



Agenda

Environment, Health and Housing Committee

Date:	Tuesday, 5 November 2019 at 18:30
Venue:	Town Hall, St Annes, FY8 1LW
Committee members:	<p>Councillor Ben Aitken (Chairman) Councillor Viv Willder (Vice-Chairman)</p> <p>Councillors Frank Andrews, Paula Brearley, Noreen Griffiths, Peter Hardy, Will Harris, Gavin Harrison, Karen Henshaw JP, Roger Lloyd, Michelle Morris, Bobby Rigby.</p>

Public Platform

To hear representations from members of the public in accordance with Article 15 of the Constitution. To register to speak under Public Platform: see [Public Speaking at Council Meetings](#).

	PROCEDURAL ITEMS:	PAGE
1	Declarations of Interest: Declarations of interest, and the responsibility for declaring the same, are matters for elected members. Members are able to obtain advice, in writing, in advance of meetings. This should only be sought via the Council’s Monitoring Officer. However, it should be noted that no advice on interests sought less than one working day prior to any meeting will be provided.	1
2	Confirmation of Minutes: To confirm the minutes, as previously circulated, of the meeting held on 3rd September 2019 as a correct record.	1
3	Substitute Members: Details of any substitute members notified in accordance with council procedure rule 23(c).	1
	DECISION ITEMS:	
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5	Global Resettlement Scheme	20-40
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<http://fylde.cmis.uk.com/fylde/DocumentsandInformation/PublicDocumentsandInformation.aspx>

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DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES	ENVIRONMENT, HEALTH AND HOUSING	5 NOVEMBER 2019	4
DISABLED FACILITIES GRANT UPDATE AND AMENDMENT TO THE HOUSING SERVICES PRIVATE SECTOR ASSISTANCE POLICY			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY

This report provides an update on the Disabled Facilities Grant programme within Fylde and seeks approval of an amendment to the housing assistance policy, particularly with regard to adaptations grants.

The Housing Services Private Sector Assistance Policy approved by Committee in June 2017, amended in June 2018, included recommendations intended to increase the take up of Disabled Facilities Grants such as the removal of the test of resources and an increase in the upper grant limit.

This policy change achieved its aim, but a review of the policy is necessary to take account of an increase in the number of Disabled Facilities Grant applications without a corresponding increase in the Better Care Fund budget allocation.

This report recommends that the flexible use of its Better Care Fund allocation should continue but with the re-introduction of a test of resources. It is anticipated that this will avert a funding shortfall and deliver the best service to our customers.

RECOMMENDATIONS

1. To note the content of the report and the progress made in administering the Disabled Facilities and Adaptations Grants in Fylde provided under the Better Care Fund.
2. To approve the amendments to the Housing Services Private Sector Assistance Policy in respect of Adaptations Grants as detailed in Appendix 1 as the council's adopted policy to apply to all new applications received on or after 6 November 2019.

SUMMARY OF PREVIOUS DECISIONS

The Housing Assistance Policy which introduced adaptation grants can be found here and was approved at Environmental, Health and Housing Committee on the 20 June 2017: [Housing services private sector assistance policy.docx](#)

The Policy was amended to extend the availability of adaptation grants and agreed by the Environmental, Health and Housing Committee on 5 June 2018: [Housing services private sector assistance policy v.2.1.docx](#)

CORPORATE PRIORITIES	
Spending your money in the most efficient way to achieve excellent services (Value for Money)	√
Delivering the services that customers expect of an excellent council (Clean and Green)	√
Working with all partners (Vibrant Economy)	√
To make sure Fylde continues to be one of the most desirable places to live (A Great Place to Live)	√
Promoting Fylde as a great destination to visit (A Great Place to Visit)	

REPORT

Background

1. The Housing Services Private Sector Assistance Policy adopted in June 2017 created a framework for the delivery of various forms of grant assistance to benefit Fylde residents. The most significant was the introduction of Adaptations Grants which were to be administered in much the same way as Disabled Facilities Grants, but with greater financial flexibility. From June 2017, the “test of resources” was no longer a requirement for grant works costing less than £6,000 for a single adaptation.
2. In June 2018, Committee approved amendments to the policy:
 - to remove the “test of resources” where 2 adaptations are required costing under £10,000
 - to remove the “test of resources” from adaptations requested by an occupational therapist where the equipment is procured by Lancashire County Council
 - to increase the grant award by up to £20,000 above the Disabled Facilities Grant maximum of £30,000 to carry out eligible work identified by an occupational therapist

Overview of the delivery of Disabled Facilities Grants (DFGs) and Adaptations Grants

3. The grants enable eligible applicants to make changes in their home environment, such as the installation of wet room showers, stairlifts and ramps, which allow them to live more independently in their homes.
4. The grants also have a key role to play in reducing admission to hospitals, providing safer and more effective discharge from hospital, preventing an increase in demand for social care and delaying or reducing admission to residential care.
5. Initial customer requests are taken by Social Care teams (County Council), customer assessments are then carried out by Occupational Therapy teams (County Council) and adaptation recommendations are sent to Fylde Council who then provide casework support, check the customers eligibility, undertake technical surveys, contractor procurement and monitor quality of work.
6. Applicants who would not be financially eligible for a standard Disabled Facilities Grant generally opt for the Adaptations Grant which achieves the same outcome in terms of the adaptation delivered.

Summary of grant delivery in 2018/19

Table 1: Better Care Fund allocation in 2018/19 and the number of grants completed.

2018/19 BCF allocation received in June 2018	Supplementary allocation received in December 2018	Total BCF funding received	Number of grants completed between 1 April 2018 and 31 March 2019
£ 1,010,510	£ 178,183	£1,188,693	150

7. Adaptions delivered include the following:

- Level access shower
- Wet room
- Ramp access
- Equipment such as stair lifts etc

8. It is quite common for both ramp access and a wet room (or level access shower) to be part of the same application and under the current policy these adaptations are provided without applying a test of resources, provided the grant does not exceed the threshold maximum.

9. The current housing assistance policy achieved the aim of delivering adaptations to effectively address Better Care Fund priorities and delivery of grants for disabled adaptations in 2018/19 was achieved within budget although some payments were delayed and grant approvals held back at the end of the financial year pending announcement of the new funding allocation.

10. On completion of a disabled adaptation customers are requested to complete a customer satisfaction survey. Table 2 below demonstrates that customer satisfaction levels throughout 2018/19 on the service delivered by Fylde Council were high, and continue to be high in the first half of the current financial year.

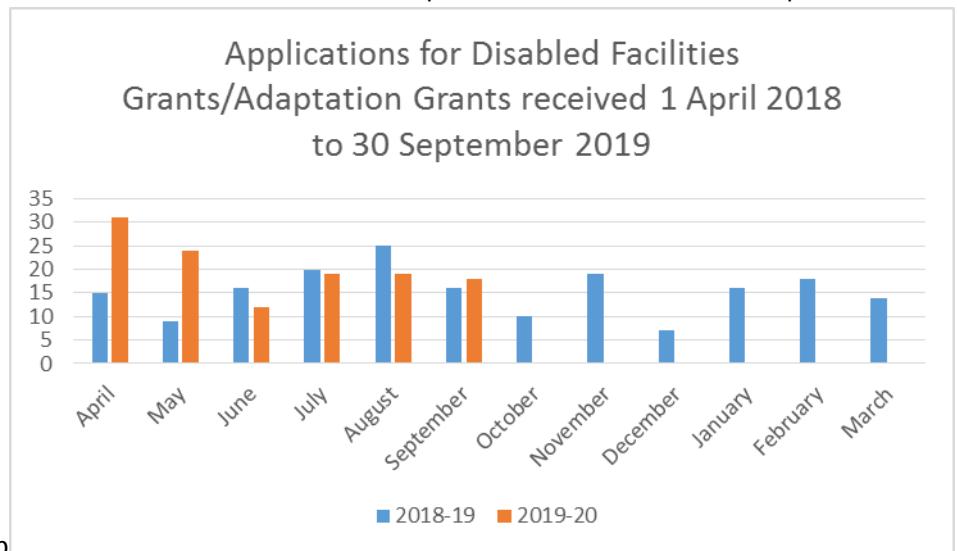
Table 2: Customer satisfaction with the service in 2018-19 and 2019-20 (to date)

	1 April 2018 to 30 September 2018	1 October 2018 to 31 March 2019	1 April 2019 to 30 September 2019
Customers who agree or strongly agree that the adaptation has increased their independence	98%	94%	98%
Customers rating the DFG service as good or excellent	99%	100%	98.5%

Grant delivery in 1919/20

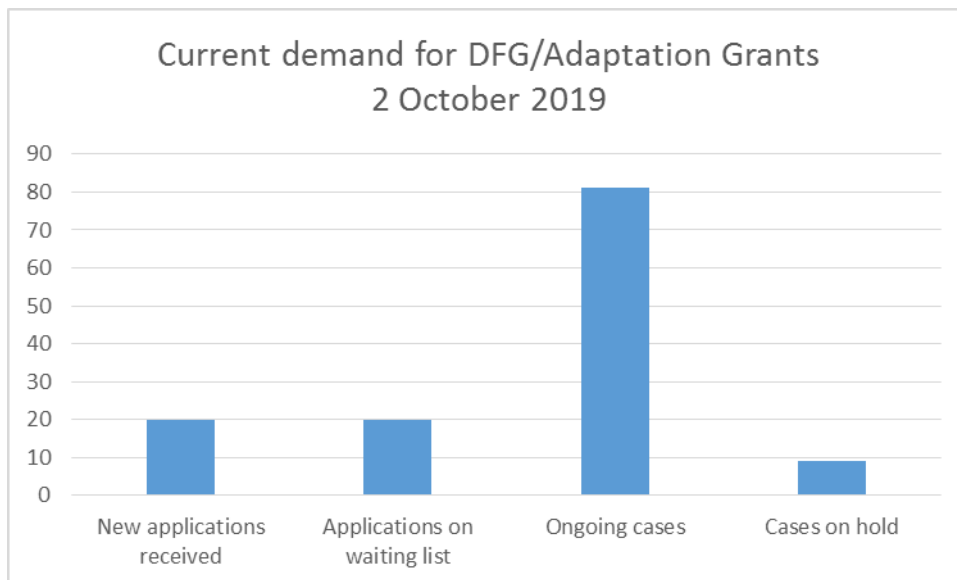
11. Fylde Council has been awarded £1,090,401 from the Better Care Fund to deliver adaptations in the current financial year. This is unlikely to be sufficient to meet the increased demand for this service. The

following chart illustrates how the number of referrals for adaptations has varied between 1 April 2018 and



30 September 2019. sp

12. The above chart illustrates the increase in the number of applications received in the first half year of 2019-20 compared with last year. However, there is no increase in the BCF budget to fund the increased number of adaptations and it has been necessary to have a waiting list in order to ensure that the service can be delivered within the available budget. The following chart summarises the demand for the DFG and adaptation grants up to 2 October 2019 and how these applications are being managed.
13. On a monthly basis, applications are assessed and awarded priority taking account of Occupational Therapist recommendations.



Proposed amendments to the Housing Assistance Policy

14. The statutory means test for Disabled Facilities Grants, as applied prior to 2017, was found to be very restrictive. It excluded many customers from receiving financial assistance and led to an underspend of the Better Care Fund allocation. However, the Better Care Fund budget for 2019-20 will not be sufficient

to continue to meet the demand for the DFG/adaptation grants this year under the current Housing Assistance Policy.

15. Currently, one adaptation up to a value of £6,000 or two adaptations up to a value of £10,000 are paid without a test of resources being applied. An evaluation of the contribution that would have been payable by applicants last year, applying the standard means test, suggests that a simple means test that is easy to understand and simple to apply would be sufficient to bridge the funding gap.
16. Data from 2018-19 has been analysed to determine an appropriate means test structure, refocussing assistance on customers less able to pay for the adaptation themselves. The supply and installation of equipment (which is procured and supplied externally to the Council) will continue to be excluded from the means testing process.

Proposed test of resources

17. For a single adaptation of a value of up to £6,000: The standard means test is carried out and, if the applicant would have a contribution of £12,000 or more towards the cost of the work, they would be ineligible for grant aid.
18. For two adaptations of a value of up to £10,000: The standard means test is carried out and, if the applicant would have a contribution of £20,000 or more towards the cost of the work, they would be ineligible for grant aid.
19. In 2018-19, the application of the proposed criteria would have resulted in 22 applicants being ineligible for grant assistance, but with resources of their own to proceed with the works, if they chose to do so. This would have enabled the Council to assist an additional 22 applicants who had no (or limited) means to pay for the work.
20. The Housing Assistance Policy has been amended to reflect the proposed change and is included as Appendix 1 to this report.

Other amendments to the Housing Assistance Policy

21. In addition to the changes to the adaptation grant policy section, minor amendments have been made to ensure that the contents remain accurate, such as the refresh of hyperlinks and removal of outdated contact details.

Equality Impact Assessment

22. In the course of developing this proposal, we have considered whether there could be unintended adverse impacts on people because of characteristics protected by the Equality Act. For most protected characteristics we believe the new policy will not have any effects. However, there will clearly be impacts on disabled and older people in that the new procedures restrict access to the grant.
23. A consultation process has been undertaken to raise awareness of the proposed policy change and persons who believe they will be negatively affected by the change have had opportunity to express their views.
24. We believe the change is necessary, for the reasons set out in the report and the effect of not proceeding would result in disabled people who cannot themselves afford these adaptations losing out.

Conclusion

25. It is anticipated that the current demand for grant assistance for the rest of the financial year will be manageable if the requested changes to the adaptations grant policy can be implemented for new referrals received from 6 November 2019.

IMPLICATIONS	
Finance	There are no financial implications arising directly from this report.
Legal	The council has a statutory responsibility to provide disabled facilities grants under the Housing Grants Construction and Regeneration Act 1996.
Community Safety	Enabling customers to live safely at home reduces the likelihood of hospital admissions and enhances their ability to remain within their community.
Human Rights and Equalities	Adaptations to the homes of disabled persons improves their quality of life. An equality impact assessment has been undertaken and a consultation exercise undertaken to invite views from any persons who feel they may be impacted by the policy change.
Sustainability and Environmental Impact	No implications
Health & Safety and Risk Management	There is a financial risk to the council if the Better Care Fund budget is not properly managed

LEAD AUTHOR	CONTACT DETAILS	DATE
Ursula Seddon	Ursula.seddon@fylde.gov.uk Tel 01253 658691	7 October 2019

BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
Housing Services Private Sector assistance policy	20 June 2017	Housing services private sector assistance policy.docx
Housing Services Private Sector assistance policy v2	5 June 2018	Housing services private sector assistance policy v.2.1.docx

Attached documents

Appendix 1 Draft Housing Services Private Sector Assistance Policy



Draft Housing Assistance Policy

October 2019

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Introduction

This policy document outlines Fylde Borough Council's proposed policy in relation to the provision of information, advice and enabling activities to assist home owners and tenants requiring adaptations, energy efficiency measures and other support relating to their home. This policy is intended to replace and update elements of the existing housing policy relating to grant assistance.

The policy will continue to be reviewed as circumstances and finances dictate. Factors that may prompt a review of the policy could include:

- Changes to capital spending plans
- Acute changes to local circumstances (including increase in demand)
- Change in national or regional policy
- Legislative changes

Fylde Council (the Council) takes the view that the prime responsibility for maintaining and improving housing rests with home owners and landlords. However, the Council is committed to improving the quality of housing across all tenures, including owner occupation and private renting. In addition, it is acknowledged that there are some vulnerable homeowners who will need support to enable them to access relevant available assistance to keep their home to a decent standard.

Policy Aims

- This policy is to update the previous private sector assistance policy produced in 2018 in relation to grant assistance.
- To provide advice, information and support on repair, maintenance and adaptation of properties.
- To offer a framework of assistance to vulnerable groups/households.
- To comply with the legal requirements placed on the Council under the Home Energy Conservation Act (HECA) 1995.
- To facilitate an increase in the number of households able to heat their homes at reasonable cost thereby reducing fuel poverty and helping households to achieve affordable warmth.
- To reduce carbon dioxide (CO₂) emissions in the borough's private housing stock.
- To help to improve the physical conditions of both homes and neighbourhoods.
- To assist disabled people with adaptations to facilitate their movement in and around their home, thereby improving their quality of life.
- To contribute to the aims of the Better Care Fund, principally to reduce delayed transfers of care, minimise avoidable hospital admission and facilitate early discharge from hospital.
- In offering assistance the Council is seeking to enable people to help themselves and advise customers of services offered by other organisations.
- To treat individuals fairly regardless of age, sex, gender, disability and sexual orientation and to protect their rights under data protection and human rights legislation.

Corporate Objectives

The housing assistance policy works towards meeting Fylde Council's priorities in relation to the following corporate objectives set in the Corporate Plan 2016-2020.

Clean and green

- The provision of grant assistance and advice to reduce levels of co2, improve home insulation and improve the efficiency of and replace old defective heating systems, contributes towards providing a clean and green environment.

Great place to live

- The provision of Disabled Facility Grants (DFG's) assists residents to live independently in their own homes.
- Adaptations reduce non elective admissions to hospital and improve the quality of life for persons with disabilities and their carers.
- The DFG service is improving the housing stock in Fylde by increasing the number of adapted properties suitable for a range of needs.
- To ensure that Fylde properties remain below the England and North West averages for fuel poverty.
- Our Affordable Warmth Grant working in relation with Lancashire County Council and projects undertaken in connection with the Lancashire Energy Officers Group aim to reduce the number of households living in fuel poverty.

Value for money

- The Housing Services Section has undergone a time lean process in order to improve delivery of our disabled facility service.

Disabled Facilities Grants (DFGs)

Under Part 1 of the Housing Grants, Construction and Regeneration Act 1996 the Council has a legal duty to provide specialist adaptations to meet the care and mobility needs of people with disabilities to enable them to live independently with privacy and dignity.

The need for the adaptation is determined by an Occupational Therapist from the Lancashire County Council's Adult Social Care Services Department.

Fylde Council is the lower tier authority responsible for statutory housing functions, whilst Lancashire County Council (LCC) is the upper tier responsible for social care.

DFGs for Tenants of Registered Social Housing Providers

In legal terms the ultimate responsibility for funding adaptations lies with the Council. However, registered providers also have a duty to their tenants to provide a home which is accessible and safe.

The Homes and Communities Agency's Regulatory Framework ('Home Standard') states:

"Registered providers shall co-operate with relevant organisations to provide an adaptations service that meets tenants' needs"

(the Regulatory Framework for Social Housing in England from April 2012)

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419208/Home_Standard_2015.pdf

As such Fylde Council work in partnership with our registered providers to provide a suitable housing offer for the needs of residents in the borough.

All households who are resident in 'Intermediate home ownership' housing i.e. those living in Shared Ownership, properties purchased with an equity loan and discounted for sale properties are classed as 'private' owner occupiers for the purpose of DFG applications.

Lancashire County Council (LCC) Financial Threshold – Minor Adaptations

Where an adaptation will cost under £1,000 and the property is privately rented or owned, the County Council will arrange for the works to be completed as a minor adaptation. This is a legal requirement for Social Services to undertake adaptation work under £1,000.

DFG Delivery

Prioritisation of DFG Applications

Fylde has now adopted the Lancashire criteria for prioritisation of DFG applications. This criteria has been worked on and agreed between all district authorities in Lancashire as well as LCC in order to remove a "postcode lottery" in relation to prioritisation. Applications are classified as either P1 requiring urgent attention or P2 non urgent. An applicant's needs are assessed monthly at the Priority Panel which consists of representatives from the district council, LCC and registered providers. The panel is also an avenue for one to one conversations with relevant organisations and allows for effective partnership working.

The Lancashire criteria is as follows. Regardless of priority all cases will be dealt with by the council.

1. URGENT (P1)

The applicant has an urgent need for an adaptation such as :

1. To facilitate hospital discharge/prevention of hospital re-admission
2. Under the recommendation of the Occupational Therapist acting on behalf of the Social Services.
3. Provision of independent or safe access to essential facilities and to the property without which there would be a potential breakdown of the current situation.
4. Service user and/or carer at high risk of physical injury needing alternative care arrangements until/unless work is completed

2. NON URGENT (P2)

The applicant has a need for a DFG however the need is not an urgent priority such as :

1. Under the recommendation of the Occupational Therapist acting on behalf of the social services authority
2. Works which prevent long term admission to residential care
3. Improve the service user's long term ability to remain at home

Within the system there is flexibility for applicants with unusual circumstances to be given priority however it would be expected that such circumstances are provided with supporting evidence from various medical/health professionals.

There is a strong emphasis on the OT recommendation to determine prioritisation as they are the best placed professional to assess the client and their needs from a medical perspective.

Fylde will contact all clients to notify them of their priority based on this system.

Eligibility

A customer who is a disabled person as described by the Housing Grants, Construction and Regeneration Act 1996 is eligible for assistance.

The duty is 'tenure blind', thus adaptations should be provided for those in need, irrespective of the type of home that they live in.

In addition,

- Applicants must be over 18.
- Parents or guardians may apply on behalf of children.
- Landlords may apply on behalf of tenants.
- The property must be a legal residence which includes dwellings, mobile homes, caravans and houseboats.
- Works must be "reasonable and practicable" to carry out, as determined by a designated Council officer in consultation with an OT and the applicant.

DFG Grant Conditions

All applications are dealt with in accordance with the priority awarded them (see above) and in date order (received from LCC). All applications are subject to a test of financial resources in accordance with the Housing Grants, Construction and Regeneration Act 1996 (as amended) to determine the amount, if any, to be contributed by the applicant towards the cost of the work.

In accordance with legislation the test of financial resources will not be applied in cases where an application is being made on behalf of a child or young person (within the context of the legislation).

From April 2018 and in consultation with Fylde Council's finance section the Council increased its administration fee for approved grants in 2018/19 from 10% to 15%.

Eligible Works (specified by an OT assessment)

- To assist entry and exit from the property.
- To aid access into and around the living areas, bedrooms, kitchens and bathrooms.
- To improve or provide heating and/or light controls.
- To make the dwelling safe for the disabled occupant and other people residing with him/her.
- Access to and from the garden by a disabled occupant.
- Where the existing footprint or layout of the dwelling, including outbuildings and garages, can be adapted or converted to accommodate the facilities required the Council will not consider any extension to the property.
- Where an extension is necessary and there is no other option, the Council will consider the most cost effective method of meeting the applicant's requirements.

- Where the applicant has a preference for works that are over and above those necessary to meet the disabled person's needs (such as an extension rather than the provision of stair lift and level access shower) the Council will only fund the cost of the original recommended works, with the remainder being funded by the applicant.
- Applications for grants where works have started but have not been completed will only be considered where the applicant can demonstrate exceptional circumstances as to why they did not apply and seek approval prior to the start of the work. In such cases any work already completed will be excluded from the subsequent application.

Service Standards

- Legislation requires a decision from the Council to approve the grant (or not) within 6 months of receiving the full application (this includes all necessary information e.g. proof of home ownership or landlord consent);
Fylde Council will aim to achieve this within 8 weeks or less.
- In accordance with legislation, the Council will aim to complete the installation of all disabled adaptations within 12 months from the date of grant approval.
Fylde Council will aim to achieve this within 15 weeks or less.
- Delays in the process are often associated with factors which are external to the Council for example, obtaining owners consents, asbestos surveys, delays in the ordering, construction and supply of equipment or delays in receiving invoices from contractors or partner agencies. The reasons for any delays beyond the time periods which the Council aim to achieve will be monitored and recorded.
- The Council aims to process applications fairly, efficiently, courteously and promptly.
- The Council aims to pay grant money due within 30 days of a valid claim on certified work.

Legal Charges and repayments

In accordance with the legislation set out in the Housing Grants, Construction and Regeneration Act 1996: Disabled Facilities Grant (Conditions relating to approval or payment of Grant) General Consent 2008, where the adaptation is carried out to a property which is privately owned and the cost of the work is £5,000, or more, the Council will place a legal charge on the property through the Land Registry.

The legal charge will last for ten years. If the property is sold or otherwise changes ownership within ten years of the completion date, the Council will require repayment of the grant. The maximum repayable amount at the change of ownership is £10,000.

The following is the criteria set in the above legislation to determine grant repayments:

- The extent to which the recipient of the grant would suffer financial hardship were he or she be required to repay all or any of the grant;
- Whether the disposal of the premises is to enable the recipient of the grant to take up employment, or to change the location of his employment;
- Whether the disposal is made for reasons connected with the physical or mental health or wellbeing of the recipient of the grant or of a disabled occupant of the premises; and
- Whether the disposal is made to enable the recipient of the grant to live with, or near, any person who is disabled or infirm and in need of care, which the recipient of the grant is intending to provide, or who is intending to provide care of which the recipient of the grant is in need by reason of disability or infirmity,

Decisions in relation to grant repayments are made at the discretion of the Principal Housing Services Officer based on the above criteria.

The DFG application process: considering alternative options

During the period that the Council is considering the application a number of options will be explored with the applicant which include:

- Possibly moving to a property owned by a registered provider or a private sector property.
- If the customer is a Registered Provider tenant, the Council will liaise with the Registered Providers to determine whether it is more cost effective for the applicant to transfer to another property rather than adapt the existing property. This is discussed at the Priority Panel when necessary.
- Exploring options to assist the applicant in funding any contribution required by them in the form of third sector assistance.

Contractors

The applicant for a Disabled Facility Grant (DFG) can instruct any contractor to obtain quotes and undertake works in relation to a DFG. However the Council has a list of contractors who have a history of successfully undertaking work to adapt properties which an applicant can use as part of the agreement. Please note this is not an approved list of council contractors and the contract for undertaking works remains between the applicant and the contractor.

Two quotes are usually obtained in relation to undertaking DFG work. The cheaper of the two will be awarded the works if the quote covers all the required elements of the adaptation. To minimise disruption and to ensure the works are conducted as quickly as possible for the applicant it is not usual for us to instruct more than 2 contractors to quote for works.

One quote will be deemed as acceptable for works where the situation permits (for example where the works are required urgently, to minimise disruption to clients who are vulnerable or where the works are conducted within the social housing sector (see below). Where one contractor quotes for the works the reasons will be specified and agreed by the Housing Services Manager. The price of the quote will be scrutinised to ensure it is reasonable for the proposed works.

In some circumstances the client will wish to use their preferred contractor. In these cases the Council will check the quote which is returned to ensure it is reasonable based on similar works which have been undertaken previously. If the client insists on the use of only one contractor and the quote is above what the Council would reasonably expect for the works proposed the Council will only pay what is deemed as reasonable and the client will be required to pay the difference.

All quotes are checked to ensure they are reasonable by the Senior Housing Technical Officer, Principal Housing Services Officer and Housing Services Manager as part of the grants approval process. If the quote is above what would be expected for such works then the Senior Technical Officer would go back to the contractor to obtain further details about the reasons for this.

The exception to the above process is the procurement and supply of equipment. Stair lifts, through floor lifts, step lifts, specialist equipment for bathing and ceiling track hoists form part of a procurement partnership with LCC, who also arrange installation. This process occurs across Lancashire and allows fixed low cost prices of equipment due to economies of scale of bulk ordering. Adaptations of this type only require one quote for the reasons stated above.

However Fylde Council will continue to arrange for the purchase and installation of wash/dry toilets in order to improve delivery times. Included within the grant sum paid for such items of equipment is an extended warranty which gives the customer reassurance in the event of maintenance issues or breakdown of the item. Once the warranty period has expired, the customer assumes the responsibility for maintaining the item(s) of equipment. Progress Housing Group are the largest provider of social housing in Fylde. Progress Group have undertaken their own procurement of contractors in relation to DFG adaptations. As such only contractors which are approved with the registered provider are permitted to undertake work on these properties.

Contractor checks

Any contractor who undertakes work as part of a DFG will be required to provide sufficient documentation to satisfy the Council that the works will be conducted in a safe and timely fashion and that sufficient insurance is in place (see below).

What Fylde Council require for a NEW contractor

- Signed declaration to adhere to agreed working practices including legislative requirements.
- Copy of current Public Liability Insurance
- Copy of current Employers Liability Insurance
- Copy of current all risks/contract works insurance (for larger extensions only)

What Fylde Council require annually from EXISTING contractors

That the above documents are sent to us annually including an updated declaration which may be amended year on year depending on legislative and procedural changes.

Maximum DFG entitlement

The mandatory maximum that an applicant can be awarded (per application) under the DFG legislation is £30,000.

From 2018/19 the Council trialled the provision of additional funds (subject to budget availability) of up to a further £20,000 being available to enable all the mandatory DFG-eligible works, as recommended by the Occupational Therapist, to be carried out. This additional funding will continue to be available for children where complex adaptations are required and exceed the statutory maximum grant of £30,000.

Fylde Council have the discretion to increase the upper limit for DFG's if it is stated in the Housing Assistance Policy. This funding will be supplied from the Better Care Fund grant received by the Council in relation to Disabled Facility Grants and is therefore subject to review dependent on changes to Better Care Fund grant changes.

Better Care Fund

From 2015/16 the grant paid from Central Government to Local Housing Authorities to help pay for DFGs has been a named part of the Department of Health's 'Better Care Fund'.

The Better Care Fund is described as a *'single pooled budget for health & social care services to work more closely together in local areas based on a plan agreed between the NHS & local authorities'*.

The Better Care Fund 2016/17 Policy Framework refers to the Better Care Fund as *'the biggest ever financial incentive for the integration of health and social care...it requires Clinical Commissioning Groups and Local*

Authorities to pool budgets and to agree an integrated spending plan for how they will use their Better Care Fund allocation”.

Integration and Better Care Fund planning requirements for 2017-19: <https://www.england.nhs.uk/wp-content/uploads/2017/07/integration-better-care-fund-planning-requirements.pdf>

Paragraph 31 Confirms that *‘the statutory duty on local housing authorities to provide DFG to those who qualify for it will remain. Therefore each area will have to allocate this funding to its respective housing authorities (district councils in two-tier areas) from the pooled budget to enable them to continue to meet their statutory duty to provide adaptations to the homes of disabled people, including in relation to young people’.*

In Lancashire the custodian of the Better Care Fund is the Health and Wellbeing Board

<http://council.lancashire.gov.uk/documents/s116821/Agenda%20Item%207%20-%20Lancashire%20Better%20Care%20Fund%20Plan%202017%20-%202019%20narrative.pdf>

The Council intends to use the funding that it receives via the Better Care Fund to help to address the Better Care Fund priorities, namely:

- **Reducing delayed transfers of care**
- **Minimising avoidable hospital admissions**
- **Facilitating early discharge from hospital**

Adaptations grant

The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 (“the RRO”) removed most of the prescriptive housing renewal grant legislation contained in the Housing Grants, Construction and Regeneration Act 1996.

Article 3 of the RRO introduced wide ranging discretionary powers to allow Councils to develop different forms of assistance to meet local needs.

The Council intends to continue to make use of the RRO provisions to enable it to use funds received from the Better Care Fund more flexibly, responsively and effectively.

For all referrals received on or after 6 November 2019, and subject to available funding, the Council will continue the supply and installation of equipment (which is procured and supplied externally to the Council) from the means testing process.

For other adaptations the following test of resources will be applied for all referrals received on or after 6 November 2019:

- For a single adaptation of a value of up to £6,000: The standard means test will be carried out and, if the applicant has a contribution of £12,000 or more towards the cost of the work, they will be ineligible for grant aid.
- For two adaptations of a value of up to £10,000: The standard means test will be carried out and, if the applicant has a contribution of £20,000 or more towards the cost of the work, they will be ineligible for grant aid.

This would not include any fee which the Council would charge for undertaking and arranging the works. It is important to note that these grants would **not** be classified as a Disabled Facility Grant.

If the recommended works are above the maximum amounts stated above the application will follow the standard DFG route.

The Council also reserve the right, in exceptional circumstances, to consider a more flexible approach by offering customers other adaptation items that are not available under DFG such as the provision of safe rooms for children or adults with behavioural disabilities.

There are a number of reasons for the Council introducing an alternative approach to its adaptation service:

- The Council’s wish to make best use of the financial resources received from the Better Care Fund.
- The Council’s wish to streamline the adaptation service for the benefit of customers.
- The need to address the ‘prevention and early intervention’ agenda.

- To enable the Council to provide assistance to customers who already have or who would fail the DFG financial assessment, but who still have a need determined by a Health Care Professional for an adaptation.

The Council intend to operate the “Adaptation Grant” using some of the same features that are used in processing DFG applications, namely:

- The recommended work must be ‘reasonable and practical’ using the DFG definition.
- The work would still require landlord’s permission where the applicant rents from a private or social landlord.
- A 15% agency fee, payable to the Council, would be included in the cost of the grant award.
- The applicant would be eligible to apply for a DFG in the future should their needs change and an Occupational Therapist referral confirms this.
- Repayments would be required for any amount over £5,000 within 10 years of the certified date of completion if the property is sold.

However, the applicant would not be prevented from making a full DFG application if they preferred to do so. Under the RRO the Council is not permitted to deny an applicant the right to make a full DFG application, although in practice such a scenario would be unlikely.

Energy Efficiency

The Home Energy Conservation Act (HECA) 1995 requires Councils to improve the energy efficiency of homes in their area, i.e. to reduce energy usage and carbon dioxide emissions within the housing stock.

The Council meets its HECA requirements through a variety of projects and funding bids which it undertakes in conjunction with the Lancashire Energy Officers Group.

Since March 2013, HECA has required the Council to publish a biennial progress report setting out measures the Council considers practical and cost effective in improving the energy efficiency in the borough.

Customers can contact the Housing Services Team to obtain the current version of the HECA report and to find out about the grants currently available.

Home Improvement Agency (Care and Repair, Wyre & Fylde)

The Home Improvement Agency for Fylde is delivered by Care and Repair (Wyre & Fylde). This is a long standing agreement which Fylde Council contribute £30,000 of funding per year.

The Care and Repair Service is administered from Wyre Council on behalf of the two authorities. Care and Repair (Wyre and Fylde) provide advice and support. Examples of services provided include: installation of grab rails, supporting client to access charity funding to carry out essential works, visiting clients in their own home to assess needs, provide support to complete claims for Attendance Allowance and making referrals for the affordable warmth initiatives.

The provision of a Handy Person scheme for small scale repairs such as security measures, draught proofing, tripping hazards and falls prevention.

The Minor Adaptation service is a statutory function of LCC which provides housing related support to disabled individuals. Minor Adaptations customers are not subject to a financial assessment. Until 31 March 2020, customers who have medical needs – as confirmed by an OT assessment – which can be met by the provision of Minor Adaptations costing less than £1000 (typically banister rails, external metal rails and adjustments to steps) LCC will send these cases direct to Care and Repair who arrange for the works to be carried out.

Fylde Coast private landlords forum

The Council recognises the important role of the Private Rented Sector (PRS) within the overall housing offer in Fylde.

The Council seeks to maintain an effective dialogue with private landlords and lettings agents. To this end the Council are members of the Fylde Coast Landlords forum. This is a long established group of landlords across the Fylde coast which includes landlords from Wyre and Blackpool.

The landlords forum set their own agenda and Fylde Council are available for comments or information as required.

Any private landlord or lettings agent who own or manage privately rented accommodation in Fylde are welcome to attend the Landlord Forum meetings.

Contact: fyldecoastlandlordsforum@hotmail.com

Complaints or Comments

In the event of dissatisfaction with the service being provided the enquirer/applicant should first raise the matter with the member of staff dealing with the case. Given the opportunity to do so most issues should be resolved by the member of staff concerned.

In the event of the matter not being resolved the Council has a formal complaints procedure which can be accessed here: <https://new.fylde.gov.uk/complaints/>

Or in writing to the Housing Services Manager, Fylde Council, Town Hall, St. Annes on Sea, FY8 1LW.

The housing service routinely asks for comments through its customer satisfaction survey and applicants are encouraged to return questionnaires.

The Council also welcomes comments at any time about its services.

DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING	5 TH NOVEMBER 2019	5
GLOBAL RESETTLEMENT SCHEME			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY

This report provides details of the new Global Resettlement Scheme which sets out the Governments ongoing commitment to resettlement refugees. The priority will be to continue to resettle the most vulnerable refugees and broad the geographical focus beyond the Middle East and North Africa region. The new Global resettlement Program will be very similar to the current programmes delivered in Lancashire, with the noticeable difference that it will consolidate all current resettlement programmes. A new process for emergency resettlement will also be developed, allowing the UK to respond quickly to instances of heightened protection need, providing a faster route to protection where lives are at risk.

The Refugee Integration Team at LCC is willing to coordinate a Lancashire wide response to the new Global Resettlement Scheme, building on the successes of the Lancashire Resettlement Programme in order to make the resettlement process as efficient, effective and seamless as possible.

The Integration team is also willing to take some of the current responsibilities shouldered by district councils including sourcing housing and other property-related requirement, commissioning casework support and managing the local integration fund.

RECOMMENDATIONS

The Committee is requested to:

1. Confirm if Fylde Council wish to be part of a new 4 year cycle of refugee resettlement in Lancashire, under the Global Resettlement Scheme, and if so, confirm how many families the Council will pledge to resettle over that cycle and provide a preference as to when to resettle them
2. Confirm if the Committee wishes for Lancashire County Council to take responsibility, in partnership with Fylde, for (either or all):
 - a. Sourcing housing and other property-related requirements such as furnishing (subject to inspection and approval of Fylde Housing Officers)
 - b. Commissioning casework support
 - c. Managing the Local Integration Fund

SUMMARY OF PREVIOUS DECISIONS

In 2015 Government made a Commitment to the Syrian Refugee Programme (SRP) to accommodate 20,000 Syrian Refugee families whose claim for Asylum had been taken when outside of the UK, mainly in Syrian Refugee Camps over 5 years from 2015. Vulnerable Children’s Resettlement Scheme (VCRS) launched at the

same time as the Syrian Refugee Programme to assist vulnerable children and their families displaced in the migrant crisis.

The Lancashire Chief Executives Group have considered two pledges in relation to the Syrian Resettlement Programme considered by each authority:

1. In January 2016: to resettle 500 Syrian Refugee families
2. In September 2016: to resettle 75 refugees (including children and their families) under the Vulnerable Children Resettlement Programme (VCRP)

At a meeting of the Environment, Health and Housing Committee on the 10th January 2017 Member considered a decision item on the Lancashire Syrian Refugee and Vulnerable Children and their Families Resettlement Programme.

It was RESOLVED to:

1. Note the contents of the report regarding the Asylum Seeker Wider Dispersal Programme;
2. Note the contents of the report regarding the Lancashire Syrian Refugee families and Vulnerable Children and their families resettlement programmes;
3. Pledge that Fylde Council, under the Lancashire Syrian Refugee Families and Vulnerable Children and their Families Resettlement Programmes, accommodate 5 families in 2019/20;
4. Commence negotiations with Lancashire County Council to establish how the available funding would be shared between Lancashire County Council and Fylde Council and how the various services are to be delivered and by which body; and
5. Note that a further report will be presented to update the committee on this matter during 2017/18.

Information Item, 3rd September 2019: Update on the Lancashire Syrian Resettlement Programme in Fylde - The committee received an update on the Lancashire Syrian Resettlement Programme and the 5 families resettled in St Annes and Kirkham in July 2019.

CORPORATE PRIORITIES	
Spending your money in the most efficient way to achieve excellent services (Value for Money)	√
Delivering the services that customers expect of an excellent council (Clean and Green)	√
Working with all partners (Vibrant Economy)	√
To make sure Fylde continues to be one of the most desirable places to live (A Great Place to Live)	√
Promoting Fylde as a great destination to visit (A Great Place to Visit)	√

REPORT

Global Resettlement Scheme

1. The UK Government has recently approached local authorities with plans for a Global Resettlement Programme. This will be very similar to the current programmes delivered in Lancashire, with the notable difference that it will consolidate all current resettlement programmes, including the Gateway Protection Programme and the much smaller Mandate scheme.
2. The government has confirmed that:
 - a. the new Global scheme will broaden the geographical focus beyond the Middle East and North Africa region
 - b. The funding structure for the first year of the new scheme (2020-2021) will be the same as that for the SRP/VCRS

- c. The pledge for the first year of the new scheme, in terms of numbers of refugees to be resettled, is similar to the current number resettled between all resettlement programmes – around 5,000 (both the funding structure and numbers for beyond 2020-2021 are subject to agreement from the Treasury, but it is understood that the government is looking to continue with the same numbers and funding structure from 2021)
 - d. The Community Sponsorship scheme (through which three families have already been resettled in Lancashire) will continue
 - e. A new process for emergency resettlement will be developed
3. The government hopes that LAs currently delivering refugee resettlement continue to support refugees under the new scheme, and that new LAs make pledges as well.

Options for Lancashire

- 4. Despite the Lancashire Refugee Resettlement Programme being close to resettling its last cohort in the SRP/VCRS, the long term integration work is just beginning. Around 100 families have been resettled in Lancashire so far. The active participation of dozens of families in Refugee Week activities provide strong evidence that most families are settling in well and wish to integrate successfully in their communities in Lancashire. Many refugees have found work or started businesses, and most refugee children are doing well in school. Equally important, effective partnership work now has developed between LAs and the Third Sector, and in the next 2 years Lancashire will experience a significant development in the infrastructure for supporting refugees and asylum seekers, including wellbeing, employment, community services, and services for families, women, and young people.
- 5. The Resettlement Programme has been a very good example of LAs and local partners from different areas working together, with many refugee families establishing networks across Lancashire and beyond. Some of our delivery models and initiatives have been recognised as good practice by the Home Office.
- 6. The Refugee Integration Team at Lancashire County council has recently carried out a review of the services that the Programme currently provides. The review looked at resource allocation, financial implications, outcomes etc., and covered:
 - a. Sourcing of houses for the Programme
 - b. Casework support
 - c. Bespoke ESOL lessons
 - d. Interpreting and translation services
 - e. The Local Integration Fund
 - f. Integration services: employment, wellbeing, community development, etc.
 - g. Coordination and management
 - h. Engagement and communication

The final report and outcomes from the review are included as an appendix to this Committee report.

- 7. The Refugee Integration Team at LCC is willing to coordinate a response to the new Global Resettlement Scheme, as they did back in 2016, with the assistance and guidance from regional colleagues in the North West Regional Strategic Migration Partnership (RSMP). This will build on successes in order to make the resettlement process, from both an LA perspective and that of outcomes for refugees, as efficient, effective and seamless as possible.
- 8. The proposal from the Lancashire Refugee Integration Team is as follows:
 - a. For Lancashire LAs to continue to work together in a coordinated way as a Lancashire Refugee Resettlement Programme, pooling funding and resources across all LAs and across all cohorts to deliver consistency and develop both local and sub-regional infrastructure for refugee integration, providing the same ongoing support as until now.

- b. For the Lancashire Refugee Resettlement Programme to pledge to resettle 30 families each year (based on average family size so far, that would mean around 140 refugees, which is a fair and proportionate number that reflects the size of Lancashire's population in the UK).
 - c. To continue with the delivery model of resettling clusters of 5 families in each LA at a time, which have allowed LCC to allocate resources in an effective and efficient way, including casework support, bespoke ESOL lessons, interpreting, etc; in addition, to continue to resettle all clusters at once, in one large cohort arriving in the summer.
 - d. In previous years, pledges within Lancashire were made on a year on year basis. It is proposed that a more predictable rota is agreed from the start, whereby each LA would resettle 5 families every two years. This will follow a pattern based on this year's cohort, meaning that, next year (year 1 of the Global Scheme), it will be the turn of those LAs not involved with the 2019 Charter. This pattern would see Fylde Council resettling the first cohort of Global Refugees in 2021 and the second in 2023.
 - e. A review period is proposed in year 4 with participation beyond 2021 subject to confirmation that the national numbers and the funding structure of the Global scheme remain the same.
 - f. The pledge to the Home Office will stipulate that each LA cluster will consist of families from the same nationality to assist with the settlement and assimilation of the families in their new homes.
9. Although some LAs may wish to continue with the same practical role and responsibilities that they have now, the workload that participation in the Programme has created for some resettlement leads and their local colleagues has been vast. The Refugee Integration Team at LCC will be willing to take on some of the current responsibilities shouldered by the other LAs. Although the manner of such support is still to be determined, it could involve one or more of the following:
- a. LCC would commission a separate service to source*, prepare and furnish houses. LAs would still have the responsibility of inspecting and approving properties, but all else would be the responsibility of this service, which would of course operate under strict (written) guidance from the Programme and the relevant LAs (e.g. where to source the houses, types of properties).
 - * For the 2019 Fylde cohort, the Fylde housing team provided 6 hours of support over a 6 month period (funded through the scheme), to source accommodation for the 5 families. In reality, this task was far more onerous and time consuming, with huge challenges in finding suitable houses and numerous issues to resolve before agreeing the tenancy. Although this funding period has now ended, the housing team are still regularly called upon to offer assistance to the families.
 - b. LCC would commission casework support** for those LAs who wish them to do so.
 - ** For the 2019 Fylde cohort, LCC were commissioned to appoint a dedicated, bilingual case worker/interpreter where previously, local authorities had to appoint or commission resettlement case workers or organisations to work with the families within their area. Despite this support, Fylde officers were directly involved during the orientation process and continue to assist the case worker who has limited local knowledge. Officers also regularly attend meetings as part of the LRP Steering group and report on progress with regards to the resettlement process.
 - c. LCC would manage the Local Integration Fund ***for those LAs wishing them to do so.
 - *** £10,000 is allocated through the LIF per cluster of 5 families in each of years 1 and 2, to assist with projects aimed specifically at improving integration and Fylde officers are currently working in partnership with LCC and 3rd parties to identify opportunities in the local area.
10. At the same time, the Home Office, in partnership with the North West Regional Strategic Migration Partnership, have commissioned Serco to widen the dispersal of Asylum Seeker accommodation within local authority areas not previously affected. Within Fylde, Serco have commissioned three units of

accommodation for Asylum Seekers, while applications for Asylum are assessed and a decision regarding right to remain status made.

11. Serco and the Refugee programmes are competing for similar property types within Fylde; privately rented houses with 2, 3 or 4 bedrooms. Creating difficulties in the sourcing of accommodation in a high demand privately rented housing market.
12. A strategic approach under the Global Resettlement Programme would be to support Asylum Seekers, given Refugee status, to be included in this programme as they are currently based in Fylde following placement by the Home Office.

Recommendations

The Committee is requested to:

13. Confirm if Fylde Council wish to be part of a new 4 year cycle of refugee resettlement in Lancashire, under the Global Resettlement Scheme, and if so, confirm how many families the Council will pledge to resettle over that cycle and provide a preference as to when to resettle them
14. Confirm if the Committee wishes for Lancashire County Council to take responsibility, in partnership with Fylde, for (either or all):
 - a. Sourcing housing and other property-related requirements such as furnishing (subject to inspection and approval of Fylde Housing Officers)
 - b. Commissioning casework support
 - c. Managing the Local Integration Fund

IMPLICATIONS	
Finance	There are no implications arising directly from the report with any related costs being met by funding from the Local Integration Fund.
Legal	There are no implications arising directly from the report
Community Safety	There are no implications arising directly from the report
Human Rights and Equalities	There are no implications arising directly from the report
Sustainability and Environmental Impact	There are no implications arising directly from the report
Health & Safety and Risk Management	There are no implications arising directly from the report

LEAD AUTHOR	CONTACT DETAILS	DATE
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BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
N/A		

Attached documents

Lancashire Refugee Resettlement Programme, 2019 Review, Final Report

Lancashire Refugee Resettlement Programme

2019 Review

Final Report

1. This Report presents the findings and recommendations of the Review conducted by the Lancashire Refugee Resettlement Programme (the "**Programme**"). This Review focused on the various elements of the programme, looking at what has worked well and what improvements and changes are required so the Programme can deliver the best possible outcomes for resettled refugees in Lancashire. The scope of the Review also included the delivery model adopted by Local Authorities (LAs) in Lancashire. The *Appendix* below provides further information about the aims of the Review. This Report contains recommendations for the current Programme and also for the Lancashire response to the new Global Resettlement Scheme announced by the Government in June 2019.
2. The Review is primarily based on feedback from Local Authorities. This feedback was provided in writing by four Local Authorities, using the template that can be found in the *Appendix* (Lancashire County Council [LCC], Burnley Borough Council, Fylde Borough Council and Hyndburn Borough Council). In addition to that, a meeting between Local Authority leads (from Lancashire County Council, Lancaster City Council, Hyndburn Borough Council, Fylde Borough Council and Pendle Borough Council, assisted by a representative from the North West Strategic Migration Partnership) took place in late September 2019 to discuss that feedback and provide further input to the Review. Finally, this Report has been discussed at the Lancashire Refugee Resettlement Programme Steering Group meeting on 7 October 2019, with additional feedback from Steering group members provided during and after that meeting.

Findings and recommendations

3. The Review concluded that the Partnership model between all LAs in Lancashire is working well. However, it was generally felt that it needs to be formalised through a formal agreement between LAs, like it was at the beginning. Informal peer support has grown in Lancashire, with LAS learning from each other, which was singled out as a major success of the Programme. Recommendations:

- a. *LCC will draft a new Local Authorities Funding Agreement by end of November 2019 and submit it to the other LAs, with a view to have it approved by all partners in early 2020.*
 - b. *LCC will draft guidance for Local Authority leads and officers about the roles of Local Authority staff in refugee resettlement.*
- 4. The Review concluded that the pledge system in Lancashire has worked well for the current Programme, but that in any future Programme, clear and agreed pledges at the start (regarding a specific cycle) will allow for better planning. Recommendations:
 - a. *Pledges for the Global Resettlement Scheme should be agreed from the start.*
 - b. *Although pledges will be sought by the end of 2019, it is understood that some pledges may be indicative and still subject to council approvals.*
- 5. The 'cluster' and 'cohort' model, i.e. having 5 families (or 10 families) arriving around the same time in individual LAs and working towards large annual group arrivals across Lancashire, has worked very well, but some flexibility will be needed and may also be desirable at times. Despite the advantages of large group arrivals, they also mean that there is a significant ask from LAs and their partners in the weeks and months leading to those arrivals. Recommendations:
 - a. *Future refugee resettlement in Lancashire will, wherever possible, follow the 'cluster' model, but there will be flexibility allowing for LAs to choose staggered arrivals.*
 - b. *Clusters will consist of families of the same nationality/language.*
 - c. *Subject to agreement from the Home Office, but allowing some flexibility, the Programme will continue to welcome one large group arrival each year, but better planning and preparation, together with adequate resourcing, will be needed.*
- 6. Better communication with, and information sharing about, prospective families is needed for LAs to prepare better for new arrivals, particularly at the time of allocations. Recommendations:
 - a. *The Programme coordinator will discuss with the Home Office different ways for improving information sharing and communication in order to manage refugees' expectations better pre- and post-arrival; this will include conversations about improving, for instance, the quality of medical information in mobility or complex medical cases.*
 - b. *In particular, and in agreement with the Home Office, the Programme will explore the possibility of adding further information in the LA fact sheets that are shared with the families pre-arrival.*
- 7. The sourcing of properties has been inconsistent across Lancashire, although this is perhaps inevitable due to different housing markets and priorities. Some LAs appreciate the independence and flexibility that the current model has afforded them, but others have found it difficult to commit resource. Sourcing housing in the private rented sector has proved increasingly difficult. Recommendations:
 - a. *Flexibility as to how to source properties for the Programme will continue*
 - b. *At the same time, LCC will commission a 'resettlement housing service' that will be responsible for sourcing housing and, possibly, providing housing*

support for the refugee families, allowing caseworkers to deal with other issues; individual LAs will be able to opt in or out of this service.

- c. *LCC will start consultations, and will draft guidance about different options and mechanisms to support the process of sourcing properties, with a view to increase availability and choice of housing. This guidance may include things like financial and other incentives for landlords, guarantor schemes, landlord accreditation schemes, etc. Draft guidance will be made available before the end of 2019.*
8. More guidance is needed in order to achieve consistency and excellence across a range of resettlement services. There is enough experience now in Lancashire and elsewhere for the Programme to issue detailed guidance for casework support provision, refugee wellbeing and mental health, safeguarding issues, and other areas and services. Recommendation:
 - a. *LCC will consult about, and draft a range of guidance documents in the next few months, and submit them to partners" consideration, with a view for them to be approved and available in early 2020.*
 - b. *LCC will draft a revised Media Protocol to be submitted to partners by the end of 2019.*
 9. The casework support model adopted in Lancashire has worked reasonably well, although it is too early to assess its long term impact. LCC is currently implementing a Years 3 to 5 support service, which will be closely monitored and continuously reviewed in the coming months. Recommendations:
 - a. *Casework support and financial guidance (e.g. budgets) will consider ways to develop and recognise the role of the caseworker, with a view to shape it as a skilled professional role – this may include recommendations for pay, conditions, etc.*
 - b. *LCC will produce detailed guidance about what is expected during the intensive orientation period, and will make it available well in advance of future arrivals under the Global Resettlement Scheme, if participation in the new scheme is approved.*
 - c. *While continuing to strive to avoid the development of dependency of resettled refugees on the resettlement casework support service, the Programme will continue to be flexible to allow some extension of local services to deal with support needs of more vulnerable service users.*
 - d. *Post Year 2 support be will reviewed in the coming months in order to assess whether a telephone service with limited outreach is the best model for bespoke support for resettled refugees, or whether local services should be extended beyond Year 2.*
 10. The Interpreting and Translation service currently provided by LCC is working very well. However, new challenges are likely to appear if and when a new resettlement scheme in Lancashire starts welcoming speakers of other languages than Arabic. Recommendation:
 - a. *LCC will continue to coordinate the Interpreting and Translation Services, and will assess its capacity to do so if and when demand for other languages becomes a reality.*

11. The Local Integration Fund has enabled a range of activities and projects locally, especially in the early stages of resettlement. Flexibility in term of how to manage it and allocate funding has been a positive feature and should remain the same. Recommendation:
- a. *For LAs that so wish, and because of resource limitations, LCC will manage the Local Integration Fund in their areas, in consultation with the LA lead.*
12. The commissioning, by LCC, of longer terms and specialist services for refugees in Lancashire is slowly producing positive outcomes and enabling a range of projects and services across Lancashire. The commissioning officers at LCC generally work really well with local partners in all resettlement areas. Recommendation:
- a. *LCC will increase the visibility of such work by reporting and disseminating it more effectively. This will be achieved by things like setting up a social media group for external partners, through which LA leads and other stakeholders will be able to access, on a daily basis, updates about the work that LCC staff are doing.*
 - b. *Regular written reports of LCC's commissioning activities will be presented to the Steering Group.*
13. The bespoke ESOL provision has worked well, with many positive outcomes. However, improvements are required to the way that the Programme supports language learning among the resettled refugee community. Recommendations:
- a. *Subject to confirmation of Lancashire's participation in the new resettlement scheme, LCC will conduct wide consultation prior to commissioning any new bespoke ESOL services, with alternative options also to be considered (e.g. working with Further Education and Adult Education colleges, as well as other local providers, with the aim of increasing provision).*
14. There is room for LCC and its partners to provide additional training for various stakeholders. The pre-arrival (Charter) training provided by LCC has had very positive feedback, but there is a case for training to be provided at other times as well. Recommendation:
- a. *LCC will review training needs in Lancashire and either produce training packages to be delivered in house, or commission training providers to meet those needs, or both.*
 - b. *LCC will continue to organise quarterly caseworker away days.*
 - c. *LCC will assess the possibility of providing training to caseworkers so they can provide immigration advice at OISC Level 1.*
15. More clarity is needed regarding budgets and financial information. Recommendations:
- a. *LCC will produce clear Year 1 and Year 2 budgets in the coming weeks and submit them to other LAs consideration with a view to approving them.*
 - b. *LCC will provide quarterly financial reports to Steering Group partners.*
16. The Programme's Steering Group, which meets on a quarterly basis, discusses the strategic direction of the Programme, and enables the sharing of good practice and the discussion of various issues. Part of the meetings are dedicated to asylum dispersal, and it is the forum where a Lancashire perspective on both dispersal and

refugee resettlement is shaped. Some smaller LAs sometimes find it hard to find the resources to attend the meetings. Recommendation:

- a. *LCC will lead a review of the Steering Group at the January 2020 meeting.*
- b. *Minutes of Steering Group meetings will be produced and circulated days after the meetings.*

17. Engagement with the Third Sector and other organisations, both at local and county level is generally very good. Engagement with service users is also good. There is room for improvement and recently LCC set up a Third Sector Reference Group, which LCC will update regularly about funding opportunities, etc. More online presence is needed. Recommendation:

- a. *LCC will start work on developing/commissioning a website dedicated to refugee and asylum issues, with the aim of launching it before the end of 2019.*

18. In terms of the Global Resettlement Scheme, and bearing in mind the findings and recommendations of the Review, this Report recommends that Lancashire as a whole participates in the new Global Resettlement Scheme. It is also recommended that:

- a. *Individual LAs pledge to resettle 10 families each over the next 4 year cycle (2020-2023 – 30 families a year); they may choose to do it in two separate clusters, or in one large cluster of 10; staggered arrivals will also be considered.*
- b. *The delivery model will be similar to the one that developed with the current Programme, plus the recommendations above.*
- c. *In principle, the Programme will start preparations for the 2020 cohort (30 families).*
- d. *Participation in 2021-2023 will be indicative and may be reviewed in light of future announcements by the Home Office about funding and numbers.*

Saulo Cwerner – Equality and Cohesion Manager and Coordinator of the Lancashire Refugee Resettlement Programme, Lancashire County Council

Email – Saulo.Cwerner@lancashire.gov.uk

Appendix – Review Template

Background

The Lancashire Refugee Resettlement Programme was set up in early 2016 to deliver on pledges made by Local Authorities in Lancashire to resettle a number of refugee families under the Syrian Resettlement Programme (SRP, also known as the Vulnerable Persons Resettlement Scheme - VPRS) and, later, the Vulnerable Children Resettlement Scheme (VPRS). An initial proposal was taken in February 2016 to Lancashire Chief Executives Group. The proposed scheme, which was agreed at a meeting of Local Authorities leads a few weeks earlier, included:

1. To resettle 500 refugees under the SRP (to which 75 were added later that year, after the government announced the VPRS) – this number was chosen based on the national pledge (20,000 refugees by 2020) and the population of Lancashire, ensuring that Lancashire's pledge was proportionate to its population.
2. That Lancashire County Council would coordinate the programme on behalf of Lancashire's LAs.

In agreement with the North West Regional Strategic Migration Partnership, it was decided that Lancashire LAs would take one Charter every year, consisting of around 120-150 individuals, corresponding to around 30 families. Four LAs volunteered to resettle refugees arriving in the first Charter (September 2016), with other LAs joining the programme in subsequent years. The scheme has been voluntary to all LAs in Lancashire (as well as in the rest of the UK).

Delivery Model

The Lancashire Programme started to take shape during preparations for the arrivals of the first Charter. Discussions were based mostly on research conducted by the Programme Coordinator at LCC, who looked into scant but developing guidance to the SRP and other resettlement programmes, as well as online information about resettlement programmes elsewhere in the UK, and also contacted a range of LA leads from across the UK. These early discussions led to a developing delivery model for the Lancashire Programme, which subsequently experienced significant changes, becoming more settled for the 3rd and 4th cohorts (2018 and 2019). The most significant changes occurred to the bespoke ESOL provision and interpreting and translation services, as well as to the medium term resourcing of the Programme once families became more settled in their resettlement areas.

A number of factors influenced these changes, including a developing experience of resettling refugees, the need to improve on performance of a few services, the availability of funding (and the concomitant medium-term settling of the vast majority families in their original resettlement areas), and the fact that new LAs were effectively joining the Programme year after year.

One of the issues discussed early on was whether a formal agreement was needed between all LAs. Some LAs thought it would be a good ideal, although the need for a formal agreement was felt mainly by the County Council (at a time when understanding of the project within the Council was patchy at best), as a way to justify reimbursement of monies without the need for procurement exercises. The LA Agreement that was proposed and signed at the beginning also provided for more clarity about the respective roles of the County Council and other LAs in the project. The many changes that the Programme was experiencing, and specific circumstances in different LAs eventually required the Programme to be more flexible, and constantly changing the LA Agreement, with its required sign-offs at different levels, would become very time-intensive, with no gains to come from it. In the County Council, there is now full understanding of our financial role and the regular reimbursements (or upfront payments) made to other LAs. As a result, there is no current formal agreement that covers all aspects of the Programme and all LAs.

Another aspect that influenced the model adopted in Lancashire was the Home Office preference for regional or sub-regional coordination of the various resettlement programme across the UK, with RSMPs and individual LAs (usually county councils or specific metropolitan boroughs or combined authorities) playing a central role in things like allocations, financial management, commissioning, communication with the Home Office, etc. This has remained the preferred model nationally.

Bearing all of that in mind, the Lancashire 'delivery model' that developed over the years can be described in the following way:

1. A model based on a partnership between County Council and district councils/unitary authorities, with LCC acting as coordinating authority contracted with the Home Office to deliver the resettlement programme in Lancashire. This model allows for flexibility as to the respective responsibilities from different LAs (in terms of commissioning of resettlement services and local community engagement, among other areas), but from a funding perspective, LCC is ultimately the Recipient as defined in the Home Office funding instruction. There is currently no binding agreement between the LAs, other than an understanding that LCC is responsible for covering all costs incurred by all LAs in delivering aspects of the Programme. The County Council also commissions services that are available across all resettlement areas in Lancashire. The model is also based on the pooling of funding across LAs and cohorts.
2. One single Lancashire pledge, made up of voluntary pledges from Lancashire LAs (including Blackpool) – over the last three and a half years, these pledges were mostly made year on year, i.e. without a clear plan from the start.

3. Lancashire has resettled refugees in four large cohorts arriving more or less at the same time (and based on one annual 'Charter', arriving in July). Some cases are delayed for a reason or another, and a handful of families have arrived during the year as 'family connection' cases to reunite with refugees settled in Lancashire. There is an unwritten agreement that LAs will endeavour to resettle referred family connection cases.
4. Pledges (and resettlement) have been articulated in terms of 'clusters', i.e. groups of 5 families arriving together in a particular LA area. The key driver for the cluster model has been the commissioning of services, casework support and bespoke ESOL classes in particular, and the need to prevent social isolation.
5. Sub-regional allocations have been made to Lancashire as a whole for the last cohorts, with the Programme Coordinator, working with LA leads, proposing allocations within Lancashire, in a fine-tuning process lasting a number of weeks.
6. Resettlement properties are sourced by the LA leads. This means that there is a wide variety of commissioning/sourcing models, and also outcomes, reflecting local circumstances and housing markets. District councils and unitary authorities are also responsible for furnishing the properties.
7. Limited guidance has been compiled and provided within Lancashire. The Programme relies mostly on published national guidance, and the experience and knowledge of providers and LAs alike. The same applies to certain procedures and protocols such as in safeguarding, information governance and communications (although certain 'default' procedures have been devised/proposed by the Programme Coordinator).
8. Meet and greet and the 'intensive orientation' period after arrivals are commissioned and managed by the different LAs, working with their casework providers. The intensive orientation period lasts for about two to three weeks, and additional resource is allocated to providers for this period (e.g. to employ additional, temporary caseworkers).
9. Casework support provision is commissioned typically by the district councils/unitary authorities, although the County Council have increasingly been involved with it in certain areas. The aims and methods of casework support are in great part defined by the grant agreement with the Home Office. In terms of resource level, the Lancashire Programme uses the ratio of one full time caseworker working with five resettled families. Casework support is provided for one full year (minus the intensive orientation period) at this level, and then at half that level in Year 2 of resettlement (i.e. at a ratio of one full time caseworker for every 10 families). The County Council is rolling out a limited, telephone and online-based support and advice service after Year 2, for families who still require some level of support, or who are experiencing significant changes in their lives.
10. The Interpreting and Translation Service for the Programme is now commissioned and managed centrally by the County Council – this service comprises a small team of in-house interpreters, complemented by a large pool of freelance interpreters. Both in-house and freelance interpreters have to undergo tough interviews/recruitment. The service offers considerable resource to casework support providers and LAs, typically three to four full days' worth of interpreter's time every week for each full time caseworker/cluster. Document translations are offered with turnarounds that are typically faster than can be found in the market. This service has

issues both guidance for casework support providers and a code of conduct for interpreters.

11. The Lancashire Programme created the Local Integration Fund (LIF) to support community participation and engagement through the funding of small social, cultural and community projects in each resettlement areas. The LIF is managed by the district council/unitary authority, and is worth £10,000 for every 'cluster' (therefore £20,000 if ten families are resettled in one LA in the same cohort) each year, for the first two years of resettlement.
12. The Lancashire Programme provides bespoke ESOL lessons to all resettled refugees. The Home Office requirement is that we facilitate access to 8 hours a week for 40 weeks in the first year of resettlement for every adult resettled refugee. The County Council-commissioned provision provides 9 hours a week for the first two years. The current provider is the Lancashire Association of CVS, working in partnership with Al Hayat, an English language school/charity. This bespoke provision also includes arranging transport and childcare where needed, so all adult resettled refugees can access classes. One class is provided for each 'cluster'. This means that, unless there are different clusters in an LA area (arriving together or over consecutive years), classes are typically offered at one level (usually 'pre-entry'). Learners who are at a higher level are normally signposted to local mainstream ESOL provision.
13. Long term integration of resettled refugees in Lancashire, and specialist services for refugees, are now commissioned by a team in the County Council (the Refugee Integration Team). This team comprises three specialist integration/commissioning officers working in three core areas: employment, training and enterprise; community development and integration; and health and wellbeing (incorporating work with young refugees and refugee women). These officers have commissioned, and will be commissioning, a range of services and projects, including mental health support, befriending, employment support, and business development. Some of these projects will involve tenders of large contracts, but many are local, small scale projects that involve a growing number of organisations in the Third Sector. An increasing part of these commissioning activities will involve grant schemes that target services and projects in specific areas such as young people, informal ESOL, refugee women, Refugee Week, and so on. It is also expected that many services and projects commissioned as part of the Resettlement Programme will benefit the wider refugee population in Lancashire and increase/improve local infrastructure that is used to support refugees and asylum seekers.
14. Training and development is provided by the Programme to various partners. Although staff in the County Council are available to provide training any time, the training currently provided/organised includes two main strands: pre-arrival training for partners to be involved with the new cohort, and quarterly away days for caseworkers and interpreters, where training and networking opportunities are offered.
15. Governance for the project is provided by the Lancashire Refugee Resettlement Programme Steering Group, which is comprised of all Lancashire LAs, CCGs, Constabulary, DWP, LCFT, RSMP, and Home Office. The Steering Group also works as the Lancashire-wide asylum group, therefore Serco and Migrant Help are also part of it. The Steering Group meets on a quarterly basis. It currently does not have a set terms of reference, but it works mainly as a discussion group, with

proposals and decisions sometimes taken at meetings or virtually outside meetings. Nearly 50 people are invited to meetings, and regular attendance is around 25-30. The Programme is also represented at all local MAFs (multi-agency forums) that deal with refugee and asylum issues. There are eight local MAFs in Lancashire, and the Resettlement Programme provides regular updates and information to local partners in this way.

16. Coordination of the Programme is provided by the County Council, working closely with LA leads from across Lancashire. Day to day issues, from communication with national, regional and local partners, financial management, planning for Charters, team management, reviews of policy and procedure, to engagement with clients in dealing with complaints and various issues and incidents, are dealt with by the Programme Coordinator, which evolved over the years into a full time role in the County Council. The Coordinator is supported by a full time resettlement support officer who also coordinates the Interpreting and Translation Service, and by a dedicated finance and procurement officer (who currently deal with several dozen providers and suppliers, a number constantly increasing and likely to be counted in the hundreds in due course). LA leads in district councils and unitary authorities also give significant time to the project, taking a coordinating role in their LA areas. Although some issues are managed and quickly resolved (when needed) locally, often they require agreements between the Programme Coordinator and LA leads, to ensure consistency and predictability in the Programme and thus help manage service user expectations. The time spent by LA leads (and, occasionally, other LA staff such as housing officers) is reimbursed by the Programme, with no nominal limits. Staff commitment to the Programme varies a lot, and the Programme is flexible enough to allow that, with County Council staff filling in when required.
17. The overall financial management of the Programme is done by the County Council, while each LA is responsible for the financial management of their own costs, and for invoicing LCC. The County Council claims the money on behalf of all LAs. Nearly 60 separate claims have been made so far with 40 more expected by the end of the current cycle. Years 1 and 2 expenditures for each cohort are governed by set budgets detailing different expenditure items. Years 3-5 funding goes into a 'commissioning pot' (together with any underspent monies from Years 1 and 2), which is used to commission integration services and develop refugee integration infrastructure in Lancashire. Whether services or projects are commissioned by LCC or the district council/unitary authority, services are typically delivered locally to resettled families. The commissioning of services has developed as funds have become available, and based on research and engagement practices, and on agreed commissioning principles. There is currently no strict commissioning plan as such, just priority areas. It is expected that funding available will allow an investment of around £1 million a year in the next 3-4 years, depending on how many families move out of Lancashire. The Programme funding in Lancashire is pooled across LAs (therefore minimising the risk of any particular area with more complex issues having comparatively less resource) and across cohorts (allowing for more consistency over time across Lancashire). Currently, budgeting tends to be made around the number of families rather than the number of people resettled. Finally, value for money is a key aspect of all Programme services and activities.

Scope of Review

This Review is timed to follow the arrival of the last cohort under the current pledge (VPRS/VCRS), which has been mostly fulfilled, and before decisions about participation in the recently announced Global Resettlement Scheme, which will replace the current schemes in 2020. The aims of the Review include:

1. To collate views and opinions from Steering Group members (and their local partners wherever possible) about the current structure, running and outcomes of the Programme and its services.
2. To suggest improvements to the Lancashire Refugee Resettlement Programme where these are needed.
3. To review resource allocation within the Programme, with a view to making services more effective and efficient, and achieving better value for money wherever possible.
4. To revise and suggest new desirable outcomes for the Programme.
5. To help LAs make informed decisions about participation in the Global Resettlement Scheme from 2020.
6. To recommend a range of alternative, flexible options for the Programme going forward, particularly if participation in the Global scheme is approved by (most) Lancashire LAs, thus allowing early and effective planning and implementation of the new Programme.

The scope of the Review is very wide, namely, all aspects of the current Resettlement Programme will be considered, namely: structure (i.e. partnership model, annual cohorts, clusters, form and sizes of pledges), sourcing and preparation of properties, guidance and protocols, allocations, meet and greet/intensive orientation, casework support, interpreting and translation, Local Integration Fund, bespoke ESOL provision, commissioning of refugee integration services (in three core areas: employment, wellbeing, community), training and development, governance, coordination/management, funding and finances.

The terms of this Review are in part dictated by the desired timetable, with only a few weeks available before many LAs are due to discuss and decide on participation in the Global scheme. In order to maximise response from partners, a simple template has been devised, which includes:

1. A traffic light system showing (visually) in simple terms whether the respondent thinks the aspect being reviewed should stay as it is (green), undergo limited changes (yellow), or be changed/replaced completely by something new (or be scrapped altogether) – please delete as appropriate.
2. Space for respondents to comment on each aspect of the Programme being reviewed, focusing on what's working and what can/should be changed, with a space for them to suggest what change(s) is(are) required.
3. Finally, a prompt for respondents to add any other issues not included in the template.

Member of the Steering Group are then requested to consider the template and complete it by the 20th September. They may consult with local partners (including service users) in order to gauge their views, if needed, although this is not strictly required. The Review assumes that most, if not all, Steering Group members are regularly in touch with local partners, and sometimes even with service users, and can confidently comment on the structure and processes of the Programme, as well as on local outcomes of the project. Respondents may wish to distinguish their own views from those of other local partners, but that is not required either.

Programme review

1. Partnership between LAs



What is working	
What can be improved	
Changes that are required	

2. Pledges



What is working	
What can be improved	
Changes that are required	

3. Clusters



What is working	
What can be improved	
Changes that are required	

4. Annual cohorts



What is working	
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What can be improved	
Changes that are required	

5. Sourcing of properties



What is working	
What can be improved	
Changes that are required	

6. Allocations



What is working	
What can be improved	
Changes that are required	

7. Guidance and protocols



What is working	
What can be improved	
Changes that are required	

8. Intensive orientation



What is working	
What can be improved	
Changes that are required	

9. Casework support



What is working	
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What can be improved	
Changes that are required	

10. Interpreting and translation



What is working	
What can be improved	
Changes that are required	

11. Local Integration Fund



What is working	
What can be improved	
Changes that are required	

12. ESOL provision



What is working	
What can be improved	
Changes that are required	

13. Refugee integration services



What is working	
What can be improved	
Changes that are required	

14. Training and development



What is working	
What can be improved	
Changes that are required	

15. Programme coordination



What is working	
What can be improved	
Changes that are required	

16. Funding and budgets



What is working	
What can be improved	
Changes that are required	

17. Governance



What is working	
What can be improved	
Changes that are required	

18. Engagement



What is working	
What can be improved	
Changes that are required	

Further comments:

What else can be improved? What is missing? What can be done in a different way?

DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES	ENVIRONMENT, HEALTH AND HOUSING	5 NOVEMBER 2019	6
CARE AND REPAIR SERVICE (WYRE AND FYLDE) 2015 TO 2019			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY

The Care & Repair Service (Wyre & Fylde) is administered from Wyre Council on behalf of both Councils. The service is a “not for profit” home improvement agency. It is available to older people and adults with disabilities (‘eligible persons’) in Wyre and Fylde, and is delivered in two distinct parts.

1. The first element of the service is the **CORE SERVICE** which is designed to facilitate repairs and adaptations to enable someone to stay in their home.
2. The second element of the service is the **HANDYMAN** scheme. The aim of this scheme is to keep people safe in their homes and to prevent the risk of trips and falls. It provides minor aids and help with small jobs around the house to eligible persons.

A review of the Care and Repair service/commissioning strategy was undertaken by Lancashire County Council (LCC) in 2014 and this required a ‘partnering arrangement’ between Fylde and Wyre councils to agree, with LCC, to deliver the joint service, with Wyre Council as the lead authority. Additional services were included and the annual contribution of £30,000 provided by each Wyre and Fylde Councils be fixed and committed for 3 to 5 years along with funding from LCC under the **INTEGRATED HOME IMPROVEMENT SERVICE**. The current contract value in 2019/20 from LCC was £168,460.24. With annual contribution of £30,000 from both Wyre and Fylde Councils, the total funding to run the service in 2019/20 was £228,000.

On the 14th February 2019, LCC Full Council meeting approved a proposal for the cessation of the **INTEGRATED HOME IMPROVEMENT SERVICES** across Lancashire. As a result Wyre Council have approached Fylde Council for an agreement in principal to continue the Care and Repair Service in its current form to continue to provide the **CORE SERVICE** and the **HANDYMAN SERVICES** from 31st March 2020. The request to Fylde Council is to continue with the £30,000 commitment under the current funding agreement, plus as additional £40,000, for a grant period to be agreed. A total annual funding commitment of £70,000.

Due to the issues with future funding uncertainty Wyre Council have reviewed the management structure of Care and Repair service as they felt there was a need to better align Care and Repair services with delivery of the Disabled Facilities Grant (DFG) in Wyre and to have a management system in place that works closely with the delivery of DFGs and Care and Repair Services. Appendix 3 of this report provide a diagrammatic chart of services for older and disabled persons in Fylde.

This report provides an analysis the data provided from annual reports provided by Care and Repair over the 4 years of the current agreement from 2015/16 to 2018/19 and responses received from a survey undertaken by Fylde Council posted to 1000 applicants with Fylde addresses that had used the Care and Repair Service in the last 12 months.

RECOMMENDATIONS

Committee are requested to: (Commentary on these options is provided in paragraphs 51 to 54)

1. Approve Fylde Council continuing to fund the service at the current level of £30,000 for 2020/21, to allow the Council time to consider the most appropriate arrangements for providing the Core and Handyman service in Fylde. This will be dependent on funding being confirmed by the CCG and data provided on a quarterly basis for residents accessing the service within Fylde; and
2. Wyre Council be invited to come to the next meeting of this Committee to provide information on the delivery of the service in Fylde and costs to deliver that service
3. Fylde Council to explore potential sources of funding to develop the service within Fylde.

SUMMARY OF PREVIOUS DECISIONS

Community Focus Committee, 04/12/2014 – Resolved to recommend to Cabinet the partnering arrangement for Care and Repair in the report.

Cabinet 04/01/2015 – Care and Repair Update 2014/15

Cabinet 11/02/2015 – Recommend partnering proposals contained in the report.

Environment, Health and Housing Committee 21/02/2017 – Information Item Care and Repair Update 2015/16

Environment, Health and Housing Committee 13/03/2018 – Information Item Care and Repair Update 2016/17

Environment, Health and Housing Committee 08/01/2019 – Information Item Care and Repair Update 2017/18

CORPORATE PRIORITIES

Spending your money in the most efficient way to achieve excellent services (Value for Money)	√
Delivering the services that customers expect of an excellent council (Clean and Green)	√
Working with all partners (Vibrant Economy)	√
To make sure Fylde continues to be one of the most desirable places to live (A Great Place to Live)	
Promoting Fylde as a great destination to visit (A Great Place to Visit)	

REPORT

BACKGROUND

1. The Care & Repair Service (Wyre & Fylde) is administered from Wyre BC on behalf of both Councils.
2. Care & Repair (Wyre and Fylde) is one of approximately 200 Home Improvement Agencies operating within the UK. Home Improvement Agencies are not for profit, locally based organisations, that assist vulnerable homeowners and private sector tenants who are older or disabled, providing a range of advice and support to assist in repairing, improving and maintaining their homes.
3. The services provided are cross-cutting, addressing housing, health, social care and community issues, with a prime purpose to enable people to remain living independently in their own homes, maintaining comfort, safety and security.
4. The service is a “not for profit” home improvement agency. It is available to older people and adults with disabilities (‘eligible persons’) in Wyre and Fylde, and is delivered in two distinct parts.

5. The first element of the service is the **CORE SERVICE** which is designed to facilitate repairs and adaptations to enable someone to stay in their home. Case workers visit eligible persons in their homes to provide advice on suitable repairs and adaptations. In addition the case-worker will explore whether any grant or charitable funding may be available to help pay for any works which may be needed in respect of people who are struggling financially.
6. The second element of the service is the **HANDYMAN** scheme. The aim of this scheme is to keep people safe in their homes and to prevent the risk of trips and falls. It provides minor aids and help with small jobs around the house to eligible persons. The cost to the householder is confined to the cost of materials – with a small charge for labour for small jobs.

CARE AND REPAIR SERVICE FYLDE AND WYRE 2014/15 TO 2019/20

7. A review of the Care and Repair service/commissioning strategy was undertaken by Lancashire County Council (LCC) in 2014 and this required a ‘partnering arrangement’ between Fylde and Wyre councils to agree, with LCC, to deliver the joint service, with Wyre Council as the lead authority.
8. The review proposed an amalgamation all of the current external funding streams to provide a single source of funding for the joint Wyre and Fylde service. The new proposals were designed to be in place for at least 3 years with an option for a 2 year extension with an initial funding commitment from LCC of £163,410.
9. Additional services were included and the annual contribution of £30,000 provided by each Wyre and Fylde Councils be fixed and committed for 3 to 5 years. This was presented to the Community Focus Committee on the 4th December 2014 and approved.
10. The new arrangements included revised eligibility criteria.
 - a. Adults with a registered disability and/or diagnosed long term health condition that directly affects their mobility or independence to stay safe in their own home;
 - b. Cases where there is an imminent and/or major risk that will lead to the person having an unscheduled admission to hospital or residential care without intervention;
 - c. Cases where the service is needed to facilitate a discharge from hospital and for which without intervention it would not be deemed safe for the person to return to their home.
11. In addition to the **CORE SERVICES** and the **HANDY PERSON SERVICES** Care and Repair deliver the ‘Minor Aids and Adaptations Service’ for Lancashire County Council within Fylde and Wyre. This is a statutory function of LCC and funded in its entirety by them. This service includes the provision of,
 - a. Widening of doorways
 - b. Providing and fitting of handrails to stairs
 - c. Alteration to steps to enable safer access into homes
 - d. Installing ramps to enable safer access into homes
12. Care and Repair is funded by LCC under the **INTEGRATED HOME IMPROVEMENT SERVICE**. The current contract value in 2019/20 from LCC is £168,460.24. There is an annual contribution of £30,000 from both Wyre and Fylde Councils totalling £228,000.

LANCASHIRE COUNTY COUNCIL CESSATION OF THE INTEGRATED HOME IMPROVEMENT SERVICE

13. On the 14th February 2019, LCC Full Council meeting approved a proposal for the cessation of the **INTEGRATED HOME IMPROVEMENT SERVICES** across Lancashire.
14. Following a full public consultation a final decision was made by LCC Cabinet on the 14th June 2019 to:

- a. Approve that the Integrated Home Improvement Service contracts be decommissioned (ceased) by 31st March 2020, and that work take place with existing providers to deliver this.
15. The report to Cabinet by the Director of Public Health and Wellbeing advised Cabinet that since 2014, LCC has operated an **INTEGRATED HOME IMPROVEMENT SERVICE** across the County. The service brings together under a single specification to provide a value for money, an integrated and enhanced service focussed on low level practical preventative measures and advice, including the supply and installation of minor aids and adaptations. Together these services aim to provide support to make homes safe, secure and risk.
16. The service includes the following key elements:
- Handy person services - typically used for small jobs/repairs that take less than two hours
 - Home visit to assess and advise what jobs/repairs are needed. Other support (see below) can also be delivered directly through the Home Improvement Agency, by referral to other services as appropriate.
 - Help to organise/oversee home repairs, maintenance, adaptations or security measures such as drawing up plans, organising quotes
 - Advice about what housing is available to meet an individual's needs
 - Advice about what financial support is available, this includes help for people to maximise their income such as attendance allowance, and supporting people to apply for grant funding to enable them to afford adaptations.
 - Advice and information about other organisations that can help
17. To be eligible for Integrated Home Improvement Services people must be disabled and/or have a long term condition; be at risk of admission to hospital or residential care; and/or need support to be discharged from hospital or care setting. Initial advice and guidance, together with handyperson support is provided free of charge to eligible people, with materials being chargeable.
18. The Integrated Home Improvement Service is also contracted to deliver the statutory 'minor adaptations' up to a value of £1,000, that Lancashire County Council is required to provide. Examples of such adaptations include external rails and step adaptations, additional banister rails and semi-permanent ramping. This element of the service will need to be procured separately, and people who are eligible under Adult Social Care (ASC) legislation will continue to receive it.
19. At the time of writing this report we understand from Wyre that LCC are considering Minor Aids and Adaptations funding to be transferred direct to existing Integrated Home Improvement Services. Fylde have not been in a position to confirm that they wish the funding for Fylde to be given direct to Care and Repair (Wyre and Fylde) as the decision is dependent on this report and the decision Committee makes on future funding levels for the service.

WYRE COUNCIL REQUEST FOR CONTINUATION OF THE SERVICE

20. Wyre Council have approached Fylde Council for an agreement in principal to continue the Care and Repair Service in its current form provide **CORE** service jobs and the **HANDYMAN** services from 31st March 2020.
21. The request to Fylde Council is to continue with the £30,000 commitment under the current funding agreement, plus as additional £40,000, for a grant period to be agreed. A total annual funding commitment of £70,000.
22. The Chief Executive at Wyre has advised Cabinet Members at Wyre are fully supportive of the Care and Repair service and fully support increasing their contribution to the service by £60,000, totalling £90,000.
23. Wyre have also requested contributions from the Clinical Commissioning Group Fylde and Wyre (CCG) of £68,000. We understand from Wyre that the CCG have pursued two routes for funding, one was via the Better Care Fund linked Winter Funding, to which they had the response from LCC that Districts can use

their DFG funding and the second is a current bid into a Fylde Coast Winter funding process. This bid is currently being presented to the A&E Delivery Board and a response is due very soon.

24. Providing a total funding of £228,000 for 2020/21. Funding levels for 2019/20 from LCC and Wyre and Fylde Councils total £228,000. Therefore the additional funding from Wyre and Fylde Councils, plus the CCG funding will replace the funding provided by LCC under the **INTEGRATED HOME IMPROVEMENT SERVICE**.
25. Wyre Council have reviewed the Management structure of Care and Repair service due to the issues with the current funding after 2019/20. They felt there was a need to better align Care and Repair services with delivery of the Disabled Facilities Grant in Wyre.
26. They have commented that:

Having management in place that works closely in the delivery of Disabled Facilities Grants and in the delivery of a Care and Repair Service will benefit the Care and Repair service for Fylde and Wyre. The border between qualification for a minor aid and adaptation and a DFG is one example of where closer alignment would be beneficial. If LCC make the decision to award the Minor Aids and Adaptations contract to Care and Repair Wyre and Fylde then this will give us a solid foundation on which to maintain a Care and Repair service.

27. Wyre Council are keen to sustain the service between both Authorities and review the services offered by Care and Repair Wyre and Fylde. They are keen to be open with Fylde regarding the costs of the service and set a strategic direction together (with the involvement of the CCG if they are a contributing partner). The amended management arrangements do not align the Care and Repair Service with the Fylde delivery of DFG's however there is a commitment for this to happen, if funding is to continue.

FYLDE COUNCIL EVALUATION OF CARE AND REPAIR SERVICE (WYRE AND FYLDE)

28. Care and Repair have provided annual update reports on the work of the Care and Repair Service which have been presented annually when the data was made available to this committee.
29. The last report in January 2019, detailed data for 2017/18. In that report Fylde Council advised that during 2019/20 the final year of the current agreement between LCC and Wyre Council an evaluation of the project would be undertaken that updated Committee on progress of the service up to 2018/19.
30. The evaluation is in two parts. Part 1 analyses the data provided from annual reports provided by Care and Repair over the 4 years of the current agreement from 2015/16 to 2018/19. Part 2 summarises the responses to a questionnaire posted to all applicants with Fylde addresses that had used the Care and Repair Service, by Wyre Council on behalf of Fylde Council. A copy of the questionnaire can be found in Appendix 1 of this report.
31. Appendix 2 contains the Care and Repair Annual Report for 2018/19.

PART 1: CARE AND REPAIR UPDATE 2015/16 TO 2018/19

32. Data provided for the delivery of the Care and Repair service is across Fylde and Wyre, and is not separated into activity at a district level. Requests have been made to Wyre Council to provide separate data for each district but this was not possible. The **HANDYMAN SERVICE** data does relate to Fylde only.
33. Table 1 details the **CORE SERVICE** performance each year from 2015/16 to 2018/19. The average number of enquiries the service receives per annum is 3,700. Service enquiries have seen an average decrease of 9% over the last 4 years. The initial visit is always undertaken within the first week following the enquiry.

TABLE 1 FYLDE AND WYRE Core Service and Handyman Service	15/16	16/17	17/18	18/19
Number of enquires	3952	3899	3355	3595
Average number of weeks between enquiry and first visit		0.45	0.5	0.6
Average weeks for completion for jobs < £1000		10.2w	16w	15w
Average weeks for completion for jobs £1000 >		12.5w	33w	19w

34. The performance of the **HANDYMAN SERVICE** shows an average completion in weeks in 2018/19 for jobs of < £1,000 15 weeks and for jobs £1000> 19 weeks. The average time from initial assessment within Fylde for Disabled Facilities Grants of between, £4000 to £6,000 is 6-8 weeks. Therefore the average times for the **HANDYMAN SERVICE** to complete jobs seem high.
35. Table 2 provides information on the delivery of the **HANDYMAN SERVICE**. This data is available for Fylde separately from 2017/18. Across Fylde and Wyre, the number of jobs delivered has declined since 2015/16 from 2239 to 1633, a drop of 27%, however, from less jobs the income from the service has doubled. The number of jobs undertaken in Fylde has remained fairly static over the last two years.

Table 2 Handyman Service Fylde and Wyre	15/16	16/17	17/18	18/19
Total number of jobs – Fylde and Wyre	2239	1727	1611	1633
Number of Jobs in Fylde	No information	No information	684	637
Income from service	£3,360.00	£4,565.00	£4,605.00	£7,993
Income in voluntary donations	£296.07	£373	£149.00	£231
Average donation	£8.00	£9.81	£8.28	£16.5
Total income	£3,656.07	£4,938.00	£4,754.00	£8,224

36. Table 3 looks at privately and charity funded works undertaken by Care and Repair. From initial visits made with an assessment, 95% of jobs are completed. In Table 2 the number of visits made reflects all visits for all services, and though may appear high when considering grab rails and support to access funding, the visits will also deal with assistance with benefit claims (Table 4).

Table 3 - Private/ Charity funded works – Fylde and Wyre	15/16	16/17	17/18	18/19
Visits made	539	551	515	568
Jobs that did not progress	35	18	30	24
Grabrails	208	100	137	99
number of people supported to access funding	12	31	19	19
Amount of funding secured	£15,000	£68,404	£40,000	£19,936
Average amount per person	£1,250	£2,207	£2,105	£1,049

37. Table 4 considers the number of successful claims for additional benefits, such as attendance allowance. Over the lifetime of the current agreement 1,079 households have secured an additional income across Fylde and Wyre of just over £3m. Assuming the number of visits made covers support with benefit claims, from 2,173 visits over the last 4 years (Table 2), each household has on average benefitted from an additional £1,426 per annum.

Table 4 – Benefit Claims Fylde and Wyre	15/16	16/17	17/18	18/19
Number of successful claims	121	421	184	353
Average additional income per person per annum	£3,730.20	£1,370	£3,350.75	£3,052
Other Disabled Benefits	£32,089.20	£82,459.00	£138,187.40	£40,381
Total additional income	£483,444.00	£659,118.20	£754,725.40	£1,194,162

38. Table 5 provides data on the delivery of the Minor Aids and Adaptations across Fylde and Wyre by Care and Repair funded by LCC under the **INTEGRATED HOME IMPROVEMENT SERVICE**. If the number of grab rails delivered under charitable or privately funded were included this would equate to 935 minor adaptations in 2017/18 and 850 in 2018/19.

Table 5 - Minor Adaptations carried out on behalf of LCC Fylde and Wyre	15/16	16/17	17/18	18/19
Total adaptations delivered	N/A	N/A	798	760

39. Care and Repair also provide an enquiry service for reputable trades persons in Wyre and Fylde from a list of approved contractors. The number of enquires for this service has fallen from 1001 in 2015/16 to 641 in 641 in 2018/19.

PART 2 – QUESTIONNAIRE SENT TO HOUSEHOLDS WITH A FYLDE POSTCODE WHO HAD ACCESSED THE CARE AND REPAIR SERVICE

40. Approximately 1,000 surveys were posted out to households who has accessed Care and Repair services with a Fylde postcode. 255 valid survey responses were received, giving a return rate of 25.5%. Therefore the results provide a valid snapshot on the types of services being accessed by residents in Fylde.

41. Customers with a Fylde address were asked which service they accessed from Care and Repair. Table 6 below shows that the majority of households who responded accessed small adaptations or the Handyman service. A relatively small number received support to apply for benefits or advice on reputable tradespeople. If we compare this with the results of Table 4 and the number of benefit claims that were successful, a conclusion could be made that the take up of advice on benefits is relatively small in Fylde. This service is also provided by other agencies in Fylde such as CAB and Age UK.

Table 6 Fylde respondents to the survey	
Q1. What service were you requiring from Care and Repair?	
Small Adaptions (ie. Handrials, ramps etc)	157
Handy Person Service	89
Assistance with application for benefits	45
Advice on reputable trades companies in the area	32
Other	17
Assistance with energy efficiency measures	5

42. Table 7 asks how did people find out about the Care and Repair Service. Information leaflets, family and friends and support services for example, GP surgeries, adult social care and advice agencies appear to be the main route into the service.

Table 7 Fylde respondents to the survey	
Q2. How did you find out about the Care and Repair services?	
Information Leaflets	55
Family/Friends	53
Other	46
Adult/Children Social Care	45
GP Surgery	38
Advice Services (e.g. CAB)	32
Visited the Council Offices	7
Website	6

43. Respondents were asked if they were happy with the length of time they had to wait to speak with someone from the Care and Repair team. Over 92% were happy or very happy, with 32% reporting they were contacted within the first week, 30% reporting the following week and 28% within 1 month. Comparing this with the data in Table 1 and the number of households contacted within the first week, it is clear the service provides a very quick response to all enquiries that are received.

44. Respondents were asked the areas of the service they were satisfied with and the majority advised customer service, quality of response to their enquiry, length of time to deal with their enquiry and the outcome of their enquiry. No questionnaires returned a negative response to this question.

45. Table 8 asked respondents how long did their enquiry take to deal with from initial appointment through to completion. The majority of enquiries were dealt with within 1 month, which is in conflict with the data reported in Table 1 which gives timescales for jobs of < £1,000 to be 15 weeks and for jobs £1000> to be 19 weeks across Fylde and Wyre.

Table 8 Fylde respondents to the survey	Number of responses	Percentage of total response
Q5. How long did your enquiry take to deal with from your initial appointment through to completion?		
Same Week	74	29%
The Following Week	50	19.6%
Within 1 Month	77	30.19%
2 -3 Months	24	9.41%
Other	8	3.13%

CONCLUSIONS FROM PART 1 AND PART 2

46. Care and Repair (Wyre and Fylde) provides a valuable service for vulnerable adults within Fylde and Wyre. It is available to older people and adults with disabilities (‘eligible persons’) in Wyre and Fylde, and is delivered in two distinct parts. The service focusses on supporting adults with a registered disability and/or diagnosed long term health condition that directly affects their mobility or independence to stay safe in their own home; Cases where there is an imminent and/or major risk that will lead to the person having an unscheduled admission to hospital or residential care without intervention; and, cases where the service is needed to facilitate a discharge from hospital and for which without intervention it would not be deemed safe for the person to return to their home.

47. The levels of customer satisfaction from the Care and Repair service provided by Care and Repair (Wyre and Fylde) are high. A clear element of this is the speed in which they deal with enquiries and the length of time it takes for them to complete the service required.
48. Unfortunately over the past 4 years of the current agreement, data has been unavailable for Fylde separately to Wyre, bar for the handyman service. Therefore it is difficult to ascertain if the CORE SERVICE has been of benefit to resident in Fylde.
49. Table 6 from the customer questionnaire shows that the majority of households in Fylde are receiving minor aids and adaptations and handyman services. Households have received support with benefits, however from the figures provided by the service for successful claims across Fylde and Wyre in Table 4, are difficult to quantify specifically in Fylde.
50. Due to the issues with future funding uncertainty Wyre Council have reviewed the management structure of Care and Repair service as they felt there was a need to better align Care and Repair services with delivery of the Disabled Facilities Grant (DFG) in Wyre and to have a management system in place that works closely with the delivery of DFGs and Care and Repair Services in Fylde. It is therefore no longer a stand-alone service and there is likely to be administrative savings.

FUTURE OPTIONS TO DELIVER CARE AND REPAIR SERVICES WITHIN FYLDE

- 51. End the delivery of Core Services in Fylde Care and Repair service in Fylde provide by Care and Repair (Wyre and Fylde).** The delivery of the Care and Repair Service is not a statutory function of the local authority, however its existence is essential for the Health and Wellbeing of vulnerable adults and preventing falls and hospital admissions. The service is a vehicle for the Minor Aids and Adaptations function for vulnerable adults, run by LCC who have a statutory duty to make arrangements for this service.
- 52. Continue to fund at current level of £30,000 per annum.** With the withdrawal of the **INTEGRATED HOME IMPROVEMENT AGENCY** funding from Lancashire County Council the existing funding commitment may not be sufficient to sustain the service. This would need to be reviewable after 12 months.
- 53. Increase funding to the requested £70,000.** This will dependent on the additional funding of £40,000 being identified internally and CCG funding of £68,000 being agreed. An option would not be the Better Care Funding for Disabled Funding Grant delivery in Fylde as this fund is annually fully committed and there is not the flexibility to redirect funding to the Care and Repair service.
- 54. Explore most appropriate arrangements for the delivery of Care and Repair services in Fylde during 2020-21** and put arrangements in place for a bespoke Care and Repair service operated within Fylde that reflects the need for Fylde service users from 1 April 2021.

CONCLUSIONS

55. Considering the four options presented in 51 to 54 it is recommended Fylde Council continue to fund the service at the current level of £30,000 for 2020/21, to allow the Council to consider the most appropriate arrangements for providing the Core and Handyman service in Fylde. This will be dependent on funding being confirmed by the CCG and data provided on a quarterly basis for residents accessing the service within Fylde.
56. Wyre Council be invited to come to a future meeting of this Committee to provide information on the delivery of the service in Fylde and costs to deliver that service.
57. Fylde Council to explore potential sources of funding to develop the service within Fylde.

IMPLICATIONS	
Finance	This report proposes an initial continuation of the existing funding arrangements in respect of the joint Wyre and Fylde Councils 'Care and Repair' service, for which the current approved budget provision of £30,000 per annum is sufficient, pending a review of the arrangements for future years.
Legal	Current funding agreement is to run until 30/03/2020. This report relates to the project from 01/04/2020.
Community Safety	None
Human Rights and Equalities	None
Sustainability and Environmental Impact	None
Health & Safety and Risk Management	None

LEAD AUTHOR	CONTACT DETAILS	DATE
Kirstine Riding	Email & Tel 01253 658569	21/10/2019

BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
Care and Repair Wyre and Fylde	21/10/2019	https://www.wyre.gov.uk/info/200306/homes_and_council_tax/309/care_and_repair_wyre_and_fylde/2

Attached documents

Appendix 1 – Fylde Council customer services satisfaction questionnaire

Appendix 2 – Care and Repair annual report 2018/19 and Achievements 2018/19

Appendix 3 – Chart detailing support funding for services for older a disabled households in Fylde

Care and Repair Satisfaction Survey

We are contacting you as a resident of Fylde who has received a service from Care and Repair (Wyre and Fylde). We are interested in receiving your feedback on the service you have received.

We would be grateful if you would complete the enclosed questionnaire and return it in the envelope provided.

If you have any queries regarding this questionnaire please contact Fylde Council Housing Services on 01253 658658.

1. What service were you requiring from Care and Repair? (Tick all that apply)

- | | | | |
|---|--------------------------|---|--------------------------|
| Handy Person Service | <input type="checkbox"/> | Small Adaptation
(ie. Handrails, ramps etc.) | <input type="checkbox"/> |
| Assistance with application
for benefits | <input type="checkbox"/> | Assistance with energy
efficiency measures | <input type="checkbox"/> |
| Advice on reputable trades
companies in the area | <input type="checkbox"/> | Other | <input type="checkbox"/> |

If other please detail below:

2. How did you find out about the Care and Repair services?

- | | | | |
|-------------------------------|--------------------------|----------------------------|--------------------------|
| Family/ Friends | <input type="checkbox"/> | Website | <input type="checkbox"/> |
| Information Leaflets | <input type="checkbox"/> | Advice Services (e.g. CAB) | <input type="checkbox"/> |
| Visited the Council Offices | <input type="checkbox"/> | GP Surgery | <input type="checkbox"/> |
| Adult/ Children's Social Care | <input type="checkbox"/> | Other | <input type="checkbox"/> |

If other please specify below:

3. When you first contacted Care and Repair, were you happy with the length of time you waited to speak to someone from the team?

- | | | | |
|------------------------|--------------------------|--------------|--------------------------|
| Very Happy | <input type="checkbox"/> | Unhappy | <input type="checkbox"/> |
| Happy | <input type="checkbox"/> | Very Unhappy | <input type="checkbox"/> |
| Neither Happy/ Unhappy | <input type="checkbox"/> | | |

4. How long did you wait to have your initial appointment?

- | | | | |
|------------------------|--------------------------|--------------------|--------------------------|
| Same Week | <input type="checkbox"/> | The Following Week | <input type="checkbox"/> |
| Within 1 Month | <input type="checkbox"/> | 2 – 3 Months | <input type="checkbox"/> |
| Other (Please specify) | | | |

5. How long did your enquiry take to deal with from your initial appointment through to completion?

- | | | | |
|------------------------|--------------------------|--------------------|--------------------------|
| Same Week | <input type="checkbox"/> | The Following Week | <input type="checkbox"/> |
| Within 1 Month | <input type="checkbox"/> | 2 – 3 Months | <input type="checkbox"/> |
| Other (Please specify) | | | |

6. Please tick below the areas of the service that you were satisfied with

- | | | | |
|---|--------------------------|--|--------------------------|
| Customer Service | <input type="checkbox"/> | The length of time it took To deal with your enquiry | <input type="checkbox"/> |
| The quality of response to your enquiry | <input type="checkbox"/> | The outcome of your enquiry | <input type="checkbox"/> |

If you were not satisfied with any of the above, please explain what you were dissatisfied with?

7. Would you recommend the service to a friend?

Yes

No

If no please comment

8. Please use this section to tell us about anything else you feel has not been covered in the questionnaire?

Care & Repair (Wyre and Fylde) Annual Report 1 April 2018 to 31 March 2019

Core Service

During the year 1 April 2018 to 31 March 2019, Care & Repair (Wyre and Fylde) dealt with 2864 enquiries for advice and support.

The service met its target times for:

Average number of weeks between enquiry and first visit – 0.6 against a target of 3

Average number of weeks between first visit and practical completion for jobs costing less than £1000 – 15 against a target of 20

Average number of weeks between first visit and practical completion (jobs costing £1000 or more) – 19 against a target of 40

We have little control over timescales where there is a need to source charity funding, as finding this funding can be very time-consuming and is often delayed whilst waiting for trustees to meet to consider requests, make their decisions and authorise release of funding.

Charity funding has become increasingly scarce, with charities now restricting funding to absolute need and not fully funding works, but making a contribution towards the cost of essential works only.

The Handyperson service has also met the target time for carrying out works – average number of weeks between initial enquiry and completion being 0.7 against a target of 2. Where the target timescale was exceeded for a job, this was generally due to, or at the request of, the service user.

Private/Charity Funded Works

The Service has facilitated the following works for clients:

Cases completed	21
Cases in progress	19

In addition, during the year, at various stages during the process, 24 jobs did not progress for a number of reasons, including:

- Client not eligible for charity funding but not willing to pay for the work
- Client refused to disclose financial circumstances (for grant or charity funding application)
- No charity funding available to the client
- Client changed their mind about having the work done

Care & Repair supplied and fitted grab rails and banister rails for 99 clients, on request through the Handyperson service, for those people who did not wish to wait for an assessment by Social Services. This paid for service keeps waiting times down for Occupational Therapist assessment for those people who require only a grab rail or banister rail and ensures that people who do not want to wait for an assessment for a rail from Social Services, and are happy to pay, can have this equipment fitted safely and professionally.

From December 2018 to March 2019, the contract was extended to allow Care & Repair Trusted Assessors to identify clients who would benefit from minor aids and equipment and to supply and install certain items without assessment by a health or social care professional. This has resulted in provision of preventative measures more quickly for 8 clients who we identified were at risk.

Care & Repair has continued to deliver and install minor aids (grab rails, shower seats, newel rails, etc) for Millercare and HMI Healthcare pharmacy who are retail providers of minor aids under the Lancashire County Council retail prescription scheme. The arrangement has continued to be beneficial to all, especially the clients, who have their equipment delivered and fitted quickly and safely, as well as getting the opportunity to access other services provided by Care & Repair.

10 clients have been supported to access in excess of £17,800 charity and/or grant funding to carry out essential work to their property.

Caseworkers carried out 568 visits to people in their homes, undertaking an assessment of their needs and providing appropriate support, including referrals to other services and bespoke assistance with benefits claims for Attendance Allowance, Personal Independence Payments and Carer's Allowance.

Benefits Claims

During the year, Caseworkers have completed applications to support clients with claims for disability-related benefits, resulting in **353 successful claims**, providing additional Attendance Allowance income of **£1,184,229.80 per annum**, at least £3052.40 per person and, for some couples, as much as £9115.60.

Successful claims for other disability-related benefits have brought in additional annual income for clients of **£9,932.00**, giving an overall total of **£1,194,161.80 extra annual income** for older and disabled residents in Wyre and Fylde.

We rely on clients letting us know whether or not their claims have been successful, as there is no other way we can get this information. We are still following up the outcome of claims for 194 clients (which could amount to a further £592,165 or more). Claims for Personal Independence Payments (PIP) continue to be very slow in being assessed and we have received very little information from clients as to whether or not their claims have been successful, with many still not having received a decision some months after submitting their claim.

Marketing/Promotion

Throughout the year, Caseworkers and the Manager attended the following events/venues to promote the services provided by Care and Repair:

- Dementia Hub Fleetwood Fire Station
- Dementia Hub St Annes Fire Station
- Dementia Hub Wesham Fire Station
- Heat and Eat event Garstang
- Dementia Hub Fleetwood Fire Station
- Older People's Day event Fleetwood Fire Station
- Dementia and Dementia Research event Trinity Hospice
- Preparing for Winter event Wyre Council

- Self-Care Week event Lytham Primary Care Centre
- Stroke Education event St Annes Fire Station
- Memory Café Garstang
- Stroke Association talk Fleetwood Fire Station
- Dementia Hub Poulton Methodist Church
- Live, Laugh, Love group St Annes
- Just Good Friends group St Annes

Supplies of leaflets have been distributed across Wyre and Fylde, to a wide range of venues and organisations, including Lancashire Wellbeing Service, Blackpool Victoria Hospital, Lytham Primary Care Centre, Age UK Lancashire, St Annes Fire Station, LCC Adult & Community Services offices, Bispham Rehabilitation, Regenda, as well as shops, churches, libraries, GP surgeries and businesses who are in contact with people who would be eligible for our service. Leaflets have also been delivered door to door across both Districts in areas which we know are populated predominantly by our target client group.

The Manager has played an active part in the following groups:

- Lancashire Agencies Forum
- DWP Lancashire Customer Representatives Group
- Fylde and Wyre Disability Partnership
- Garstang ICC / WREN ICT meetings
- Healthier Fleetwood Strategy Group
- Energy Officers Group
- Wyre and Fylde Community Network – Chair
- PPEI Group
- Dementia Action Alliance Steering Group
- Fylde Community Projects Funds Panel
- Energy Officers Group
- Older People's Day planning group

The Manager attended the following events during the year:

- DFG Workshops
- Dementia Hub
- Fylde 50+ Forum
- Citizens Advice Fylde Anniversary event
- Forget-Me-Not dementia café
- Dementia Friendly Communities Forum
- Disability Summit
- Fylde Coast Health event
- LCC Dementia Strategy Launch
- Active Ageing Alliance workshop
- Whyndyke housing workshop
- EDS Grading event
- Universal Credit presentation
- Dementia Hub – Lowther Pavilion
- Dementia Friends and Communities Conference
- Early Supported Discharge team meeting
- Intermediate Care team meeting
- Frailty project planning meeting
- HIA Consultation meetings
- Age Concern Dementia Conference

- International Women's Day Festival
- BCF Integration Workshop

Working with Partners

Funding has been in place for Sanctuary Scheme work to continue in both Fylde and Wyre, to support victims of domestic violence, anti-social behaviour and repeat burglary. During the year, Care & Repair dealt with 3 referrals to the Sanctuary Scheme in Fylde and 7 referrals in Wyre for the Sanctuary and Haven Schemes.

Care & Repair has continued to work in partnership with Lancashire Fire and Rescue Service, making referrals for smoke alarms and Home Fire safety checks for vulnerable clients.

There was no funding provided by Lancashire County Council for Affordable Warmth initiatives but previous under-spend continued to be used, with Care & Repair the lead Agency for this work in Wyre, acting as first point of contact and assessing referrals for eligibility and appropriate support. Care & Repair also drew in funds from charities and Government ECO funding towards the cost of heating repairs. Affordable warmth work will continue to be provided, whilst funding allows it, to support clients in Wyre who are eligible.

Fylde took responsibility for its own Affordable Warmth work and Care & Repair has referred Fylde residents to Fylde Council for that support.

Quality Assurance and Monitoring

Surveys were sent out to clients who had core service work completed during the year. Everyone who completed a survey rated the service as Excellent or Good.

Staff

The staff team has remained stable throughout the year although an additional handyperson has been recruited on a temporary contract until 31st March 2020.

Handyperson Service

During the year, the Handyperson Service carried out 1803 jobs.

A breakdown of work carried out is provided with this report (Appendix 1).

The small repairs handyperson service has continued to provide help for clients with works which would not be viable for a contractor but which clients are not able to carry out themselves. Charges for the Handyperson small repairs service and grab rails brought in £7,993 contribution towards running costs and 14 clients made voluntary donations, amounting to £231, an average donation of £16.50.

Care & Repair has continued to deliver and install grab rails and other minor adaptations equipment for Millercare and HMI Pharmacy, both of these being retailers operating the scheme for County. These arrangement work well for both parties and clients benefit from gaining direct access to Care & Repair services via

the Handyman visit. Health and Social Care professionals and clients are able to send prescriptions direct to Care & Repair for items of equipment.

The Handyman Service carried out valuable work on the Affordable Warmth project, delivering heaters and other measures and installing draught-proofing. The Handyman Service is key in the effective delivery, by Care & Repair, of affordable warmth initiatives.

Minor Adaptations works

The collaboration agreement currently in place with Lancashire County Council requires Care & Repair to deliver the minor adaptations works.

Care & Repair delivered 760 minor adaptations in 2018-19, including external handrails, steps, banister rails and other bespoke minor adaptations. Care & Repair has worked closely with local health professionals, contractors and the Lancashire County Council Fylde and Wyre administration team to deliver this work.

The Agency also dealt with 641 enquiries during the year for reputable trades-people to carry out works which are not appropriate for the Handyman Service for clients who are able to arrange works themselves, without support from the Care & Repair core service.

Finance and Funding

Care & Repair has operated within budget and retains a contingency fund of 3 months operating costs.

The additional funding provided by Wyre and Fylde Districts has enabled a broader client base to receive the service.

Unfortunately Lancashire County Council has taken the decision to cease funding all Home Improvement Agencies after 31st March 2020. Alternative options to secure funding to maintain this essential service across Fylde and Wyre are currently being explored.

Care & Repair continues to work as a key partner, delivering services which meet priorities and targets for Lancashire County Council Adult and Community Services and Public Health, Wyre and Fylde District Councils, Lancashire Health and Wellbeing Board and the Clinical Commissioning Groups covering Wyre and Fylde. The service plays a key role in supporting residents to remain living independently in their homes for as long as they wish, preventing hospital admissions and reducing the need for social care interventions, with the service adapting to meet specific needs and priorities, as demonstrated through the Affordable Warmth partnership project.

£359,605

Is the amount we have raised from charities and grants since 2010 to carry out essential repairs for our clients

We supported **353**

older people to claim

£1,184,130

Attendance Allowance

2864

Is the number of enquiries we dealt with

Our Handyperson Team

carried out

1803

jobs for clients

Our Caseworkers visited

568

people in their homes to assess their needs and provide support

We supported

24 clients

to carry out repairs, improvements and adaptations to their homes

What our clients said about us:

"I had no heart in anything, was getting quite depressed, but since having the work done I feel more inclined to get things done. I go out more and have more confidence"

"It has meant I was able to live back in my own home"

What our clients said about us:

"Excellent and supportive staff. Always tried to help throughout. I felt very reassured about things"

"Can't fault the service, not just for this job but for all previous ones"

DISABLED FACILITIES GRANT

GRANTS FOR HOUSEHOLDS TO ASSIST THEM TO REMAIN IN THEIR OWN HOMES

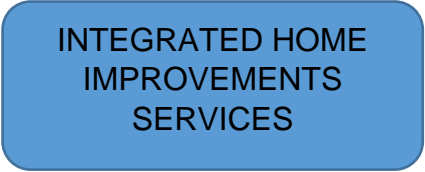
MANAGED BY
FYLDE BOROUGH COUNCIL
VIA BETTER CARE FUND

CARE AND REPAIR



MANAGED BY CARE AND REPAIR
(WYRE AND FYLDE)
Wyre BC / Fylde BC / LCC FUNDING

MINOR AIDS AND ADAPTATIONS



MANAGED BY CARE AND REPAIR
FYLDE AND WYRE
LCC FUNDING TILL MARCH 2020

DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES	ENVIRONMENT, HEALTH AND HOUSING	5 NOVEMBER 2019	7

COMMUNITY HOUSING FUND PHASE 2 – LINDSAY COURT

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY

This report is an update on the Community Housing Fund project and to request approval for £20,500 of Phase 2 Community Housing Grant Funding to continue the work with residents from Lindsay Court Steering group. The funding will support the appointment of professional partners; Cass Associates and ForHousing to carry out extensive feasibility work, with a view to find a workable solution for the regeneration of the site.

In 2018 the Community Housing Fund Officer began working with residents from Lindsay Court, New Road, St Anne's to establish a project to co-design a deliverable solution to establish options to improve the housing stock in the area. A housing need survey of all 96 units was undertaken in 2018 profiling landlords and occupants, their current housing situation and to establish levels of housing need on the estate. This ran alongside extensive community engagement work that established a prominent steering group, Lindsay Court Residents Association.

Phase 1 of the project included supporting the group to access Fylde Council Community Housing Grant Funding to formalise their group status and facilitate partnership working with a project team, (Regenda Regeneration and Cass Associates), appointed in the Autumn of 2018. The purpose of the project team was to consider a fresh approach to effect the refurbishment of the 96 mixed-tenure apartments at Lindsay Court and to work with the residents to undertake co-designing a deliverable regeneration solution/s and test of the preferred options.

In September 2019, following submission of a detailed report, the next steps involved the engagement of a Registered Provider to work with the established project team to take the project forward. The report was presented to the Registered Provider Partnership at Fylde Council and ForHousing were the only provider who formally submitted an Expression of Interest in becoming involved with the project.

The project is now at a Phase 2 stage. Phase 2a is required initially to clarify the viability as to whether to project can proceed further. It will include establishing the expectations, values and support of the freeholder and larger leaseholders of properties on the site, a full detailed building survey of all the blocks, establishing Homes England expectations and conditions regarding tenure mix, funding and best practice support, exploring the implications of the Land Tribunal decision going forward and continuing to work with the established Residents Association. Phase 2b will not progress without freeholder cooperation or clarity on the implications of the Land Tribunal decision. This phase will involve continued engagement with Homes England to identify acceptable tenure and grant funding sources, extensive work with all residents, formal valuation of each unit and gross acquisition figure to secure whole/part of the site.

On completion of Phase 2, the project will progress to Phase 3 which will result in a capital funding bid to Homes England undertaken by the Registered Provider who will lead the project then on.

RECOMMENDATIONS

The Committee is requested to:

1. Note the contents of the report and the progress made to date in delivery of the Community Housing Fund project in supporting residents from Lindsay Court; and
2. Recommend to Finance and Democracy Committee approval of a fully-funded revenue budget increase in the total sum of £20,500 for 2019/20 to be funded by a proportion of the remaining Community Housing Fund, to enable the Lindsay Court Housing project to progress to Phase 2a as detailed within the report, leaving a balance of £241,000.

SUMMARY OF PREVIOUS DECISIONS

Minutes of Environment Health and Housing Committee 4th March 2019

Following a brief discussion it was RESOLVED to:

1. Note the contents of the report and the progress made to date in delivery of the Community Housing Fund project;
2. Recommend to Council approval of a fully-funded revenue budget increase in the sum of £75,000 to provide sufficient resource for the continued delivery of the Community Housing Fund project. The funding was required in the financial years 2018/19 to 2020/21 (£4,500 in 2018/19, £54,000 in 2019/20 and, £16,500 in 2020/21) to be met in full from the Community Housing Fund grant that the Council received in December 2016.

Information Item – Qualified Informal Procedure – Lindsay Court Resident Testing Options

Minutes of Environmental, Health and Housing Committee 13th March 2018

It was RESOLVED to;

1. To note the contents of the report and the proposal to introduce a Community Housing Grant Policy;
2. Approve the adoption of the Community Housing Fund Grant Policy as attached at Appendix 1 to the report; and
3. Approve expenditure to a total sum of £60,000 in respect of the provision of grants in accordance with the Community Housing Fund Grant Policy.

Minutes of Council 17th July 2017

It was RESOLVED to;

1. Approve a fully-funded revenue budget increase in the sum of £440,381, funded by the Community Housing Fund grant in the same sum, as recommended by the Environment, Health and Housing Committee at the meeting of 20th June 2017; and
2. To note that Subject to 1 above, part of the funding in the sum of £100,000 will be used to provide support for the Church Road Methodist Church Project, (Committee 17th October 2016) which would in turn allow the S106 funds previously ear-marked for this project to be re-directed to support other affordable housing developments elsewhere in the Borough.

Minutes of Environmental, Health and Housing Committee 20th June 2017

It was RESOLVED;

1. To note the contents of the report and the proposals to take forward the Community Housing Fund in Fylde, noting that the funds in Year 1 should be used to develop an approach that fits within the current situation within the borough and a need to raise awareness of the Community Led Housing;
2. To recommend to Council approval of a fully-funded revenue budget increase for the total sum of £440,381 funded by the Community Housing Fund grant in the same sum;

3. Subject to 2 above, approve the engagement of a shared Community Housing Fund Development Officer (with Lancaster City Council) initially for a 12-month period to identify and build capacity within local groups by mapping existing interest and developing supporting information for groups to enable the local authority to draw down subsequent years funding to deliver housing on the ground for local people; and

4. Subject to 2 above, approve that part of the funding in the sum of £100,000 be used to provide support for the Church Road Methodist Church Project, (Committee 17th October 2016) which would in turn allow the S106 funds previously ear-marked for this project to be re-directed to support other affordable housing developments elsewhere in the Borough.

Minutes of Council 17th October 2016

It was RESOLVED to:

1. Approve a fully funded addition to the Capital Programme in the sum of £550,00 – “Affordable Housing Scheme at Church Road Methodist Church” – for 2017/18 to be fully funded from part of the balance of S106 developer contributions for affordable housing currently held by the Council for this purpose (from Agreement Ref: 03/0157 – Queen Mary School Development: a total capital contribution of £550,000 to deliver 10 units for affordable rent at Church Road Methodist Church, St Anne’s to Great Places Housing Association); and

2. Authorise expenditure in the sum of £550,000 to Great Places Housing Association in relation to the scheme after regard and consideration of the compliance with the financial regulations covered within the body of the report.

CORPORATE PRIORITIES

Spending your money in the most efficient way to achieve excellent services (Value for Money)	√
Delivering the services that customers expect of an excellent council (Clean and Green)	
Working with all partners (Vibrant Economy)	
To make sure Fylde continues to be one of the most desirable places to live (A Great Place to Live)	√
Promoting Fylde as a great destination to visit (A Great Place to Visit)	

REPORT

1. The Community Housing Fund was announced in December 2016 by MHCLG and provided nationally £60 million per year of revenue grant funding to enable community led housing (CLH) schemes. In year 1 Fylde BC were awarded £440,381. Subsequent years funding have been transferred to Homes England to run a capital Community Housing Funding programme that provides capital funding for community led housing schemes. Revenue funding is now provided via Power for Change.
2. Community-led Housing is about local people playing a leading and lasting role in solving local housing problems, creating genuinely affordable homes and strong communities in ways that are difficult to achieve through mainstream affordable housing provision.
3. Within Fylde community-led opportunities do not present on Greenfield sites with existing communities to drive new build 100% affordable housing units. Opportunities within the borough present on brownfield sites with potential to regenerate area, with a community-led approach in partnership with registered providers.
4. In 2018 the Community Housing Fund Officer began working with residents from Lindsay Court, New Road, St Anne’s to establish a project to co-design a deliverable solution to establish options to improve the housing stock in the area.
5. A housing need survey was carried out on Lindsay Court in July 2018 that evidenced a housing need for the site with predominantly an ageing population on the site, low incomes, negative equity and housing that is unsuitable to meet need in terms of affordability, design and layout. In addition there was under occupancy on the 2 bed units and a need for an affordable solution to a Land Tribunal decision that requires each flat owner to raise £30,000 to cover works required to the blocks of flats.

6. Community Housing grant fund of £1,987 was awarded to the Lindsay Court Residents Association in September 2019 to facilitate establishing a community group. This funding has aided the group to establish the most appropriate legal entity and to continue to work in partnership with Fylde Council, professional parties on behalf of the Lindsay court community.
7. Phase 1 of the project included supporting the group to formalise their group status and facilitate partnership working with a project team, Regenda Regeneration and Cass Associates, appointed in the Autumn of 2018. The purpose of the project team was to consider a fresh approach to effect the refurbishment of the 96 mixed-tenure apartments at Lindsay Court and to work with the residents to undertake co-designing a deliverable regeneration solution/s and test of the preferred options.
8. In September 2019, following submission of a detailed report, the next steps involved the engagement of a Registered Provider to work with the established project team to take the project forward. The report was presented to the Registered Provider Partnership at Fylde Council and ForHousing were the only provider who formally submitted an Expression of Interest in becoming involved with the project.
9. Co-designing a deliverable regeneration solution for Lindsay Court September 2019, can be found in Appendix 1 of this report. It makes conclusions following the assessment of costs, values and benefits set out in the report on three possible Options (B, C and E) for the development. These are the three preferred options of the Residents Association, having considered 5 Options.
 - Option A. Do nothing: no further investment.
 - **Option B. Refurbish the existing 16 blocks as per the current tribunal order (external repairs primarily).**
 - **Option C. As B above, however releasing the underused garage court as a development site to generate some contributory funding.**
 - Option D. As C above, but extending the redevelopment, including additional demolition of some of the existing apartments (those in poorest condition) for redevelopment into new.
 - **Option E. Comprehensive redevelopment of the entire estate with a higher density scheme to provide a number of apartments in addition to the 96 required for current owners / residents. The additional development to provide contributory funding for the scheme.**
10. The project is now at a Phase 2 stage. Phase 2a is required to clarify the viability as to whether to project can proceed further. It will include establishing the expectations, values and support of the freeholder and larger leaseholders of properties on the site, a full detailed building survey of all the blocks, establishing Homes England expectations and conditions regarding tenure mix, funding and best practice support, exploring the implications of the Land Tribunal decision going forward and continuing to work with the established Residents Association. Phase 2b will not progress without freeholder cooperation or clarity on the implications of the Land Tribunal decision. Appendix 2 contains a flow chart that illustrates diagrammatically the anticipated next stages of the project.
11. Throughout the project regular engagement has taken place with Homes England, Fylde Council, Regenda Regeneration Services and Cass Associates. Key to taking the project forward was the need to engage with a Registered Provider following completion of the preferred options for the site. The role of the Registered Provider will be to lead the project, due to the complexities with the site and the community, and the expert knowledge required in bringing affordable housing grant funding into a scheme of this nature.
12. Initially it was anticipated the project could apply for Homes England Community Housing Capital Grant Funding for redevelopment works. However, the implication of this funding is that any awarded monies are to be committed by April 2020. As a community-led project Lindsay Court would not be in a position to satisfy this requirement. They will still be eligible to apply for Community Housing Grant Revenue funding for Phase 2b project costs.
13. Homes England have also advised 'Power for Change' revenue and capital grant funding is accessible without the time restraint of the Homes England Community Housing Grant Funding, revenue and capital. The engagement of a Registered Provider with expertise in accessing such grant funding will therefore be essential in taking the project forward.

14. Phase 2 project proposal and timeframe has been developed and agreed by the Project Team (Cass Associates, For Housing and Fylde Council) with associated costs and is available in Appendix 3. This report is requesting the initial funding required to begin Phase 2a be provided from Fylde Council Community Housing Fund.
15. At the same time Lindsay Court Residents Association have been supported to submit an Expression of Interest to Power for Change funding for the remainder of the monies required for Phase 2b of the project, in anticipation of the Registered Provider being able to work with the Community to submit a full application. Phase 2b is entirely dependent on the outcome from Phase 2a. The total funding required for Phase 2b which will get the project to a stage where a full capital bid can be made to Homes England for funding through an identified grant programme, is estimated to be in the region of £77,000.
16. If the project is unable to continue to Phase 2b, as the conditions are not favourable, the Community will have a detailed report outlining an appraisal of preferred options for the site, full building survey, implications of the Land Tribunal decision explored and the Lindsay Court Residents Association established as a formal Community Organisation in order to manage the project independently. At any time Fylde Council, if resources are available, should be in a position to re-establish the project when conditions are more favourable.
17. On completion of Phase 2, the project will progress to Phase 3 which will result in a capital funding bid to Homes England undertaken by the Registered Provider who will lead the project from then on.
18. To enable the project to progress to stages Phase 2b and Phase 3 a request is being made to draw additional resources from the Community Housing Fund held by Fylde Council for the total sum of £20,500 to ensure Phase 2a can be undertaken to inform the viability of Phase 2b and ultimately Phase 3.

IMPLICATIONS	
Finance	This report requests that the Committee recommend to Finance and Democracy approval of a fully-funded revenue budget increase in the total sum of £20,500 for 2019/20 in respect of the Lindsay Court Housing project.
Legal	None
Community Safety	Community led initiative for affordable housing provision
Human Rights and Equalities	None
Sustainability and Environmental Impact	Community led initiative for sustainable, affordable housing and an impact on place based regeneration.
Health & Safety and Risk Management	None

LEAD AUTHOR	CONTACT DETAILS	DATE
Kate Astley	Kate.astley@fylde.gov.uk Tel 01253 658420	21/10/2019

BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
Power to Change	23/10/2019	https://www.powertochange.org.uk/
Homes England Community Housing Fund	23/10/2019	https://www.gov.uk/government/publications/community-housing-fund-prospectus

Attached documents

Appendix 1 Co-designing a deliverable regeneration solution for Lindsay Court

Available at <https://new.fylde.gov.uk/resident/housing/affordable-housing/> under Community Led Housing

Appendix 2 Phase 2 and Phase 3 Lindsay Court Flow Chart

Appendix 3 Phase 2 and Phase 3 Project brief

Phase 1 – Commence August 2018

Proposed completion Summer 2019

1. Research and data collection (Sept18)
2. Co-design process and outcomes (
3. Develop initial options for discussion
4. Consult initial options with residents, partners and stakeholders

COMPLETE

October 2019 Phase 2a

Present summary of Stage One findings to community steering group and partner event in September 2019 – obtain views and feedback / inform pre-planning discussions / develop new connections with residents and owners / explain and agree the Stage Two work.

Outcome – sign off and endorsement for the Stage One and Two work.

Timescale – End October 2019.

January 2020

Research and Assessment – test assumptions for both 'preferred options' through coordinating the undertaking of the following;

- Detailed full building survey
- Expectations, values and support of freeholder and larger leaseholders of which there are 7:
- Homes England expectations and conditions regarding tenure mix, funding and best practice support
- Explore implications of Land Tribunal decision
- Continued empowerment and engagement of Resident Group

Outcome – clarity regarding the above, leading into a viability assessment as to whether the project can

Phase 2 b: December 2020

- Community event which initiates direct contact with all residents
- Levels of individual mortgage / debt vs current and expected property values
- Formal valuation of each unit
- Planning and building control policy
- Retained registered provider requirements and expectations
- Gross acquisition figures to secure the whole/part of site
- Homes England expectations and conditions regarding tenure mix, funding and best practice support
- Continued empowerment and engagement of Resident Group

Outcome – Definitive option to progress to Phase 3.

Timescale – end December 2020

Phase 2b will not progress without freeholder cooperation or land tribunal decision amendment

Phase 3 mid summer 2021

- Test and Refresh Options – feed the research and assessment into a refreshed option(s), factoring in broader regeneration aspirations for the site and its wider context. Consult with Client group, partners and residents to explain implications and understand their preferences.
- Develop Preferred Option to Concept Outline Planning (RIBA Stage 2) stage with Outline Business Plan and linked agreements in place – this to include Homes England, land and property owners and in principle RP, residents and Council sign off.
- Homes England expectations and conditions regarding tenure mix, funding and best practice support
- Continued empowerment and engagement of Resident Group
- Capital funding bid to Homes England

Outcome – establish clearly defined and agreed 'option' and submit capital funding bid

Timescale – Mid Summer 2021

Outcome: Outline Planning with Outline Business Plan and linked agreements

Co-designing a Deliverable Regeneration Solution for Lindsay Court, Squires Gate Lane, St. Annes

Stage Two Proposal – Developing preferred Options into a Deliverable Proposition

Lead: Richard Roberts, Cass (with)
 Peter Hamilton (planning)
 Chris Standish (coordination, regeneration and partner engagement)
 Alan Friday, AMION (Appraisals and market assessment)
 Mark Edwards, ForViva (Registered Provider deliverables and development)

Client: Kirstine Riding, Housing Services Manager, Fylde Borough Council (with)
 Kate Astley, Community Housing Fund Development Manager, FBC
 Lindsay Court Steering Group reps

Background and Need:

Lindsay Court is located at the North of Fylde Borough Council, adjacent to the former Pontins holiday park and Squires Gate railway station. Built in the late 1960's / early 1970'S it consists of 96 flats located in six blocks with ancillary garages and green spaces. The flats and the site are falling into chronic disrepair and in July 2018, a Tribunal determined that a full fabric repair scheme should be overseen by the current Management Company, requiring a £30k per unit contribution from owners.

Whilst all parties seem to realise the need for something to be done, major problems exist in delivering an agreed solution. Council Officers supported by Cllr Karen Buckley (St Leonard's Ward and Deputy Leader) and by the office of Mark Menzies MP (Fylde), wanted specialist support to facilitate an agreed solution where residents could inform the options and begin to take a lead role in changing their environment.

Led by Chris Standish, Regenda, with support from Cass Associates and Amion Consulting, an approach was developed which involved empowering residents to make informed decisions regarding potential options. This community-led approach worked through a wide range of options, resulting in July 2019 in a final options report being produced. This suggested that two 'preferred options' be looked at in greater detail, with direct support and engagement with an interested registered provider. Supported by Homes England, this Stage Two proposal would clearly establish whether a final, deliverable proposition is agreeable and achievable.

The Proposed Approach for Phase 2:

Phase 2a:

Present summary of Stage One findings to community steering group and partner event in September 2019 – obtain views and feedback / inform pre-planning discussions / develop new connections with residents and owners / explain and agree the Stage Two work.

Outcome – sign off and endorsement for the Stage One and Two work.

Timescale – End October 2019.

Research and Assessment – test assumptions for both 'preferred options' through coordinating the undertaking of the following;

- Detailed full building survey
- Expectations, values and support of freeholder and larger leaseholders of which there are 7:
 - o Bleier Estates/Lindsay Court Securities
 - o Harry Bleier
 - o Elstar Ltd

- Frank K Miles IOM Ltd
- Twillam Ltd
- Arnold Henry, Ester Henry and Henry Newman
- New Hill Investments Ltd
- Homes England expectations and conditions regarding tenure mix, funding and best practice support
- Explore implications of Land Tribunal decision
- Continued empowerment and engagement of Resident Group

Outcome – clarity regarding the above, leading into a viability assessment as to whether the project can proceed
 Timescale – end January 2020.

Phase 2b:

- Community event which initiates direct contact with all residents
- Levels of individual mortgage / debt vs current and expected property values
- Formal valuation of each unit
- Planning and building control policy
- Retained registered provider requirements and expectations
- Gross acquisition figures to secure the whole/part of site
- Homes England expectations and conditions regarding tenure mix, funding and best practice support
- Continued empowerment and engagement of Resident Group

Outcome – Definitive option to progress to Phase 3.
 Timescale – end December 2020

Phase 3:

- Test and Refresh Options – feed the research and assessment into a refreshed option(s), factoring in broader regeneration aspirations for the site and its wider context. Consult with Client group, partners and residents to explain implications and understand their preferences.
- Develop Preferred Option to Concept Outline Planning (RIBA Stage 2) stage with Outline Business Plan and linked agreements in place – this to include Homes England, land and property owners and in principle RP, residents and Council sign off.
- Homes England expectations and conditions regarding tenure mix, funding and best practice support
- Continued empowerment and engagement of Resident Group
- Capital funding bid to Homes England

Outcome – establish clearly defined and agreed ‘option’ and submit capital funding bid
 Timescale – Mid Summer 2021

Estimated Costs and Phasing:

Phase 2a

£ 500	Community event
£2000	Formal constitution of Community Organisation (Legals / Accounting)
£2000	Continued project management Fylde Council
£5000	Detailed building condition survey
£5000	Coordination, partner engagement, regeneration, resident empowerment
£10000	Registered Provider time input
<hr/>	
£24,500	

Funding sources

£2000	Formal constitution of Community Organisation (Legals / Accounting) Fylde Council Community Housing Fund, Stage 1 Group set up costs – Grant approved
£2,000	Fylde Council Community Housing Fund Officer Post – existing post

£20,500 Fylde Council Community Housing Fund Stage 2 Feasibility Costs (Committee Nov 19)

Phase 2b

£20,000	Architectural and preparation for planning and building control policy
£45,000	Additional survey required for planning – Site investigation, noise and vibrations, airport noise, air quality, transport assessment, ecology and habitat regulations
£5,000	Coordination, partner engagement, regeneration, resident empowerment
£5,000	Registered Provider time input
£2000	Continued project management Fylde Council
<hr/>	
£77,000	

Funding secured

£2,000 Fylde Council Community Housing Fund Officer – existing post

Funding submission to be made by Lindsay Court Residents Association supported by Registered Provider:

Power for change funding £75,000

The Team:

The team will be led by Richard Roberts (Cass). Richard will provide architectural, masterplanning and design input. He will be supported by Peter Hamilton who will provide planning input. Chris Standish will coordinate the work and provide regeneration and engagement expertise. Mark Edwards will coordinate ForViva input and work closely with the Team. Kate Astley will continue to provide the wider project management role as part of the Community Housing Fund project in Fylde.

DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	5 TH NOVEMBER 2019	8
UPDATE ON THE CONDITION OF THE MOBILE CCTV VEHICLES			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY

The purpose of the report is to update members on the condition of the 2 CCTV vehicles operating in the Fylde.

RECOMMENDATIONS

- 1) That the Committee considers the report and supports the rationalisation of the 2 CCTV vehicles to one in order to provide a viable service in 2020/21.
- 2) That Officers are requested to investigate the costs of replacement CCTV vehicles with a view to submitting a future capital bid in 2021/22 and exploring other funding opportunities in the meantime

SUMMARY OF PREVIOUS DECISIONS

[Environment, Health and Housing Committee 20th June 2017](#)

Following consideration of a report to Committee on the result of a Working Group to consider CCTV, the Committee RESOLVED;

1. That consideration is given to ceasing the purchase and support of Rapid Deployment Cameras and the capital budget be used to support the provision of the existing CCTV maintained system;
2. That the feasibility of extending the current maintained system is explored to include locations where rapid deployment cameras have previously been deployed;
3. That continued support is provided to the maintenance of equipment in the CCTV vans but any subsequent replacement of the actual CCTV vehicles be dealt through Capital or Funding Bids, rather than the existing budget provision; and
4. To adopt the proposed policy regarding the use of Body Worn Cameras.

Environment, Health and Housing Committee 1st November 2016

A report sought the approval of members to undertake a review of the use of rapid deployment CCTV cameras in the Fylde. The review was to be undertaken by a Working Group set up with representation from the Environment, Health and Housing Committee.

It was RESOLVED:

1. That the Committee notes the report and acknowledges the need for a review of the use and replacement of rapid deployment cameras and endorses the production of a report with recommendations for their future replacement and use.
2. That the Committee appoints Councillors Ben Aitken, Viv Willder, Delma Collins and Louis Rigby to a CCTV Working Group to visit the CCTV suite at Wyre Council and work with officers on the production of the above report.
3. That the report and recommendations of the Working Group, be reported back to Committee upon

conclusion for due consideration.

Following a report to the Community Focus Scrutiny Committee 22nd January 2015 resolved to recommend to Cabinet

1. To note the current position with regard to the management and monitoring of the Rapid Deployment and the fixed CCTV cameras in Fylde Borough.
2. To approve the option of adding the three Lytham Town centre cameras to the existing monitored system (as outlined in the report) to be delivered through the Wyre BC and Fylde BC CCTV monitoring partnership, funded from the approved Capital programme at an estimated cost of £11,185

Community Focus Scrutiny Committee – 22 January 2015

1. To approve a fully funded budget increase of £2,151 to the CCTV replacement scheme within the approved Capital programme and that this increase be met for the additional LSP final balance.
2. As a consequence of the high risk to the existing downloading facility (outlined in paragraph 7 of the report) no further maintenance or renewal works be undertaken to other existing rapid deployment cameras, (as listed in Appendix 1 of the report) and they be decommissioned where such works are required
3. To approve the continuation of the existing maintenance work for the existing CCTV vans, where such works are a Fylde BC responsibility, whilst Cabinet subsequently resolved to approve the recommendations made by the Community Focus Scrutiny Committee subject to:
 - Replace recommendation 1(4) on the Future of CCTV in Fylde with “To seek a further report to cabinet on the implications on the capital budget provision of the proposed conversion of the Lytham cameras, to the monitored system delivered through Wyre council, with a view to this funding being set aside in an earmarked reserve for CCTV. The long term use of this to be considered further in 2017 when the police are able to give the council a commitment to monitoring the cameras post 2017, or otherwise. In the meantime if any of the current camera locations fail, they can be considered on a case by case basis, based on a proven need being demonstrated through an impact assessment”

CORPORATE PRIORITIES

Spending your money in the most efficient way to achieve excellent services (Value for Money)	√
Delivering the services that customers expect of an excellent council (Clean and Green)	√
Working with all partners (Vibrant Economy)	√
To make sure Fylde continues to be one of the most desirable places to live (A Great Place to Live)	√
Promoting Fylde as a great destination to visit (A Great Place to Visit)	√

REPORT

1. At a meeting of the Committee on the 20th June 2017, Members considered a report from a Working Group regarding the provision of CCTV and resolved:

That consideration is given to ceasing the purchase and support of Rapid Deployment Cameras and the capital budget be used to support the provision of the existing CCTV maintained system;

That the feasibility of extending the current maintained system is explored to include locations where rapid deployment cameras have previously been deployed;

That continued support is provided to the maintenance of equipment in the CCTV vans but any subsequent replacement of the actual CCTV vehicles be dealt through Capital or Funding Bids, rather than the existing budget provision; and

To adopt the proposed policy regarding the use of Body Worn Cameras.

2. Members should note that when considering CCTV, the Authority must have regard to the [Surveillance Camera Code of Practice](#) issued by the [Surveillance Camera Commissioner](#) and the 12 guiding principles to the code including requirements that the use of a system is consistent with a legitimate aim and a pressing need, that the system takes into account the effect of the CCTV on individuals and their privacy and that the

purpose of the system is justifiable. This [guidance](#) provides further information about how local authorities should comply with the Surveillance Camera Code of Practice.

3. There is no legal requirement upon the Council to provide CCTV but the purpose of CCTV in Fylde is to:-

Assist in reducing the fear of crime and anti-social behaviour.

Help to prevent crime and anti-social behaviour

Assist in the prosecution of offenders.

4. During the meeting an update was provided regarding CCTV in the Borough and the Committee noted the maintained, monitored system, the use of rapid deployment cameras and the provision of the CCTV vans

5. Fylde Council's Community Safety Partnership has previously purchased 2 CCTV vans and transferred ownership to the Police. The current arrangement for the CCTV vans is that Lancashire Constabulary support the maintenance and servicing of the vehicles whilst Fylde Council service and maintain the equipment (having originally purchased the vehicle). Any decision regarding the operational age of the vehicles and their withdrawal from service would be for the Constabulary.

6. During the discussions as part of the Working Groups, the Police commented that:

- ASB (anti-social behaviour) generally moves from area to area. CCTV vans have proved to be a good visual tool to disperse and deter pockets of low level ASB.
- No means of measuring / evidencing the reassurance CCTV provides or how much crime has been prevented due to the CCTV.
- CCTV footage is rarely used as key evidence but is a good source of supporting evidence.
- CCTV vans are used at events such as Club Days as a good means of preventing larger scale issues arising.
- Statically ASB figures higher in town centres as opposed to rural areas.
- The ideal scenario would be to invest in CCTV vans over the rapid deployment cameras but, bearing in mind the limited budget available, the priorities for the police would be to invest in more monitored cameras.

7. The vehicles are now 10 years old and recent inspections have revealed that the St Annes vehicle is in poor condition mechanically to the point that the Polices vehicle maintenance unit consider whether the vehicle is economically viable to repair. However, the CCTV equipment in the vehicle is, at this time, fully operational and functional.

8. The opposite to be said for the Kirkham vehicle which is currently mechanically sound but the CCTV equipment is requiring repair. The estimated cost of vehicle repairs is £2k and CCTV repairs £7k +vat

9. Taking into account the previous resolution of the Committee to continue to support the maintenance of CCTV in the vans, at this point it may be prudent to rationalise the two vehicles to one to ensure a continued mobile CCTV presence. The works would be done by Blackpool Council CCTV who currently maintain the equipment at an hourly rate and the cost would be borne through existing budgets.

10. Should the Committee approve this option, it is fair to assume that with this equipment starting to require increasing maintenance, it will only be a matter of time before the remaining vehicle/equipment requires replacing. As such, with the approval of the Committee Officers intend to obtain quotations for replacement CCTV vehicles with a consideration to submitting a capital bid in 2021/22 whilst also exploring any funding opportunities to assist in any such purchase. It is believed that the rationalisation of the vehicles will provide a solution for at least the 2020/21 financial year.

IMPLICATIONS	
Finance	The cost of moving the equipment between vehicles will be borne by existing budgets. Enquires will be made into the possibility of funding opportunities or the submission of a capital bid in 2020 to fund any new vehicle and equipment.
Legal	As highlighted within the report
Community Safety	As highlighted within the report

Human Rights and Equalities	As highlighted within the report
Sustainability and Environmental Impact	No implications arising from the report
Health & Safety and Risk Management	No implications arising from the report

LEAD AUTHOR	CONTACT DETAILS	DATE
Chris Hambly	chris.hambly@fylde.gov.uk Tel 01253 658422	21 st October 2019

BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
Home Office Surveillance Camera Code of Practice	June 2013	https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/282774/SurveillanceCameraCodePractice.pdf

DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING	5 NOVEMBER 2019	9
CARBON REDUCTION			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY

At the request of the Chairman, members are requested to consider broadening the remit of the cross-Committee Working Group considering plastic conscious issues to include consideration of carbon reduction. Whilst the use of single-use plastics contributes to greenhouse gas emissions there are other council policies and activities which could impact on this favourably.

It is suggested that the existing Working Party widens its remit to extend to carbon reduction with a view to the Council working towards net-zero carbon by 2050 developing an action plan identifying actions within the control of the Council to limit the impact of climate change.

It is proposed the current cross-party Working Group which is drawn from the membership of both the Environment, Health and Housing and Operational Management Committees be broadened to include two members of the Planning Committee.

RECOMMENDATION

- To broaden the remit of the Plastic Conscious Fylde Working Group to include two members of the Planning Committee and to broaden its remit to include the development of a carbon reduction Action Plan renaming it the Carbon Neutral Working Group.

SUMMARY OF PREVIOUS DECISIONS

Minutes of the Environment, Health and Housing Committee - 06/11/18

Minutes of the Operational Management Committee – 13 /11/18

CORPORATE PRIORITIES

Spending your money in the most efficient way to achieve excellent services (Value for Money)	√
Delivering the services that customers expect of an excellent council (Clean and Green)	√
Working with all partners (Vibrant Economy)	√
To make sure Fylde continues to be one of the most desirable places to live (A Great Place to Live)	√
Promoting Fylde as a great destination to visit (A Great Place to Visit)	√

REPORT

1. At the request of the Chairman, members are requested to consider broadening the remit of the cross-Committee Working Group considering plastic conscious issues to include consideration of carbon reduction. Whilst the use of single-use plastics contributes to greenhouse gas emissions there are other council policies and activities which could impact on this favourably.
2. It is suggested that the existing Working Party widens its remit to extend to carbon reduction with a view to the Council working towards net-zero carbon by 2050 by developing an action plan identifying actions within the control of the Council to limit the impact of climate change.
3. It is proposed the current cross-party Working Group, which is drawn from the membership of both the Environment, Health and Housing and Operational Management Committees, be broadened to include two members of the Planning Committee.

IMPLICATIONS	
Finance	Any financial impacts of the proposals made by the Working Group would have to be fully evaluated
Legal	None arising from this report
Community Safety	None arising from this report
Human Rights and Equalities	None arising from this report
Sustainability and Environmental Impact	Reduction in carbon emissions is of growing importance both nationally and regionally.
Health & Safety and Risk Management	None arising from this report

LEAD AUTHOR	CONTACT DETAILS	DATE
Tracy Manning	tracy.manning@fylde.gov.uk	22 October 2019

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT	ENVIRONMENT, HEALTH AND HOUSING	5 TH NOVEMBER 2019	10

EMPTY RESIDENTIAL HOMES POSITION STATEMENT

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY OF INFORMATION

Previous reports have been presented to members about the numbers of, particularly, long term empty residential properties. The most recent report was in November 2018 to the Environment, Health and Housing Committee. In recent years a number of changes have been made to the council tax scheme in relation to empty residential property and members have asked for regular updates to monitor the effect of those changes. This is the latest report to advise members of the effects of the changes.

SOURCE OF INFORMATION

Council Tax updates

LINK TO INFORMATION

Included in this report

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

The information is being given to members due to a request to do so from previous Policy Development Scrutiny Committees, and Environment Health and Housing Committee in November 2018.

FURTHER INFORMATION

Contact Kirstine Riding, 01253 658569

EMPTY RESIDENTIAL PROPERTIES POSITION STATEMENT

5TH November 2018

This is the background information to accompany the information item presented to members of the Environment, Health and Housing Committee at this meeting on the 5th November 2019.

Members have received previous reports to the former policy development scrutiny committees and Environment, Health and Housing Committees to update the position on the numbers of long term (greater than 6 months) empty residential properties in the borough. The term 'long term empty' has referred to properties that have been empty for 6 months or more. It now includes, for council tax purposes, a second type of empty property that has been empty for 2 years or more. This information has taken account of policy changes that have been introduced for long term empty properties.

The most recent change to council tax for long term empty property was introduced in April 2014. This change introduced a council tax premium to be levied on properties that had remained empty for 2 years or more. The premium is an additional 50% of the council tax charge such that 150% of the council tax for the property becomes payable. The additional premium complements other council tax measures that require 100% of the council tax to be paid for months 6-24 of being empty.

At the meeting of the former policy development scrutiny committee of November 2013 members resolved that additional actions to deal with empty properties could only be taken within existing resources and actions the housing service can take are limited to complaints received from members of the public. In the financial year 2018-19 there were no such complaints reported to Housing Services in relation to empty properties.

Date	Long term empty	2 years+ empty
Oct 13	688	N/A
Oct 14	611	126
Oct 15	612	122
Oct 16	604	93
Oct 17	584	125
Oct 18	634	123
Oct 19	650	110

Long term empties since October 2018 have increased by 16, however there has been a decline in the number of longer term empties from 123 in October 2018 to 110 in 2019.

The Private Sector Enforcement Policy adopted in January 2019, makes a commitment, subject to available resources, to work with owners of empty homes to bring them back into use. Over the past 12 months the Housing Service have not received any complaints in relation to empty homes in the borough. Environmental Health Department report receiving 4 enquiries, mainly around over grown gardens.

The Adopted Local Plan for Fylde to 2032 note in paragraph 9.59:

“the Council will identify and bring back into use empty housing and buildings in line with local housing and empty homes strategies and, where appropriate, acquire properties under compulsory purchase powers”

Kirstine Riding, Housing Services Manager

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT,HEALTH AND HOUSING COMMITTEE	5 TH NOVEMBER 2019	11
ANNUAL REPORT FYLDE CITIIZENS ADVICE BUREAU (CAB) 2018/19			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY OF INFORMATION

The purpose of this report is to provide an annual summary to the Committee on the work of the Fylde CAB. This is in accordance with the requirements of the CAB's agreement with the Council. Members are reminded that Fylde Council is the funding body for the Fylde CAB service through the provision of an annual grant. Fylde CAB will be presenting a revenue growth bid to the Committee at its meeting in January 2020 in which it will make a case for a modest increase in its grant provision over the forthcoming three years.

SOURCE OF INFORMATION

The Fylde CAB Annual Report has been prepared by Natalie Reeves, the Fylde CAB Manager who took over this role earlier this year. Her predecessors are referred to within in 2018/19 Annual Report as this is a backward looking report at performance in the last financial year.

LINK TO INFORMATION

Fylde CAB Annual Report (to follow)

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

This information is provided to enable the committee to have an overview of the performance of the Fylde CAB in the last financial year and scrutinise its service to Fylde residents.

FURTHER INFORMATION

Contact: Tracy Manning, Director of Resources
Tel 01253 658521 e-mail: tracy.morrison@fylde.gov.uk