below provides a total cost. These costs do not include travel which will be individually evaluated based on HMRC mileage rates combined with actual travel time on an annual basis for the individual sites and added.

**Table One** Site Licence Costs

Number of Homes	Total Cost
0-3	£229.50
4-10	£253.80
11-50	£296.25
51+	£348.80

- 3.4 Appendix 2 details the services costed against time for the provision of a transfer of a licence. This is largely a desk top exercise as no site visit is required. The Cost is therefore constant across the types and size of sites and at current rates is set at £84.40.
- 3.5 Appendix 3 details the services costed against time for a variation of a licence. Again this is a singular cost as most variations are simplistic and relate to single issues such as the additional units and has been costed at £202.20.

These costs do not include travel which will be evaluated for the individual sites and added.

- 3.6 Appendix 4 details the service cost against time for the annual fee procedure. These are based on an annual inspection process. However, as this is a risk based approach, Appendix 5 details how the annual cost is divided by the period of inspection which is linked to the risk rating. These costs do not include travel which will be evaluated for the individual sites and added.
- 3.7 Appendix 6 details the services costed against time for the Fit and Proper Person application procedure. This is largely a desktop exercise in considering each application and therefore is a singular cost set at £270.24. Where an application is rejected and a further application regarding a different person received, a further fee of £270.24 will be required.

#### **4. Reviewing Charges**

- 4.1 This fee policy is based on minimal charges for the mobile home function. The risk based approach ensures that sites will not be over charged for the services. There will be a presumption that charges will be increased annually in line with the council's pay review and corresponding midpoint pay scale.
- 4.2 It may be that costs through variant circumstances are increased in a single year for a particular site. In this case the guidance allows for the increase in the following year to compensate. Therefore the charges will be reviewed annually to ensure the fee is relevant to the cost of providing the service for the individual sites.

## Appendix 1 - Initial Application and Licence

<b>Task</b>	<b>Officer</b>	<b>Rate</b>	<b>1-3</b>	<b>Cost</b>	<b>4-10</b>	<b>Cost</b>	<b>11-50</b>	<b>Cost</b>	<b>51+</b>	<b>Cost</b>
Initial enquiry	CEO	45.04	10	£ 7.51	15	£ 11.26	15	£ 11.26	15	£ 11.26
letter/telephone calls to make appointments and send out forms	CEO	45.04	35	£ 26.27	40	£ 30.03	50	£ 37.53	60	£ 45.04
updating hard files/computer system	CEO	45.04	25	£ 18.77	25	£ 18.77	25	£ 18.77	25	£ 18.77
processing licensing fee	CEO	45.04	25	£ 18.77	25	£ 18.77	25	£ 18.77	25	£ 18.77
Land reg check & fee	CEO	45.04	10	£ 7.51	15	£ 11.26	17	£ 12.76	20	£ 15.01
review necessary documents	CEO	45.04	25	£ 18.77	25	£ 18.77	25	£ 18.77	25	£ 18.77
site inspection at planning stage or immediately after	CEO	45.04	25	£ 18.77	25	£ 18.77	48	£ 35.77	60	£ 44.78
download photographs	CEO	45.04	10	£ 7.51	10	£ 7.51	15	£ 11.26	15	£ 11.26
preparing report on contraventions	CEO	45.04	10	£ 7.51	10	£ 7.51	15	£ 11.26	20	£ 15.01
preparing draft and final licences	CEO	45.04	20	£ 15.01	23	£ 17.34	25	£ 18.77	40	£ 30.03
review with manager	CEO	45.04	16	£ 11.81	20	£ 15.01	20	£ 15.01	20	£ 15.01
updating public register	CEO	45.04	10	£ 7.51	10	£ 7.51	15	£ 11.26	10	£ 7.51
second visit following issue of new licence.	CEO	45.04	15	£ 11.26	20	£ 15.01	25	£ 18.77	45	£ 33.78
carry out risk assessment	CEO	45.04	10	£ 7.51	15	£ 11.26	15	£ 11.26	25	£ 18.77
reviews of decisions or defending an appeal	CEO	45.04	60	£ 45.04	60	£ 45.04	60	£ 45.04	60	£ 45.04
				<b>£229.50</b>		<b>£253.80</b>		<b>£296.25</b>		<b>£348.80</b>

Appendix 2 - Licence Transfer (Desktop Procedure).

<b>Task</b>	<b>Officer</b>	<b>Time</b>	<b>Rate</b>	<b>Cost</b>
Initial enquiry to transfer	CEO	5	45.04	3.75
Post application form	CEO	10	45.04	7.51
Application received - check correct forms, fee etc. received	CEO	30	45.04	22.52
Review application details	CEO	20	45.04	15.01
Determine app & issue licence	CEO	32	45.04	24.34
			45.04	
Update Flare	CEO	15	45.04	11.26
				<b>£84.40</b>

### Appendix 3 -Amending Conditions.

<b>Task</b>	<b>Officer</b>	<b>Time</b>	<b>Rate</b>	<b>Cost</b>
Initial enquiry to amend	CEO	5	£45.04	£3.75
post application form	CEO	15	£45.04	£11.26
application received	CEO	30	£45.04	£22.52
Review application details	CEO	30	£45.04	£22.52
site inspection inc traveling time	CEO	45	£45.04	£33.78
Determine app, third party consultation	CEO	45	£45.04	£33.78
consult with manager and draft licence	CEO	54	£45.04	£40.81
consult with site owner and issue licence	CEO	30	£45.04	£22.52
Update Flare and public register	CEO	15	£45.04	£11.26
				<b>£202.20</b>

#### Appendix 4 – Service Costs.

Task	Officer	Rate	A <3 Time	Cost	B(3-10)	Cost	C(11-50)	Cost	D(51-100)	Cost	E(100+)	Cost
Letter writing/telephone call to make appointment	CEO	£45.04	15	£ 11.26	15	£ 11.26	15	£ 11.26	15	£ 11.26	15	£ 11.26
handling enquiries and complaints	CEO	£45.04	30	£ 22.52	40	£ 30.03	55	£ 41.20	70	£ 52.55	84	£ 63.17
updating hard files and Flare	CEO	£45.04	28	£ 21.09	31	£ 23.23	32	£ 24.02	25	£ 18.77	30	£ 22.52
Processing the licence fee	CEO	£45.04	15	£11.26	30	£ 22.52	30	£ 22.52	30	£ 22.52	30	£ 22.52
reviewing necessary documents and certificates	CEO	£45.04	15	£11.26	30	£ 22.52	30	£ 22.52	45	£ 33.78	45	£ 33.78
downloading photographs	CEO	£45.04	10	£7.51	10	£ 7.51	10	£ 7.51	15	£ 11.26	15	£ 11.26
preparing report on contraventions	CEO	£45.04	27	£ 20.34	35	£26.27	60	£ 45.04	90	£ 67.56	100	£ 75.07
review with manager	CEO	£45.04	15	£11.26	10	£ 7.66	15	£ 11.26	15	£ 11.26	15	£ 11.26
carry out risk assessment	CEO	£45.04	15	£11.26	15	£ 11.26	25	£ 18.77	29	£ 1.42	30	£ 22.52
Pre-Programmed Full Site Inspection	CEO	£45.04	30	£22.52	35	£ 26.27	45	£ 33.78	70	£ 52.55	100	£ 75.07
Follow Up inspection to check compliance.	CEO	£45.04	20	£15.01	25	£18.77	40	£ 30.03	45	£ 33.78	45	£ 33.78
				<b>£165.30</b>		<b>£207.30</b>		<b>£267.90</b>		<b>£336.70</b>		<b>£382.20</b>

#### Appendix 5 - Risk Applied Service Costs.

risk rate	severe	High	medium	low
inspection interval	1	2	3	5
<3	£165.30	£82.90	£55.10	£33.35
small (3-10)	£207.30	£103.65	£68.75	£41.45
medium (11-50)	£267.90	£133.95	£88.95	
Large (51-100)	£336.70	£168.85		
Extra Large (101+)	£382.20	£191.10		

Appendix 6 - Fit and Proper Person application.

<b>Detail</b>	<b>Minutes</b>
Initial enquiries;	15
letter writing/ telephone calls etc. to make appointments and requesting any documents or other information from the site owner or from any third party in connection with the application process;	30
sending out forms;	10
updating files/ computer systems and websites;	20
processing the application fee;	20
land registry searches;	15
time for reviewing necessary documents certificates;	30
preparing preliminary and final decision notices;	60
review by manager or lawyers of applications, representations made by applicants or responses from third parties;	60
updating the public register;	10
carrying out any risk assessment process considered necessary;	30
reviews of decisions or in defending appeals.	60
<b>Total</b>	<b>360</b>

Total cost at Officer rate of 45.04 = £270.24

## **SOCIAL PRESCRIBING: CONTRACTING WITH THE NHS**

**Report Author:** Kerrie Gallagher  
Help Hub and Communities Senior Manager  
01508 533741  
[kgallagher@s-norfolk.gov.uk](mailto:kgallagher@s-norfolk.gov.uk)

**Portfolio:** Housing and Wellbeing

**Wards Affected:** All

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

To describe the development of social prescribing in Broadland, proposed funding arrangements and the interface with the wider national health and social care agenda as it relates to the local delivery of service.

### **Recommendations:**

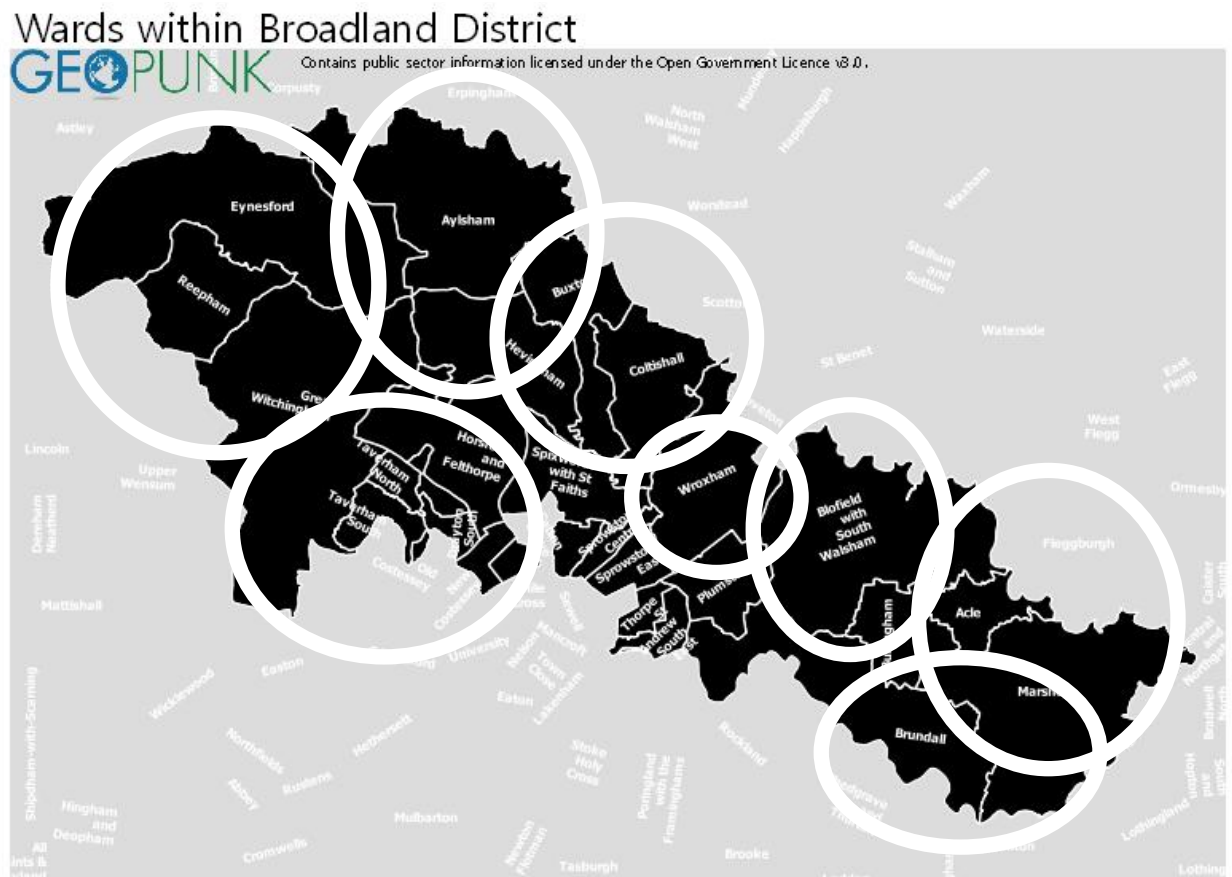
1. Cabinet approves the proposal to enter into a contractual arrangement with North Norfolk Primary Care (NHS) for the delivery of social prescribing in Primary Care Networks NN3 and NN4 serving the wards shown above.
2. Cabinet agrees to delegate authority to the Assistant Director Individuals and Families to enter into this contractual arrangement.



## 1. Summary

- 1.1 The purpose of this report is to inform cabinet of developments in social prescribing, the current position and potential developments.
- 1.2 The paper is presented at this juncture as a new contractual arrangement with the NHS for service provision is immediately pending in the sum of £344,000 over the next two years. This represents a total of four community connectors. The two current incumbents in Broadland on fixed term funding will move to the substantive contracts and two further will be recruited.

The map below shows the approximate catchment areas for the eight GP surgeries in the relevant Primary Care Networks sited in Broadland.



## 2. Background

- 2.1 The NHS Long Term Plan has, at its heart, the principle of personalised care. There are six defined principles of personalised care of which social prescribing is one:
  - 1) Personalised Support and Care Planning
  - 2) Shared Decision Making
  - 3) Enabling Choice (including the legal right to choice)
  - 4) **Social Prescribing and Community Based Support**

- 5) Supported Self- Management
- 6) Personal Health Budgets and Integrated personal Budgets

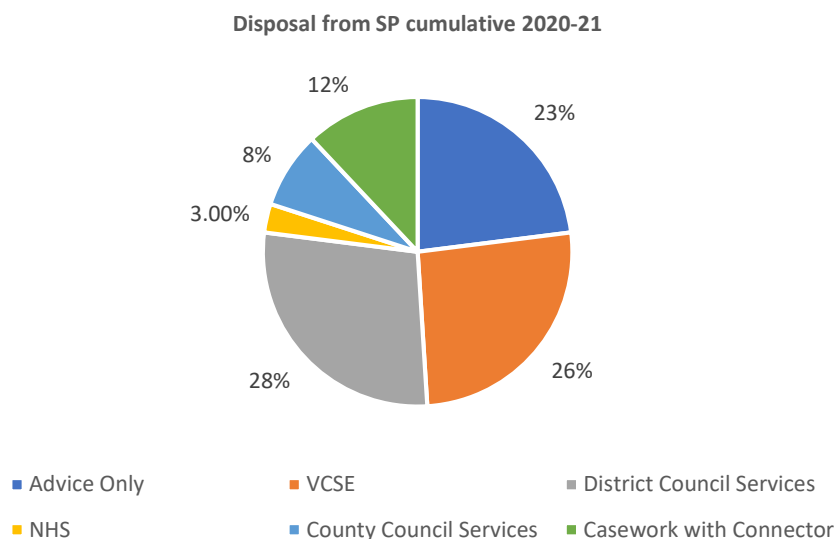
- 2.2 The central tenets of social prescribing are that it:
- a) Is a holistic approach focussing on individual need.
  - b) Promotes health and wellbeing and reduces health inequalities in a community setting using non-clinical methods.
  - c) Addresses barriers to engagement and enables people to play an active part in their care.

- 2.3 The principles of social prescribing are therefore wholly consistent with the Council's ethos of increasing levels of health and wellbeing for residents. There is also consistency with the model of the Help Hub to deliver services to residents in a timely and effective way to prevent escalation of difficulties. This approach is consistent with the Health and Wellbeing Strategy previously approved by cabinet and complements the Council's Delivery Plan.

The officers undertaking social prescribing (community connectors) are effectively an outreach arm of the Help Hub sited in GPs surgeries. Appendix 1 illustrates the relationship between community connectors, the Help Hub, Primary Care and other referring agencies.

The chart below demonstrates the onward referral of patients seen in Primary Care in Ketts Oak and South Norfolk Health Improvement Partnership Primary Care Networks. Eighty nine percent of patients seen (cohort of 1980 referrals) had their problems resolved through District services or through Help Hub partners in the voluntary, community and social enterprise sector.

Early engagement with District services through social prescribing intervention is consistent with the Hub model. Costs are reduced in the longer term by avoiding more costly interventions in crisis e.g. evictions, homelessness etc.



- 2.4 In providing the service described in 2.3 above the Council will also be an active partner in delivering services within the principles of Integrated Care Systems (ICS). The Department of Health and Social Care brought the creation of Integrated Care Systems into law early in 2021. NHS England defines Integrated care as follows: 'Integrated Care is about giving people the support they need, joined up across local councils, the NHS and other partners. It removes traditional divisions between hospitals and family doctors, between physical and mental health and between NHS and Council services'.

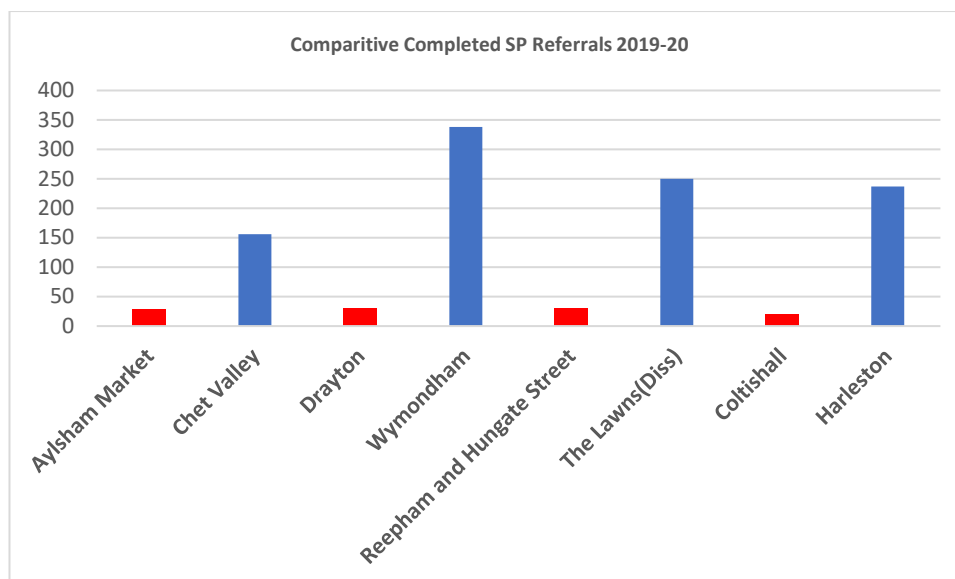
### **3. Current position**

- 3.1 Cabinet will be aware of their decision to provide Community Connectors in the District funded on a fixed term basis through COMF monies. Securing NHS funding to continue this provision represents the next step in embedding this service in our Help Hub offer.

Social Prescribing has previously been delivered in Primary Care Networks NN3 and NN4 through a contract with a different provider, a conglomerate of third sector organisations namely Citizens Advice Bureau, Mancroft Advice Project, Shelter and Age UK. This contract expires in February 2022.

- 3.2 The current provider has performed less well in delivering the service in rural areas than the Primary Care Networks' expectations. North Norfolk Primary Care Limited (the NHS body that operates as a GP alliance) is aware of the service delivered by One Team in other Primary Care Networks (South Norfolk Health Improvement Partnership and Ketts Oak) and wishes to contract with the Council to affect an increase in the quality and availability of the service to NN3 and NN4. It is proposed that the contract begins in December 2020 to facilitate a smooth handover from the current provider. Three GP surgeries in NN4 Primary Care Network are in North Norfolk District (Stalham, Ludham and Wroxham and Hoveton). The contract includes these surgeries and obliges connectors to liaise with the North Norfolk Hub. Primary Care Networks boundaries are not co-terminus with district boundaries and thus the contract is to deliver a service to their patients irrespective of address rather than just our residents. There is no cost implication as the entire service is wholly funded through the NHS. This has worked well for the last eighteen months in the Ketts Oak Primary Care Network, three of whose practices are in the Breckland district.

The chart below shows the difference in completed referral rates between practices of equivalent size in South Norfolk Health Improvement Partnership and Ketts Oak Primary Care Networks in comparison with practices in NN3 and NN4.



3.3 The patients of NN3 and NN4, Broadland residents, are currently receiving a reduced service in comparison with patients in other Primary Care Networks. There is a high degree of confidence that this will be addressed through direct provision by One Team.

3.4 There is a strong ambition to expand the One Team delivery of social prescribing, linked to the Help Hub, to all GP practices in the Broadland district. This is not currently possible as the current provider has the contract with the other relevant Primary Care Network (One Norwich) until March 2024.

#### 4. Proposed action

4.1 Broadland Council should seek to develop an effective social prescribing network with partners in primary care with the aim of promoting enhanced health and wellbeing amongst residents by effectively addressing the wider determinants of health.

4.2 Broadland Council should ensure that social prescribing is the platform by which Council services are integrated with the NHS locally in accordance with the principles of Integrated Care Systems.

4.3 Pursuant of 4.2 above, Broadland Council should make every effort to ensure that they are the social prescribing provider of choice for all GP practices in the district once current contracting arrangements have expired.

#### 5. Other options

5.1 Do nothing: As social prescribing is a key principle of personalised care, North Norfolk Primary Care would be obliged to commission a service going forward from an alternative provider. This is likely to provide an inferior service to

patients/residents and would compromise the Council's ability to meet its obligations under the Integrated Care System agenda.

## **6. Issues and risks**

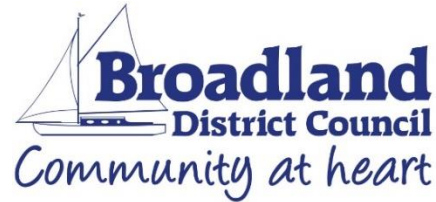
- 6.1 **Resource Implications** – The service would be externally funded through the NHS. Resources available are sufficient to cover salaries, on costs and overheads. There is the risk of redundancy liability should the contract not be renewed in 2024. This risk is mitigated by:
- a) The length of service of the staff involved
  - b) The modest pay level of the staff involved
  - c) The three-month notice period of termination of contract allows sufficient funding for a consultation period and subsequent redundancy payment.
- 6.2 **Legal Implications** – There are no obligations under Transfer of Undertakings and Protection of Employment legislation as the current provider's contract has expired.
- 6.3 **Equality Implications** – Other wards in the district would continue to be served by a social prescribing service delivered by an alternative provider commissioned through One Norwich Primary Care Network. Although it is contended that this service is less good than that provided by One Team there is no opportunity to address this disparity until 2024 consistent with 4.3 above.
- 6.4 **Environmental Impact** –None
- 6.5 **Crime and Disorder** – None

## **7. Conclusion**

- 7.1 Broadland Council should provide and expand when possible social prescribing services to the NHS and, in so doing, demonstrate discharge of its obligations under the Integrated Care System framework and its contribution to the NHS long term plan.

## **8. Recommendations**

- 8.1 Cabinet to agree to contract with North Norfolk Primary Care to deliver social prescribing, effective from December 2021. Once the contract is signed, Cabinet agree to recruit community connectors to bring the complement to four full time equivalents.
- 8.2 Cabinet agrees to delegate authority to the Assistant Director Individuals and Families to enter into this contractual arrangement.



## Forward Plan

The Forward Plan sets out the decisions that the Cabinet will be taking over the coming months. The Plan identifies which decisions are key and also highlights the decisions that Cabinet intend to take, which may result in part of the meeting being held in private.

This document will be updated and republished on the Council's website each month. Any queries relating to the Plan should be forwarded to Democratic Services, Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich, or via email at [committee.services@broadland.gov.uk](mailto:committee.services@broadland.gov.uk)

### What is a Key Decision?

Key Decisions are those that are likely:

- (a) to result in the local authority incurring expenditure which is, or the making of savings which are, significant having regard to the local authority's budget for the service or function to which the decision relates; or
- (b) to be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the local authority.

### Why might a decision be made in private?

The public may be excluded from a meeting whenever it is likely that in view of the nature of the business to be transacted, exempt information will be disclosed, for example, information which may reveal the identity of an individual or relates to the financial or business affairs of an individual or organisation. Information should only be made exempt, if it is in the public interest to do so.

### Members of the Cabinet:

Shaun Vincent (Chairman) – Policy  
Trudy Mancini-Boyle (Vice-Chairman) – Finance  
Jo Copplestone – Economic Development  
Jonathan Emsell – Transformation & Organisational Development

Sue Lawn – Planning  
Judy Leggett – Environmental Excellence  
Fran Whymark – Housing and Wellbeing

<b>Report subject</b>	<b>Decision making body</b>	<b>Date of Decision</b>	<b>Key Decision?</b>	<b>Contact officer</b>	<b>Decision to be taken in Public or Private</b>
Review of Materials Recovery Facility Contract	Cabinet	19 October 2021	Key Decision	Simon Phelan, Assistant Director – Community Services	Private Report will include commercially sensitive information
Independent Living Assistance Policy	Cabinet recommendation to Council	19 October 2021	Key Decision	Leigh Booth, Internal Consultancy Lead – Housing Standards, Communities and Help Hub Leigh Booth	Public
Mobile Homes – Fees and Charges Policy	Cabinet	19 October 2021		Mike Pursehouse, Assistant Director Individuals and Families	Public
Warm Homes Fund – additional funding	Cabinet	19 October 2021	Key decision	Mike Pursehouse, Assistant Director Individuals and Families	Public
Members' ICT Project	Cabinet	23 November 2021		Emma Hodds, Chief of Staff	Public
Reserves and MTFP Update	Cabinet Council	23 November 2021 9 December		Rodney Fincham, Assistant Director – Resources	Public
Bure Valley Railway - Fencing	Cabinet	23 November 2021	Key Decision	Phil Courtier, Director of Place	Private Report will include commercially sensitive information
Future Office Accommodation Project	Cabinet recommendation to Council	23 November 2021 9 December 2021		Debbie Lorimer, Director of Resources	Public

<b>Report subject</b>	<b>Decision making body</b>	<b>Date of Decision</b>	<b>Key Decision?</b>	<b>Contact officer</b>	<b>Decision to be taken in Public or Private</b>
Anti-Social Behaviour Policy	Cabinet recommendation to Council	23 November 2021 9 December 2021	Key Decision	Nick Howard, Assistant Director – Regulatory	Public
Prevention, Advice and Support	Cabinet	23 November 2021	Key Decision	Kerrie Gallagher, Help Hub and Communities Senior Manager	Public
Best in Class Housing Model Progress	Cabinet	23 November 2021		Mike Pursehouse, Assistant Director – Individuals and Families	Public
Food Enterprise Park – Building 2	Cabinet	23 November 2021	Key Decision	Emily Larter Growth Delivery Manager	Private Report will include commercially sensitive information
Business Case and Contract Award for Idox Uniform Planning System	Cabinet	23 November 2021	Key Decision	Stuart Pontin Business Improvement Manager	Public
Quarter 2 Performance Risk and Finance	Cabinet	23 November 2021		Sinead Carey, Strategy and Programme Manager	Public
Review of Environmental Enforcement Penalties	Cabinet	23 November 2021		Nick Howard, Assistant Director – Regulatory	Public
Broadland Food Innovation Centre Dynamic Purchasing System	Cabinet	23 November 2021	Key Decision	Nina Cunningham, Senior Economic Development Officer	Private Report will include commercially sensitive information



<b>Report subject</b>	<b>Decision making body</b>	<b>Date of Decision</b>	<b>Key Decision?</b>	<b>Contact officer</b>	<b>Decision to be taken in Public or Private</b>
Regulatory and Enforcement Policy	Cabinet recommendation to Council	21 December 2021 20 January 2022	Key Decision	Nick Howard, Assistant Director – Regulatory	Private Report will include commercially sensitive information
Options for ongoing management of Street Lights in Broadland	Cabinet	21 December 2021	Key Decision	Michael Horton, Community Assets Manager	Public
Options for ongoing relationship with Bure Valley Railway	Cabinet	21 December 2021	Key Decision	Phil Courtier Director of Place	Private Report will include commercially sensitive information
GN 5 Year Infrastructure Investment Plan	Cabinet	21 December 2021	Key Decision	Paul Harris, Planning Policy Manager	Public
Street Naming and Numbering Policy and Introduction of Fees	Cabinet	21 December 2021	Key Decision	Stuart Pontin, Business Improvement Manager	Public
S106 Agreements Monitoring Fees	Cabinet	21 December 2021	Key Decision	Stuart Pontin, Business Improvement Manager	Public
Licensing Fees and Charges Review	Cabinet	8 February 2022		Nick Howard, Assistant Director – Regulatory	Public
Council Tax Assistance	Cabinet	8 February 2022	Key Decision	Richard Dunsire Housing and Wellbeing Senior Manager	Public

<b>Report subject</b>	<b>Decision making body</b>	<b>Date of Decision</b>	<b>Key Decision?</b>	<b>Contact officer</b>	<b>Decision to be taken in Public or Private</b>
Health and Wellbeing Strategy	Cabinet	8 February 2022		Mike Pursehouse, Assistant Director – Individuals and Families	Public
Social Prescribing in BDC	Cabinet	8 February 2022	Key Decision	Kerrie Gallagher Help Hub and Communities Senior Manager	Public
Food Safety Services Commercialisation Options	Cabinet	8 February 2022	Key Decision	Nick Howard, Assistant Director – Regulatory	Public

Please note that decision dates are indicative and occasionally subject to change

**NOT FOR PUBLICATION BY VIRTUE OF SCHEDULE 12A OF PART 1  
PARAGRAPH 3 OF THE LOCAL GOVERNMENT ACT 1972 (AS AMENDED) BY  
THE LOCAL AUTHORITIES (ACCESS TO INFORMATION) (VARIATION) ORDER  
2006 (contains information relating to the financial or business affairs of any  
particular person (including the authority holding that information))**

Pages 91 to 102 are not available to the public because the information is confidential as it includes exempt information about the financial or business affairs of a person

**CABINET**

**Tuesday 19 October 2021**

**Final Papers**

<b>Item</b>	<b>Details</b>	<b>Page No</b>
<b>9</b>	<b>Wellbeing Policy Development Panel</b>	<b>104</b>
<b>10</b>	<b>Environmental Excellence Policy Development Panel</b>	<b>109</b>

**DEMOCRATIC SERVICES**

**Broadland District Council**

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## WELLBEING POLICY DEVELOPMENT PANEL

Minutes of a meeting of the Wellbeing Policy Development Panel of Broadland District Council, held on Wednesday 6 October 2021 at 6pm at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich.

**Committee Members Present:** Councillors: S Prutton (Chairman), A Crotch, J Neesam, C Ryman-Tubb and N Shaw

**Other Members present:** Councillor F Whymark (ex officio)

**Officers in Attendance:** The Assistant Director of Individuals and Families (M Pursehouse), the Housing Standards Senior Manager (K Philcox), the Housing and Health Manager (L Simmonds) and the Democratic Services Officer (L Arthurton)

### 43 DECLARATIONS OF INTEREST UNDER PROCEDURAL RULE NO 8

No declarations of interest were made.

### 44 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors R Foulger, N Harpley, M Murrell and L Starling.

### 45 MINUTES

The minutes of the Wellbeing Panel meeting held on 12 May 2021 were confirmed as a correct record. *The Chairman noted that the 22 June 2021 meeting was inquorate and was held informally.*

## 46 BROADLAND DISTRICT COUNCIL MOBILE HOME FEES POLICY

Members considered the report of the Housing Standards Senior Manager which provided background and procedures to implement the new regulations alongside recovering costs. The Mobile Homes (Requirement for Manager of the Site to be Fit and Proper Person) (England) Regulations 2020, introduced an offence for protected sites to operate unless the Council was satisfied that the occupier or the appointed site manager was a 'Fit and Proper Person' to manage the site.

The New regulations provided the opportunity for local authorities to recover costs of the new procedure using a fee structure detailed in the MHCLG document 'Mobile Homes: a guide for local authorities on setting fees for fit and proper'.

Members noted that applications had already been received and would be approved once Cabinet had agreed the new policy. Once the applications were approved, a public register would be produced as part of the new policy requirements. The Housing Standards Senior Manager stated that there were currently four sites within the Broadland District Council area, reiterating that the policy did not cover holiday and private family areas. He added that there was also the potential to charge an annual fee through the new regulations. Officers confirmed that this was not currently being considered as it had already been incorporated under the existing 2013 Mobile Home Act.

Officers then answered questions from members. With regard to a rejected application, it was noted that there were other options for the site owner to consider, including nominating a site manager to make an application. Officers further explained that, if an application was rejected or approved with conditions, the applicant would have 28 days to provide representation. The application would then escalate to the Assistant Director for review. If the recommendation was upheld, the applicant could then go through a formal appeal.

In response to a further question regarding the outcome if the nominated applicant was rejected, officers confirmed that the site owner would then have 28 days to either make an application in respect of an alternative person or notify the authority of their intention to do so. If they notify the authority, they must then make an application within three months of the date of the final decision notice. If they continue to operate the site and do not make an application within these periods it will then become an offence. The Portfolio Holder for Housing and Wellbeing asked officers to add this timeframe in section 2.7 of the report for clarity. Officers added that the nominated person did not need to be the owner and could be a site manager.

A question was raised that if the nominated person changed during the five years, would the site have to pay again. Members noted that a fee would be charged to cover administration costs. Further reassurances were given by officers that the Council would try and work with the sites as much as they could.

A member of the Panel sought clarification about the distinctions of the different site categories focusing on the Private Family Residential plots. Officers confirmed that these sites typically held one to four mobile homes and were exclusive to family members and not included in the regulations.

A brief discussion followed, during which a question was raised about mixed holiday and mobile home parks. Officers confirmed that, due to licencing and planning agreements, mixed sites should not be in operation.

The Chairman thanked officers for their report, and it was then unanimously,

## **RESOLVED**

To recommend to Cabinet

- A. The inclusion of the enforcement of new regulations as part of the Housing Standards responsibility.
- B. The approval of the fee structure detailed in the revised Mobile Homes Fees Policy
- C. To delegate authority to the Senior Housing Standards Manager to approve Fit and Proper Person applications.

## **47 INDEPENDENT LIVING ASSISTANCE POLICY**

The Panel considered the report of the Housing and Health Manager which set out proposals on how the Integrated Housing Adaptations Team could assist vulnerable residents of all ages throughout the Broadland District. The new approach would create new ways of helping people and use funding efficiently.

Officers explained that the collaboration of Broadland District Council and South Norfolk Council had allowed the opportunity to review practices from both organisations and create a new best practice.

Members noted that all grants were underpinned by statutory regulations governed by the Housing Grants, Construction and Regeneration Act of 1996. These included providing grant aid to elderly, disabled and vulnerable residents for adaptations to their homes.

Officers gave further background details explaining that the 1996 Act, the Regulatory Reform (Housing Assistance England and Wales) Order 2002 (RRO) had been introduced to enable Councils to provide a wide variety of discretionary assistance to residents. The RRO was used to create simplified assistance schemes to avoid the complex DFG process, reducing the demand for valuable Occupational Therapist resources.

When presenting the report, the Housing and Health Manager summarised the proposed actions of the report:

- The implication of the 'Independent Living Assistance Policy' which included the existing Independent Living Assistance Policy with refinements and the introduction of the new assistance packages detailed in appendix one and two of the report.
- The removal of the £1500 cap on the Care and Repair Service fee which would result in an uncapped 15 percent fee for all Care and Repair Service involvement regardless of property tenure.
- Keeping the existing land charges procedures in place. If a grant exceeded £5,000, a local land charge would be placed on the property but limited to a maximum of £10,000. If the property was sold or disposed of in 10 years of the completion of the adaptations, this fee would become due for payment. This Land Charge procedure was proposed to be introduced for the Gaining Independence Grant also.

The Chairman thanked officers for the detailed report and asked members of the Panel for comments. A member noted that the intended outcome of the report was to reduce waiting time and questioned if this was an increasing problem. Officers explained that the pandemic had had an effect alongside increasing demands of build contractors. The Council had begun to advertise for additional contractors to help with demand.

A question was raised regarding the charges set out in the report and whether other Councils were setting similar fees. Officers confirmed that other authorities were charging similar.

Regarding the accumulation of the money from the proposed Land Charges policy, it was confirmed that the money would go back into the grant budgets. The Assistant Director for Individuals and Families added that monthly reviews would help control and allocate money effectively from the budget.



Members noted that officers had consulted with Norfolk County Council on the new approach and officers were pleased to inform members that Norfolk County Council confirmed the new proposed policy was a Best Practice model.

Members stressed the need for grants to be accessible and officers confirmed that residents could access the forms through webforms, GPs, the County Council and by calling the Help Hub. The new system would also help people who previously would have been on the edge of grant funding with cases assessed individually.

The Portfolio Holder for Housing and Wellbeing thanked officers for their work and looked forward to seeing the positive impact it would have on Broadland residents.

The recommendations laid out in the report were then proposed and seconded and it was,

## **RESOLVED**

To recommend to Cabinet

1. The proposed 'Independent Living Assistance Policy';
2. The revised Care and Repair fees procedure;
- and
3. The revised Land Charges procedure.

## **48 WORK PROGRAMME**

The Assistant Director for Individuals and Families took members through the work programme highlighting key areas. The Portfolio Holder for Housing and Wellbeing added that he was happy to see "Future Adult Care Integration" had been added to the work programme for review.

(The meeting concluded at 7:04pm)

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Chairman

# ENVIRONMENTAL EXCELLENCE POLICY DEVELOPMENT PANEL

Minutes of a meeting of the Environment Excellence Policy Development Panel of Broadland District Council, held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich on 7 October 2021 at 6.00pm.

**Committee Members Present:** Councillors: K S Kelly (Chairman), N J Brennan, (Vice-Chairman), D J Britcher, Cllr S Catchpole, J F Fisher, K G Leggett, G K Nurden, S M Prutton, J M Ward.

**Cabinet Member Present:** Councillor: J Leggett.

**Officers in Attendance:** The Director Place, Assistant Director Community Services, Senior Environmental Health Officer (Community Protection) and the Democratic Services Officer (JO).

## 13 APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr Cook, Cllr Crotch and Cllr Lawrence.

## 14 MINUTES

The minutes of the meeting held on 23 August 2021 were agreed as a correct record.

## 15 ANTI-SOCIAL BEHAVIOUR POLICY

The Senior Environmental Health Officer (Community Protection) introduced the report, which sought the Panel's views on the matters to be addressed when putting in place a dedicated Anti-Social Behaviour Policy for the first time.

The Panel received a presentation that set out some anti-social behaviour policy considerations (appended to these minutes at Appendix 1).

Members were advised that there had been a 30-45 percent rise in reports of nuisance and anti-social behaviour since the first lockdown and that an estimated 70 percent of anti-social behaviour was associated with either substance misuse or mental health issues.

The Council had key statutory duties and responsibilities for tackling local anti-social behaviour and as a member of the Norfolk County Community Partnership it was part of a coordinated multi-agency approach that included the police, housing associations and adult and children's social services.

The Panel was shown a spreadsheet of anti-social behaviour service requests received by the Community Protection Team over the last 12 months in Broadland (attached at Appendix 2 to these minutes). Areas brought to members' attention for this period included:

- 88 abandoned vehicles
- 46 cases of fly-tipping enforcement
- 64 cases of domestic loud music
- 94 cases of loud noise from dogs
- 61 cases of domestic smoke nuisance

In total there had been 942 requests to the Community Protection Team in the last year, which placed a heavy demand on the service.

In response to a query the Panel was advised that mental health played a significant factor in anti-social behaviour and the Team linked in with mental health professionals via the Council's Help Hub, as well as through other partner agencies to address this issue. Officers also received regular mental health training.

Members were also advised that the work of the Community Protection Team was complementary to the service provided by the police, rather than a duplication of their work and that anti-social behaviour could be complex with many different levels, some of which would be dealt with by the police and other areas that would come within the remit of the Council. It was emphasised that a lot of anti-social behaviour was dealt with by a multi-agency approach and that the Anti-Social Behaviour Action Group (ASBAG) met on a monthly basis to consider difficult cases in a problem solving forum.

In respect of abandoned vehicles, it was confirmed that although the Council removed vehicles left on the highway and private land the cost of their collection and disposal fell upon the County Council. If the vehicles were not taxed or insured the DVLA and police would be informed, but it could be very difficult for the Council to successfully pursue and fine vehicle owners.

Members noted the steep rise in domestic violence since the start of the pandemic and it was suggested that an increase in resources for the Community Protection Team would help in addressing this.

In response, it was acknowledged that an increase in resources would be welcomed, but that this would need to be balanced between the savings targets set for the collaboration project against the provision of an overall service for residents. Any increase in resources would, therefore, be for members to determine. The Panel was also reminded that the multi-agency approach to anti-social behaviour ensured that the most appropriate organisations took on responsibility for each particular element and enabled the most cost effective solutions to be found.

The Portfolio Holder for Environmental Excellence noted that the budget setting cycle was approaching and additional resources for the service could be considered as part of this.

In answer to a query it was confirmed that the Community Protection Team had an adequate level of IT resource. It was confirmed, however, that efforts were being made to streamline the Team's administration work in order to prioritise fieldwork.

In response to a query about the possibility of putting a person at risk by disclosing information about a possible criminal offence even, if that person had stated that they did not wish the information to be shared; Members were reassured that officers took a very considered and sensitive approach to sharing information with colleagues who were equally experienced in dealing with delicate matters and ensuring that people were not put at risk.

In respect of a query about policy for helping people, the Senior Environmental Health Officer (Community Protection) confirmed that this was the general ethos throughout the Council, but in particular through the Help Hub.

## **AGREED**

That the views expressed by the Environmental Excellence Policy Development Panel should be taken into account when determining the content of the Anti-Social Behaviour Policy.

## **16 REVIEW OF ENVIRONMENTAL ENFORCEMENT PENALTIES**

The report sought the Panels views on proposals to review and update the fixed penalty charges that were imposed when Fixed Penalty Notice enforcement was deemed appropriate for specific environmental and anti-social behaviour offences.

Members received a presentation (attached at Appendix 3 to these minutes) which set out an overview of offences over the last 12 months, as well as why fixed penalties were the preferred approach, the scope of the review, key offences, principles and early payment fee reduction.

In answer to a query, the Senior Environmental Health Officer (Community Protection) confirmed that the maximum fine for dog fouling was £1,000.

It was suggested that the revised policy could be published on the Council's website in order to raise the profile of enforcement action as a proactive means of addressing areas of increasing concern for residents.

The Chairman suggested that revising the policy would be an opportune time to publicise it in *Broadland News* and that this should be a recommendation from the Panel.

In response to a query, it was confirmed that no Fixed Penalty Notices had been issued for fly-tipping over the last 12 months and that the majority of the 88 abandoned vehicles over the period were removed by their owners after the Council had contacted them.

A member suggested that the Council should publicise the level of fines it had levied by enforcement action close to the location of incidents to deter further offences.

The Panel was informed that the Council targeted hotspots with signage and with cameras, although these could be resource intensive.

Discussion turned to the proposed fixed penalty charges for the revised policy and the Senior Environmental Health Officer (Community Protection) advised the meeting that the proposed charges were seen as proportionate to the offence, as was the reduced amount to be charged if paid within ten working days. Serious offences would, however, be taken to the magistrates' court where a higher penalty could be imposed.

A member suggested that the fines should be set higher and that they should at least cover the Council's costs. However the Senior Environmental Health Officer (Community Protection) confirmed that the fines were set to be a deterrent and meet the legislative duty of the Council, rather than cover the costs.

The Chairman noted that the revised policy would apply to both Broadland and South Norfolk and that South Norfolk had not yet determined the proposed policy.

Following a vote with five in favour, one against and three abstentions it was:

## **AGREED**

That the views expressed by the Environmental Excellence Policy Development Panel should be taken into account when reviewing the fixed penalty charges, which were imposed when issuing Fixed Penalty Notices as well as the general policy principles proposed in the report.

## **17 EXCLUSION OF PRESS AND PUBLIC**

### **RESOLVED**

To exclude the press and public from the meeting under Section 100A of the Local Government Act 1972 for the following items of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part1 of Schedule 12A to the Act (as amended).

## **18 REVIEW OF THE MATERIAL RECYCLING FACILITY CONTRACT**

The Panel considered the exempt report of the Assistant Director for Community Services, which summarised the negotiations on the proposals to amend and extend the existing Joint Venture Company Material Recycling Facility contract to 2027.

Following discussion it was:

### **AGREED**

1. To amend and extend the current joint venture company contract with NEWS for three years from 2024 to 2027, accepting a shift to a variable gate fee based on actual costs from October 2021; and
2. To accept the principle of setting a Base Gate Fee and a Ceiling Gate Fee as set out in paragraph 4.3.2 of the report, with both figures for the 2022/23 financial year to be established from October 2021.

(The meeting concluded at 7.43pm)

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Chairman

# Anti-Social Behaviour policy considerations

Environmental Excellence Policy Development Panel

7<sup>th</sup> October 2021

## Key facts and points

### Commonly reported problems

- Neighbour nuisance
  - noise, smell, smoke, flies, etc.
- Anti-social behaviour
  - from routine cases to high risk
  - from unintentional, to deliberate bullying / victimising ‘neighbours from hell’
- Wastes offending
  - neglecting household wastes often leads ultimately to dumping
  - ‘duty of care’ education and fixed penalty enforcement will make a real difference

### Some numbers

- 30-45% rise in reports of nuisance and anti-social behaviour since first lockdown
- An estimated 70% of anti-social behaviour is associated with either substance misuse or mental health issues
- Our pilot ‘doorstepping’ service aims to offer an informal intervention to routine cases within 5 working days, and can resolve up to 75% in one visit
- Worst 5% of cases can tie up officers for around 60% of their available time (serious and/or aggravated anti-social behaviour can persist for months or years)



## Key policy considerations

- We have shared responsibility: councils, police, housing associations and our communities
- Key roles for council and police with statutory powers and with responsibilities
  - Crime & Disorder Act 1998, Anti-Social Behaviour Policing and Crime Act 2014
  - Norfolk County Community Safety Partnership)
- Definition of Anti-Social Behaviour (drawn from our statutory powers)
- Links between anti-social behaviour powers, nuisance control and environmental offending
- Purpose is to prevent, minimise and nip it in the bud, intervene assertively, and coordinate closely across services and with partner agencies

## Principles (detailed in Appendix 1)

1. No one should have to experience anti-social behaviour or nuisance.
2. Incidents of anti-social behaviour or nuisance will be treated seriously and dealt with professionally.
3. Anti-social behaviour or nuisance will be dealt with firmly, fairly and proportionately.
4. Working with partners to deliver an effective, value for money service.
5. Providing a high-quality service to meet identified needs.
6. Equalities and Human Rights.
7. Safely and professionally sharing information, and safeguarding confidentiality.

# Any questions?

### Key discussion points

- What anti-social behaviour are we seeing and hearing about?
- Key role and responsibility for our communities
- Roles and responsibilities of the Council, alongside agencies such as housing associations
- Purpose of a published Anti-Social Behaviour Policy
- Prioritisation of risk / vulnerability: High, Medium, Routine
- Being clear about what we can and cannot do within the Council's powers and resources (preventative, regulatory, help services)
- Rapid response, 'doorstep challenge', informal and formal intervention
- Assertive use of powers to deter anti-social behaviour and offending, and to reassure our communities
- Need for a clear 'exit strategy' to manage council resources when action is not warranted

## Appendix 2

Community Protection Team Service Requests for the BDC area from 01 October 2020 to 30 Sept 2021.														
Service Request Type	Month												Grand Total	
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep		
Abandoned Vehicles - Highways	6	5	4	6	11	11	6	5	10	4	6	14	88	
Abandoned Vehicles - Private Land	2	2	1	3	3	3	3	3	1	1	3		25	
Accumulations	3	1	1	1	3	4	2	2		1	1	6	25	
Asbestos			1										1	
Burglar Alarm Forms					2								2	
Commercial Noise	5	2		2	4	3		2	2	3	2	2	27	
Complaints				1	1								2	
Dangerous Dog(s)		1											1	
Dirty Premises		1											1	
Dog Fouling Problems		2	1		1	3	3			1		1	12	
Drainage - Private Drains / Sewers				1		2				1			4	
Drainage - Septic Tanks	1			1		1			1	1			5	
Dust		1				1	1		1			2	6	
Flies - problem investigation		1				1				1	1		4	
Fly Tipping Inspection			2		1	1			1		1		6	
Flytipping Enforcement	3	5	2	4	5	2	3	2	6	4	3	7	46	
Freedom of Information Request						1			3			1	5	
Fumes							1		1				2	
Graffiti - Offensive Env Crime Team						1							1	
Highway Drain										1			1	
Industrial Noise	1		1						2			2	6	
Light Pollution	2	5	4	1		1	1		2	1		1	18	
Liquid Discharges			1										1	
Litter Complaint Please Investigate	1	1	1			1							4	
Miscellaneous / other advice			1	1	4	1			1			1	9	
Noise - Aircraft / Helicopters					1								1	
Noise - Bird Scarer					1	1							2	
Noise - Clay Pigeon shooting							1						1	
Noise - Construction Site	1	1	1	1	1	1	2	3	2	4	4		21	
Noise - Domestic ( Loud Music)	5	3	3	4	6	11	5	4	6	4	8	5	64	
Noise - Domestic (DIY)	2	2		1		3	1	1		2	1	1	14	
Noise - Domestic (other)	2	3	7	12	8	11	7	11	14	7	9	9	100	
Noise - Domestic (Parties)	1						1	2	7		1	3	15	
Noise - Domestic Dogs	4	8	7	3	7	7	7	6	15	12	10	8	94	
Noise - Loud Speakers in Street							1						1	
Noise - Low Frequency	2	1	1	1	1				1				7	
Noise - Misfiring Burglar Alarm							1				1	1	3	
Noise - Music (Commercial)	1						1			2		1	5	
Noise - Pubs Clubs and Events								1	2	1		2	6	
Noise - Vehicles	1	2	2	2	3	1	3	1		1	2	2	20	
Nuisance - Rats	6	3	1	3	5	9	14	3	3	2	5	4	58	
Odour - Domestic			1			2						1	4	
Odour - Drains/Sewers/Septic Tanks			1		1	1		1	1				5	
Odour - Industrial / Commercial Processes				1	1	1		1		1			5	
Odour - Manure Fertiliser							1				1		2	
Odour - Source Unidentified		1							3	1		1	6	
Odour Animals						1							1	
Other Matter	5		3	1	12	3	5	5	14	14	6	4	72	
Pavement Licence Consultation								1					1	
Pest Control - EHO Referrals	2	2	1			2			1	1			9	
Premises Licence Consultation				1		1		3	10		5		20	
Request for information	1				2		1	1	4	1	1		11	
Sewerage Schemes					1		1						2	
Smoke - Non-Domestic	2	1	2	3	2	1	2	1	2	1	3	1	21	
Smoke Domestic	3	5	4	7	5	4	3	7	8	6	4	5	61	
Traffic Noise							1			1			2	
Uncontrolled Animals					2	2	1						5	
Vehicle Related Nuisance									1				1	
Grand Total	62	59	54	61	94	99	79	66	125	80	78	85	942	

# Review of environmental enforcement penalties

Environmental Excellence Policy Development Panel

7<sup>th</sup> October 2021

# BDC offences overview – last 12 months



CPN Community Protection Notice	2
CPN Formal written warnings	9
FPN - Householder Duty of Care	1
FPN - Littering	3
FPN - Waste Producer Notice	1
RTR Reg 8 - Remove Vehicle	17
S34 Duty of Care (Waste)	1



## Why fixed penalties?

- Strong and visible evidence of our enforcement determination
- Fixed penalties are direct and quick to administer
- Deterrent effect (wider deterrence requires publicity)
- Avoids costly and time consuming prosecution if a fixed penalty charge is paid

## In scope for this review

- Environmental offences dealt with primarily by Regulatory services:
  - Cleanliness – most common concerns being dog fouling and littering
  - Wastes – fly-tipping, storage of wastes, legal transfer to another person, lawfulness of businesses taking wastes
  - Nuisance
  - Anti-social behaviour
  - Various environmental measures (fly-posting, graffiti, distribution of flyers)

## Not in scope (dealt with elsewhere)

- Planning – subject to its own arrangements and separate enforcement policy
- Housing Standards – complex area with many new regulatory provisions
- Food, Safety & Licensing – little use of fixed penalties, and no environmental ones



## Key offences

- The environmental offences which are most prevalent and / or give greatest cause for public concern are:
  - Fly tipping
  - Duty of care – householders (failing to make checks) & businesses (failure to obtain/retain documents)
  - Abandoned vehicles
  - Dog fouling

## Why now?

- Need for a firm enforcement approach, especially on waste and anti-social behaviour
- To update arrangements for application of regulatory penalties across the One Team

## Principles

- Review and update our fixed penalty charges across the board.
- This includes setting some fixed penalty notice charges for the first time.
- Set fixed penalty charges at the permitted maximum or default level, informed by professional experience of what has the deterrent effect.
- Encourage early payment to efficiently deal with offenders, as this offers a suitable deterrent whilst maximising cooperation.
- Seek a uniform set of fixed penalty charges across Broadland and South Norfolk to maximise clarity and certainty for our enforcing officers.

# Early payment reduced fees – why?

- incentivise offenders to make early payment and discharge their liability for the offence
- Avoids costly prosecution for non-payment
- saves time and resource of officers
- Allows for higher penalties to act as a greater deterrent

## General approach to reduced amounts

- Private individuals:
  - Set early payment typically at 40%
  - Set fly-tipping and 'duty of care' penalty levels at a serious deterrent level, where the penalty charge is higher than if wastes were disposed of lawfully – set early payment for these offences at a level found to work in practice (approximately 25% early payment reduction)
- Business-related activities:
  - Set early payment typically at 20% (this helps to maintain a suitable deterrent for businesses).
  - This would set business waste offending early payment reductions at £70 on a £300 charge.

Any questions?