

West Devon Hub Committee



West Devon
Borough
Council

Title:	Agenda								
Date:	Tuesday, 4th June, 2019								
Time:	2.00 pm								
Venue:	Chamber - Kilworthy Park								
Full Members:	<p style="text-align: center;">Chairman Cllr Jory</p> <p style="text-align: center;">Vice Chairman Cllr Samuel</p> <p><i>Members:</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Cllr Edmonds</td> <td style="width: 33%;">Cllr Moody</td> </tr> <tr> <td>Cllr Mott</td> <td>Cllr Pearce</td> </tr> <tr> <td>Cllr Leech</td> <td>Cllr Sellis</td> </tr> <tr> <td>Cllr Cheadle</td> <td></td> </tr> </table>	Cllr Edmonds	Cllr Moody	Cllr Mott	Cllr Pearce	Cllr Leech	Cllr Sellis	Cllr Cheadle	
Cllr Edmonds	Cllr Moody								
Cllr Mott	Cllr Pearce								
Cllr Leech	Cllr Sellis								
Cllr Cheadle									
Interests – Declaration and Restriction on Participation:	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.								
Committee administrator:	Member.Services@swdevon.gov.uk								

1. Apologies for absence

2. Declarations of Interest

Members are invited to declare any personal or disclosable pecuniary interests, including the nature and extent of such interests they may have in any items to be considered at this meeting.

If Councillors have any questions relating to predetermination, bias or interests in items on this Agenda, then please contact the Monitoring Officer in advance of the meeting.

3. Items Requiring Urgent Attention

To consider those items which, in the opinion of the Chairman, should be considered by the Meeting as matters of urgency (if any)

4. Confirmation of Minutes

Minutes of meeting held 19 March 2019

1 - 6

5. Public Questions- a period of up to 15 minutes is available to deal with issues raised by the public

6. Hub Committee Forward Plan

7 - 14

7. Corporate Strategy -Cllr Jory

15 - 50

8. Member Locality Fund - Cllr Pearce

51 - 62

9. Waste Collection Frequency Trial - Cllr Mott

63 - 70

10. Devon Housing Assistance Policy - Cllr Leech

71 - 128

11. Community Housing Delivery - Capital Requirements - Cllr Sellis

129 - 138

12. Lead Member Update - Cllr Leech

PART TWO ITEMS ARE THOSE WHICH MAY BE TAKEN IN THE ABSENCE OF THE PUBLIC AND PRESS ON THE GROUNDS THAT EXEMPT

INFORMATION IS LIKELY TO BE DISCLOSED (if any)

If any, the Committee is recommended to pass the following resolution:

"RESOLVED that under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the Meeting on the grounds that exempt information may be disclosed as defined in the paragraphs given in Schedule 12A to the Act."

This document can be made available in large print, Braille, tape format, other languages or alternative format upon request. Please contact the Committee section on 01822 813664 or email darryl.white@swdevon.gov.uk

13. Lead Member Update - Cllr Leech

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Agenda Item 4

At a Meeting of the **HUB COMMITTEE** held at the Council Chamber, Council Offices, Kilworthy Park, Drake Road, **TAVISTOCK** on **TUESDAY** the **19th** day of **MARCH, 2019** at **2.00 pm**

Present: Cllr P R Sanders – Chairman
Cllr L Samuel – Vice Chairman

Cllr C Edmonds	Cllr N Jory
Cllr A F Leech	Cllr C Mott
Cllr R Oxborough	Cllr A Roberts

In attendance: Chief Executive
Commissioning Manager
Head of Housing, Revenues and Benefits Practice
Head of Place Making
Head of Environment Services Practice
Interim Head of HR Practice
Specialist Democratic Services

Internal Audit Manager – Devon Audit Partnership

Other Members in attendance:

Cllrs Baldwin, Cheadle, Lamb, Moyse, Musgrave, Parker, Pearce, Sheldon and Yelland.

***HC 75 APOLOGIES**

Apologies for absence were received from Cllr R F D Sampson.

***HC 76 DECLARATIONS OF INTEREST**

Members were invited to declare any interests in the items of business to be discussed but none were made.

***HC 77 MINUTES**

The Minutes of the Hub Committee meeting held on 29 January 2019 were confirmed and signed by the Chairman as a correct record, subject to a correction to the minute numbering being made.

***HC 78 HUB COMMITTEE FORWARD PLAN**

Members were presented with the Hub Committee Forward Plan setting out items on the agenda for Hub Committee meetings for the next four months.

***HC 79 SUPPORT FOR A RURAL STRATEGY**

Members were presented with a report that detailed work undertaken by the Rural Services Network on a Rural Strategy, and sought the Council's support of such an approach.

The Lead Member for Performance and Resources introduced the report.

It was then **RESOLVED** that the Rural Services Network's Rural Strategy be supported and that support demonstrated by following the approach outlined in Section 5 of the report.

***HC 80 ENTERPRISE STRATEGY**

Members were presented with a report that set out the key objectives, actions and associated officer resourcing of the draft Enterprise Strategy for West Devon Borough Council.

The Lead Member for Economy introduced the report. In doing so, he stressed the importance dialogue with town and parish councils and stakeholders in taking the Strategy forward.

It was then **RESOLVED** that the draft Enterprise Strategy be noted and supported.

***HC 81 CORPORATE STRATEGY**

Members were presented with a report that reviewed the progress in refining the Council's service offering under each of the six corporate themes, namely: Efficient and Effective Council, Communities, Enterprise, Environment, Homes and Wellbeing.

The Leader introduced the report, and stated that the Strategy would ensure the Council was outward facing. Other Members agreed that the Strategy would ensure collaboration. Finally, Members welcomed the flexibility within the report that enabled slight differences, whilst understanding that the corporate strategy themes remained the same as those for South Hams District Council.

It was then **RESOLVED** that:

1. The progress made to date on refining the Council's service offering under each of the Council's six corporate themes be acknowledged; and
2. The approach as detailed in section 5 of the report be supported, to further embed, promote and share the Council's corporate Strategy with newly elected Members and their communities.

***HC 82 SYRIAN VULNERABLE PERSONS SCHEME UPDATE**

Members were presented with a report that outlined how four families had been supported through the scheme so far, how widespread community support for the plight of refugees had been realised in West Devon and, as a result, the Safe Haven charity group had asked the Council to expand the pledge to take more refugees.

The Lead Member for Health and Wellbeing introduced the report and the Head of Housing, Revenues and Benefits Practice responded to questions.

It was then **RESOLVED** that:

- (i) Progress on West Devon Borough Council's pledge to voluntarily participate in the Syrian Vulnerable Persons Scheme be noted; and
- (ii) Authority be delegated to the Head of Housing, Revenues and Benefits Practice, in consultation with the Lead Member for Health and Wellbeing, to extend the pledge to help Syrian Refugee Families in the circumstances set out in paragraph 5.1 of the presented report.

***HC 83**

CUSTOMER SATISFACTION ACTION PROGRESS

Members were presented with a report that detailed progress made to date in improving customer satisfaction.

The Lead Member for Customer First introduced the report. Some Members were concerned particularly in light of a recent report that stated 10% of the population did not have access to a computer. In addition, West Devon had poor connectivity to mobile and internet signals. The Lead Member for Customer First responded that measures were in place to support those without online access, and the Chief Executive confirmed that the adopted default position for the Council was for customers to access services online.

It was then **RESOLVED** that:

- (i) the progress made to date in improving customer satisfaction as detailed in section 3 of the report be noted; and
- (ii) the next steps outlined in section 5 of the report be supported.

HC 84

PEER CHALLENGE ACTION PLAN

Members were presented with a report and proposed Action Plan, following the Peer Challenge of West Devon Borough Council, jointly with South Hams District Council. The Action Plan reflected the recommendations in the Peer Challenge Report.

The Leader introduced the report. Members discussed the options presented in paragraph three of the report and agreed that progress with the Action Plan should not be delayed pending appointment to a Joint Working Group, as it was important to keep the momentum and continue with the work that had already taken place.

One Member asked that consideration be given to Members being able to Skype into meetings when Joint Briefing Sessions were held.

It was then **RESOLVED** that:

- (i) the Peer Challenge Action Plan as set out in Appendix A be implemented;
- (ii) the Local Government Association be asked to undertake a visit by the end of 2020 to follow up on progress in delivering the action plan; and
- (iii) Council be **RECOMMENDED** that a Joint Working Group be convened and the draft Terms of Reference for that group be approved as set out in Appendix B.

HC 85

NORTHERN OUTREACH

Members were presented with a report that set out the Hub Committee's preferred option for the Northern Outreach Service from a selection of options that were set out in paragraph 4 of the report. The report included an analysis of the current service, and a report to Overview and Scrutiny Committee was presented as an appendix to the report.

The Lead Member for Customer First introduced the report. Members discussed this matter at length in trying to attain the balance between equitable service provision across the Borough and available resources.

Whilst some Members considered Option 3 within the report to withdraw the service from 1 April 2019 to be the favoured option, they were minded to take the views of the Okehampton Ward Members into account and therefore favour Option 2. Members were advised that, in choosing Option 2, they would need to be confident of the direction after the monitoring period. Members also requested that monitoring take place at Tavistock, to enable understanding of the needs of the service users as a whole.

Finally, the majority of Members agreed that Option 2 would be the preferred way forward, amended to enable a report to be brought back to the Hub Committee with the results of the monitoring after a three month period.

It was then **RESOLVED** that Council be **RECOMMENDED** that the Hub Committee preferred option for the Northern Outreach Service was to reduce the service to a single day per week and monitored for a three month period and a report presented back to the Hub Committee meeting on 16 July 2019 that include the results of the monitoring, along with results of the monitoring at Tavistock, to enable a decision on the future provision of the service.

***HC 86 WEST DEVON PARKING STRATEGY GROUP**

Members were presented with a report that considered the future of the Parking Strategy Group in order to ensure that appropriate place-based solutions could be offered to communities when considering the forward planning of community services, including car parks, and town and village economies.

The Leader introduced the report, as the Lead Member for Commercial Services had given apologies for the meeting.

It was then **RESOLVED** that:

1. the work of the Parking Strategy Group to date be recognised and commended;
2. the Parking Strategy Group, in its current format is not appointed to at the Annual Council Meeting on 21 May 2019 but that its work be included within the remit of future Place Based engagement groups; and
3. in the interim period, the aims of the Strategy continue to be delivered with appropriate engagement with individual community stakeholders.

***HC 87 EMPLOYEE TERMS AND CONDITIONS OF EMPLOYMENT**

Members were presented with a report that presented the outcome of a review of options for reducing staff costs by varying terms from the Green Book from 2020/21. The report focused on two main aspects. Firstly, the current contractual situation, the presence of the national joint collective bargaining machinery and the legal considerations to be taken into account if changes in terms and conditions were proposed. Secondly, a number of options pursued by other local authorities.

The Lead Member for Resources and Performance introduced the report. The Interim Head of Human Resources Practice and the Leader responded to a number of questions of clarity.

Members noted that Terms and Conditions could be an agenda item for discussion once the Joint Group is convened, as set out Agenda Item 12: Peer Challenge Action Plan, Minute HC84 refers.

It was then **RESOLVED** that:

- (i) the options available in respect of employee terms and conditions as set out in the report be noted;
- (ii) the Head of HR Practice, in consultation with the Chief Executive and Trade Union representatives –
 - a. Develop a policy for unpaid career breaks;
 - b. Review the Managing Attendance Policy and present recommendations to the Senior Leadership Team by September 2019;
 - c. Review the Essential User Car Allowance Scheme and eligibility by September 2019; and
 - d. Review the Councils Redundancy Scheme by March 2020.

*** HC 88 EXCLUSION OF PUBLIC AND PRESS**

RESOLVED

That in accordance with Section 100(A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting during consideration of the following items of business as the likely disclosure of exempt information as defined in paragraph 3 of Schedule 12A to the Act is involved.

HC 89 ACCOMMODATION STRATEGY

Members were presented with a report that set out a number of recommendations regarding the future accommodation strategy at Kilworthy Park.

The Lead Member for Assets introduced the report.

It was then **RESOLVED** that Council be **RECOMMENDED:**

- 1. To agree a future accommodation strategy which will consider all alternative accommodation options and get best value for the site;
- 2. To form a Member Working Group of six Members, to be selected by the Group Leaders, to determine their terms of reference and work through options and to make recommendations to Hub Committee in July 2019; and
- 3. For the group to give consideration to each of the options outlined at paragraph 4.1 of the presented agenda report.

HC 90 READMITTANCE OF PUBLIC AND PRESS

It was then **RESOLVED** that the public and press be re-admitted to the meeting.

HC 91 INTERNAL AUDIT REVIEW OF COMMERCIAL PROPERTY PROCESS

Members were presented with a report that had been produced by the Internal Audit Manager, to review the commercial property process for West Devon Borough Council. He introduced the report and provided a summary, and then took Members through his recommendations.

A number of Members wished to record their sincere thanks to the Internal Audit Manager, and noted that he had achieved a great deal of work within a challenging timeframe.

Subject to minor comments, the recommendations were accepted by the Hub Committee. The report would also be presented to the Overview and Scrutiny Committee and full Council meeting, both to be held on 26 March 2019.

It was then **RESOLVED** that the contents and recommendations of the report and their onward consideration by the Overview and Scrutiny Committee and full Council be noted.

(The meeting terminated at 17.20 pm)

Chairman

(NOTE: THESE DECISIONS, WITH THE EXCEPTION OF HC 84 (3), HC 85 and HC 89 WHICH ARE RECOMMENDATIONS TO FULL COUNCIL ON 26 MARCH 2019, WILL BECOME EFFECTIVE FROM WEDNESDAY 27 MARCH, 2019 UNLESS CALLED IN, IN ACCORDANCE WITH SCRUTINY PROCEDURE RULE 18).

WEST DEVON BOROUGH COUNCIL: HUB COMMITTEE FORWARD PLAN

This is the provisional forward plan for the four months starting June 2019. It provides an indicative date for matters to be considered by the Hub Committee. Where possible, the Hub Committee will keep to the dates shown in the plan. However, it may be necessary for some items to be rescheduled and other items added.

The forward plan is published to publicise consultation dates and enable dialogue between the Hub Committee and all councillors, the public and other stakeholders. It will also assist the Council's Overview and Scrutiny Committees in planning their contribution to policy development and holding the Hub Committee to account.

The Plan is published in hard copy and on the Council's website (www.westdevon.gov.uk)

Members of the public are welcome to attend all meetings of the Hub Committee, which are normally held at Kilworthy Park, Tavistock, and normally start at 2.00 pm.

If advance notice has been given, questions can be put to the Hub Committee at the beginning of the meeting.

The Hub Committee consists of nine Councillors. Each has responsibility for a particular area of the Council's work.

Leader - Cllr Neil Jory

Deputy Leader - Cllr Lois Samuel

Lead Member for Council - Cllr Chris Edmonds

Lead Member for Health and Wellbeing - Cllr Tony Leech

Lead Member for Enterprise - Cllr Ric Cheadle

Lead Member for Environment - Cllr Caroline Mott

Lead Member for Customer First - Cllr Jeff Moody

Lead Member for Communities - Cllr Terry Pearce

Lead Member for Homes - Cllr Debo Sellis

Further information on the workings of the Hub Committee, including latest information on agenda items, can be obtained by contacting the Member Services Section by e-mail to democratic.services@westdevon.gov.uk

All items listed in this Forward Plan will be discussed in public at the relevant meeting, unless otherwise indicated

Portfolio Area	Report Title and Summary	Lead Officer/ Member	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Environment	Title: Coastal Concordat Purpose: To consider the Concordat agreed between WDBC and Marine Management Organisation in respect of planning matters below the mean low tide	TJ/Cllr Mott	Report of the Head of Place Making Practice Coastal Concordat	Date tbc	
Health and Wellbeing	Title: Review of the Housing Assistance Policy Purpose of report: To recommend to Council any necessary changes following a review of the Housing Assistance Policy	DS/IL/ Cllr Leech	Report of the Senior Specialist Environmental Health	4 June 2019	
Homes	Title: Community Housing Capital Financing Purpose of report: To seek authority to progress delivery of two sites, to include the funding requirements	C Brook/LB/ Cllr Sellis	Report of Head of Assets Practice	4 June 2019	Invest to Earn Member group
Environment	Title: Frequency Trial – Residual Waste Collections Purpose of report: To consider a trial of 3 weekly refuse collections starting Autumn 2019	JS/LB/Cllr Mott	Report of the Commissioning Manager - Waste	4 June 2019	
Leader	Title: Draft Corporate Strategy Delivery Plans Purpose of report: To consider the draft delivery plans for each of the Corporate Strategy Themes (Homes, Communities, Enterprise, Environment, Wellbeing & Council) - This report will detail a clear framework for Members to engage with their communities on the Corporate Strategy.	NT/ Cllr Jory	Report of the Commissioning Manager	4 June 2019	

Portfolio Area	Report Title and Summary	Lead Officer/ Member	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Communities	Title: Member Locality Fund – Process for Applications Purpose: To seek agreement to a process to enable Members to grant funds to community groups and projects	NT/ Cllr Pearce	Report of the Commissioning Manager	4 June 2019	
Leader	Title: Accommodation Strategy Purpose of report: To make recommendations for a future accommodation strategy	C Brook/ Cllr Jory	Report of Head of Assets Practice	September 2019	Invest to Earn Member group
Customer First	Title: Northern Outreach Service Purpose of report: To make a decision on whether or not to continue with a dedicated outreach service in the Okehampton area	NT/ Cllr Moody	Report of Commissioning Manager	July 2019	
Enterprise	Title: Action Plan for the Internal Audit report on the Tavistock Hotel Proposal Purpose of report: To set out the action plan for the ten recommendations contained within the report to Council on 26 th March 2019 (Minute CM66)	LB/ Cllr Cheadle	Report of s151 Officer, Head of Assets Practice	July 2019	
Enterprise	Title: Updated Commercial Property Acquisition Strategy Purpose of the report: To extend the strategy to include other areas of investment	CB/ Cllr Cheadle	Report of s151 Officer, Head of Assets Practice	July 2019	
Council	Title: IT Procurement Update Purpose of the report: Proposal for the approach for the ICT Procurement, including proposals for joint arrangements with South Hams District Council	MW/ Cllr Edmonds	Report of Head of IT Practice	July 2019	

Portfolio Area	Report Title and Summary	Lead Officer/ Member	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Council	<p>Title: Write Off Report for Quarter 4 2018/2019</p> <p>Purpose of report: The Council is responsible for the collection of: Housing Rents, Sundry Debts including Housing Benefit Overpayments, Council Tax and National Non-Domestic Rates. The report informs members of the debt written off for these revenue streams.</p>	LB/ Cllr Edmonds	Report of s151 Officer	July 2019	
Health and Wellbeing Enterprise Page 10	<p>Title: Food Safety Service Plan 2019/20</p> <p>Purpose: To present a service plan that has been produced to give clear details of food safety services provided across the Borough and how they will be carried out during 2019/20</p>	KP/IL/Cllr Leech and Cllr Cheadle	Report of Environmental Health Senior Specialist Food Safety Service Plan		None
Environment	<p>Title: Plymouth and SW Devon JLP Supplementary Planning Document – Consultation</p> <p>Purpose: to approve the consultation mechanism for the Supplementary Planning Document</p>	RG/Cllr Mott	Report of JLP Team Lead Draft SPD		
Council	<p>Title: Annual Treasury Management Report 2018/2019</p> <p>Purpose of report: To report on treasury management activity for the 2018/19 financial year</p>	PH/ Cllr Edmonds	Report of s151 officer	July 2019	
Enterprise	<p>Title: Formation of a wholly owned company</p>	C Brook / Cllr Cheadle	Report of Head of Assets	September 2019	

Portfolio Area	Report Title and Summary	Lead Officer/ Member	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
	Purpose of Report: To consider the formation of a wholly owned company to facilitate commercial activity				
Leader	Title: Draft Corporate Strategy Delivery Plans Purpose of report: To consider the feedback gathered by Members from their community engagement	NT/ Cllr Jory	Report of the Commissioning Manager	September 2019	
Communities	Title: Grounds maintenance service Purpose of report: To consider the future provision of a grounds maintenance service, and opportunities for income growth in respect of service area	SM & CA/ Cllr Pearce	Report of the Group Manager Commercial Services and Head of Environment Services Practice	September 2019	
Homes	Title: Homeless Strategy Year 3 Purpose of the report: To set out Year 3 of the Strategy	IB/ Cllr Sellis	Report of Head of Housing, Revenues and Benefits Practice	September 2019	
Council	Title: Write Off Report for Quarter 1 Purpose of report: The Council is responsible for the collection of: Housing Rents, Sundry Debts including Housing Benefit Overpayments, Council Tax and National Non-Domestic Rates. The report informs members of the debt written off for these revenue streams.	LB/ Cllr Edmonds	Report of s151 Officer	September 2019	

Portfolio Area	Report Title and Summary	Lead Officer/ Member	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Council	Title: Revenue Budget Monitoring Quarter 1 Purpose of report: A revenue budget monitoring report to monitor income and expenditure variations against the approved revenue budget for 2019/20, and to provide a forecast of the year end position	PH/ Cllr Edmonds	Report of Head of Finance Practice	September 2019	
Council	Title: Capital Budget Monitoring Quarter 1 Purpose of report: The report advises Members of the progress on individual schemes within the approved capital programme for 2019/20, including an assessment of their financial position	PH/ Cllr Edmonds	Report of Head of Finance Practice	September 2019	
Leader	Medium Term Financial Strategy for the five years 2020/21 to 2024/25 Purpose of the report: To set the strategic intention for all of the different strands of funding available to the Council. This brings together all known factors affecting the Council's financial position and its financial sustainability, to provide a long term financial forecast.	LB/ Cllr Jory	Report of s151 Officer	September 2019	
Deputy Leader	Title: Partnership Funding Levels 2020/21 Purpose of the report: To review Partnership Funding Levels for 2020/21 onwards	NT/ Cllr Samuel	Report of Commissioning Manager	September 2019	
Wellbeing	Title: Council Tax Reduction Scheme 2020/21 Purpose of the report: It is an annual requirement for the Council to revisit its existing council tax support scheme	IB/ Cllr Leech	Report of Head of Housing, Revenues and Benefits Practice	September 2019	

Report to: **Hub Committee**

Date: **4 June 2019**

Title: **Corporate Strategy**

Portfolio Area: **Leader of the Council**

Wards Affected: **All Wards**

Urgent Decision: **N** Approval and clearance obtained: **Y**

Date next steps can be taken:
(e.g. referral on of recommendation or implementation of substantive decision) **After call in period 12 June 2019**

Author: **Nadine Trout** Role: **Commissioning Manager**

Contact: Nadine.Trout@swdevon.gov.uk **01822 813624**

RECOMMENDATION

That the Hub Committee:

- 1. Acknowledge the progress made to date on refining the Council's Corporate Strategy.**
- 2. Support the approach as detailed in section 5.1a of this report to further embed, promote and share the Council's Corporate Strategy with newly elected Members and their communities.**
- 3. Sets time aside to review feedback received from the proposed Member community engagement and establish corporate strategy targets as detailed in sections 5b/5c.**

1. Executive summary

- 1.1 This report is presented by the Leader of the Council and reviews the Council's progress in refining the Council's service offering under each of the Council's six corporate themes, namely: Efficient and Effective Council, Communities, Enterprise, Environment, Home and Wellbeing.
- 1.2 The report in section 5 provides a suggested approach to further embed and promote the Corporate Strategy through adoption of a Member led engagement framework and community consultation.
- 1.3 The purpose of the Member led community engagement is to gather feedback from communities on what matters most to them and to set clear targets against each of the Council's corporate themes.

2. Background

- 2.1 In May 2018 Council adopted a new Corporate Strategy including a core purpose, guiding principles and five high level themes to guide Council delivery over the next 5 years, see Appendix A.
- 2.2 Throughout the summer of 2018 the Corporate Strategy themes were promoted by officers to local residents via roadshows and an online engagement portal where residents were encouraged to share their views and highlight the things most important to them under each theme. Responses although only few in number were varied but common responses focused on the need for truly affordable local housing, the need for car parking in new developments and the importance of keeping the Borough clean and tidy. It is important to note, that the roadshows and online promotion only prompted feedback from 68 residents.
- 2.3 In October 2018 Overview and Scrutiny Committee appointed a Corporate Strategy Key Performance Indicators (KPIs) Task and Finish Group, comprising Members and supported by senior officers. The Task and Finish Group presented their recommendations to Overview and Scrutiny Committee in January 2019. It was recognised by the Committee that the KPIs supplied were a good starting point. However, based on newly received feedback from the Local Government Association Peer Review team both Overview and Scrutiny Committee and Hub Committee resolved more work was needed by both Members and officers, to set a powerful vision for the next 5-10 years, and develop clearer strategies aligned to each corporate theme and that articulate desired outcomes for local residents.
- 2.4 As a result Hub Committee in January 2019 instructed officers to pull together relevant evidence, policies, service offering, projects, partners and outcomes per corporate theme, see Appendix B. Note, many services can be aligned to more than one corporate theme e.g. homelessness could sit under either the Homes or Wellbeing. As such the service offering per theme is subject to change.
- 2.5 At Hub Committee in March 2019 it was also agreed the Corporate Strategy would form part of the May Member induction process.

3 Outcomes/outputs

- 3.1 An all Member workshop was held on 5 February 2019 to review the content of Appendix B.
- 3.2 The workshop was well attended, with 19 out of 31 Members in attendance. Appendix C provides a summary of feedback collected at the event and demonstrates significant Member input.
- 3.3 An introductory session on the Corporate Strategy was held on as part of the Member induction. At the time of writing further plans are underway to engage Members more fully with the Corporate Strategy through an Informal Council session on 3 June 2019.

4 Options available and consideration of risk

4.1 Do nothing further

It is recognised that significant progress has been made in the last couple of months to pull together the service offering aligned to each theme. However, to fully meet with the Local Government Peer Review recommendations much work is still needed.

4.2 Take action option

4.1 By setting steps as detailed in section 5 the Council is proactively responding to Peer Review feedback and providing a plan of action to articulate desired outcomes for local residents. It is therefore deemed appropriate to pursue this option.

5. Proposed Way Forward

5.1 Below is an outline framework on how best Members of the Council might engage with their communities on the Corporate Strategy. The purpose of this engagement is to gain feedback from communities and set clear targets (desired outcomes) against each of the Council's corporate themes. Actions as follows:

- a. Act on ideas generated by Members at the 3 June Informal Council, and provide a clear framework for engagement including, as a minimum the following:
 - i. *Social media plan providing suggested media posts including images and words for all Members to use in their social media posts*
 - ii. *Member consultation pack including digital and paper reference materials (if required) as follows: corporate strategy graphic, list of services under each themes, achievements under each theme and frequently asked questions. Packs to be used by all Members at community events of their choosing i.e. town and parish meetings, community coffee mornings, Member surgeries, etc.*
 - iii. *A method for all Members to record community feedback by either using an online survey for use at Member led community events, or a paper survey if required*
 - iv. *Press release template for all Members to use to promote their presence at community events*
 - v. *Consider the use of a telephone survey conducted by an independent survey provider*
- b. Hub Committee on 10 September 2019 consider the feedback gathered by Members from their community engagement.
- c. Council on 17 September 2019 agree a set of desired outcomes aligned to each of the Council's corporate themes based on Member led resident engagement.

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	Hub Committee has a responsibility to provide Leadership to the overall activities of the Council.
Financial implications to include reference to value for money	N	There are no financial implications as a result of this report that have not already been budgeted for.
Risk	Y	A failure to review and act upon Peer Review feedback could lead to: Lack of coherent delivery Reputational harm Ineffective use of resources Poor quality service These risks are mitigated by: The recommendations outlined in this report
Supporting Corporate Strategy	Y	The entire Corporate Strategy is supported as a result of this report as it encourages Members to share the Corporate Strategy with their communities.
Comprehensive Impact Assessment Implications		
Equality and Diversity		None – no policy or service change is proposed in this report.
Safeguarding		None – no policy or service change is proposed in this report.
Community Safety, Crime and Disorder		None – no policy or service change is proposed in this report.
Health, Safety and Wellbeing		None – no policy or service change is proposed in this report.
Other implications		-

Supporting Information

Appendix A West Devon Corporate Strategy

Appendix B Detailed Service Offering Per Corporate Theme

Appendix C Corporate Strategy Member Workshop Feedback 05.02.19

5 year Corporate Strategy 2018 - 2023



West Devon
Borough
Council

Our Core Purpose

To make a positive impact on the lives of local people by providing valued and easy to use services.

Our Guiding Principles

- ▶ Provide value for money and good customer service
- ▶ Be open, honest, listening and responsive
- ▶ Work with partners and communities for mutual benefit
- ▶ Be open minded and embrace change

Our Challenges

- ▶ Withdrawal of core central government funding
- ▶ Setting a balanced budget without cutting statutory services
- ▶ It costs more to deliver services in a rural area
- ▶ High house prices and a dwindling working age population
- ▶ Managing development without compromising our high quality natural and built environment

How we will measure success

- ▶ Provide key performance indicators for each corporate strategy theme
- ▶ Benchmark performance against national standards
- ▶ Monitor progress quarterly through our Overview & Scrutiny process
- ▶ Refine service standards through targeted annual delivery plans
- ▶ Report annually through our Annual Report process

Corporate Strategy Themes

COUNCIL

Delivering efficient and effective services



HOMES

Enabling homes that meet the needs of all



ENTERPRISE

Creating places for enterprise to thrive and business to grow



COMMUNITIES

Council and residents working together to create strong and empowered communities



ENVIRONMENT

Protecting, conserving and enhancing our built and natural environment



WELLBEING

Supporting positive, safe and healthy lifestyles and helping those most in need



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APPENDIX B: Detailed Service Offering Per Corporate Theme



Delivering Efficient and Effective Services

Scene Setting

Delivering Efficient and Effective Council services underpins delivery of the other Council themes. It ensures that we embrace our guiding principles to:

- Provide value for money and good customer service
- Be open, honest, listening and responsive
- Work with partners and communities for mutual benefit
- Be open minded and embrace change

West Devon Borough Council has a proven track record of strong financial management and strategic financial planning. Government funding has reduced by £3 million in West Devon over the past ten years. This equates to 41% of the Council's net budget.

In responding to the reductions in government funding, the Council has, jointly with South Hams District Council, undertaken a Council wide transformation and implemented new ways of working. This transformation has seen almost all of our services now being fully shared between the Councils.

While this has significantly contributed to ensuring the Council can set a balanced budget, we are still forecasting a cumulative budget gap of £0.7 million by 2023/24.

A current focus for the Council is on developing alternative funding sources to close this gap, such as its Commercial Property Investments. The Council has approved a commercial property strategy of £50 million. The Council has taken a commercial approach and been pro-active in addressing economic regeneration in times of financial austerity. West Devon has approved a commercial property strategy of £50 million and the Council has supported a mixture of buying properties both in Borough and out of area acquisitions. The Council's strategy has multiple objectives, including supporting economic regeneration, enhancing economic benefits, growing business rates income and; as an ancillary benefit, assisting with the financial sustainability of the Council.

West Devon Borough Council, jointly with South Hams District Council directly employ 265.90 full time equivalent staff to deliver shared services (this does not include the South Hams Commercial Services employees which are not shared). Staff throughout the Councils continue to perform well with sickness levels below the national average. HR policies allow a fair relationship between employer and employee and regular staff briefings. Our Continuous Personal Improvement programme ensures staff are up to speed with Council priorities and able to evidence their achievements and identify any training needs.

The Peer Challenge undertaken in 2018 highlighted the resilience of our employees as a key strength of the organisation and we look to build further on this through the delivery of our Organisational Development Strategy.

In recent years the Council has used social media in a much more proactive manner and coupled with our continued development of our localities service, we have engaged with and informed people at the right time. This approach, along with continued investment in simple to use IT systems, has in turn led to a significant reduction in call volumes and a drop in the number of people visiting our offices. We have seen reductions in timescales for the delivery of almost all our services but as our IT systems become outdated, we know that we must now consider future IT systems that are easy for our customers to use and enable them to do more for themselves online.

While overall service performance continues to improve, we know that we can do more, particularly in respect of improving the customer experience.

We are now a Member of the Institute of Customer Service and in 2018 worked with them to deliver our first Customer Satisfaction survey.

The results were clear that overall customer satisfaction levels for West Devon Borough Council are below the national average for Public Services



The results highlighted a number of areas where we should look to improve including helping more customers at first point of contact and keeping our customers informed. This will be a key focus for the coming 12 months.

The full results of the 2018 Customer Satisfaction survey can be found [here](#)

How do we know how well we are doing?

The Council has a number of measures in place to assess its operational performance. An Audit Committee meets five times a year and its role is to provide an oversight of the financial reporting and audit processes plus the system of internal controls and compliance with laws and regulations. The Council also has two internal audit staff managed by the Devon Audit Partnership who provide an opinion on the internal control environment and governance processes.

This strategy sets out a number of Key Performance Indicators that will be used to report on our efficiency and effectiveness along with a summary of the projects that we consider important in achieving the required levels of performance. Performance will be reported to Members on a quarterly basis through the Overview and Scrutiny Committee

Service Offering

The following services are key to us being an efficient and effective Council.

Service	
Contact Centre <i>"Listening to our Customers, aiming to resolve at first point of contact"</i>	Ability to make online transactions 24/7 Call Centre available 0900 – 1700 Monday – Friday Webchat Social Media (Facebook / Twitter etc) Reception (Tavistock) 0900 – 1700 Monday – Friday
Finance <i>"Ensuring that we make decisions that support our financial challenges"</i>	S151 Officer Strategic Finance advice and guidance Accountancy and budget management (budget setting and monitoring) Treasury Management
Legal <i>"Enabling our Members and staff to make decisions that are legal and compliant"</i>	Legal advice and support to the Council, Members and all service areas Monitoring Officer and Governance support and advice
Human Resources <i>"Ensuring we support our staff to deliver efficient services"</i>	Recruitment Ensuring employee health and wellbeing Support to employees and managers Implementing tools and procedures to manage employee performance
ICT <i>"Enabling our staff and customers to communicate via phone and web"</i>	Provision of systems to support the work of the Council Website available 24/7 365 days of the year Providing equipment for employees to work
Member Services & Elections <i>"Supporting the Democratic Decision Making of the Council"</i>	Support to Elected Members Ensuring transparency in decision making processes Identifying Member training and development needs
Audit <i>"Providing Internal Assurance on efficiency and compliance"</i>	Governance Framework Internal reviews of process and procedures Delivery of an annual audit plan
Communications <i>"Keeping people informed and increasing transparency of decision making"</i>	Engagement Portal Press Releases Messaging through social media and other platforms
Corporate Projects <i>"Ensuring we continuously embrace change and deliver projects that support our services"</i>	Management and Governance of organisation wide projects and risks

Projects

The following projects are based around the Corporate Strategy Guiding Principles

Provide Value for Money and Good Customer Service		Short term (This Year)	Medium Term (1/2years)	Longer Term (3-5 years)
	Enabling our customers to request services easily	Review our website <i>(so that we can make sure it's easy to use)</i>		
		Review of complaints and development of action plan <i>(so that we learn and improve future customer experience)</i>		
		Carry out an annual Institute of Customer Service Survey <i>(so that we can see where we still need to improve)</i>		
	Ensure we get it right first time	Implement standardised form and process for reporting service failures <i>(so that we can make improvements quickly)</i>		
		Add feedback forms to all web processes <i>(so that we can monitor how easy it is to request a Council service)</i>		
	Ensuring that we get the best from our workforce	Implementing our Workforce Development Strategy <i>(so that our staff are supported, well trained and have the tools to do their jobs)</i>		
		Implement Customer Service Standards <i>(so that our staff are responsive to customer needs)</i>		
		Undertake a review of extended and Senior Management structure <i>(to ensure that we are best aligned to deliver our themes)</i>		

Provide Value for Money and Good Customer Service continued	Making the best use of Council resources	Growing our Commercial Property Investment programme <i>(to maximise our income to fund our services)</i>		
		Undertake a review of corporate accommodation <i>(to ensure we minimise costs)</i>	Reviewing our Treasury Management policy <i>(To ensure we get the maximum return on investment)</i>	
		Ensure a balanced budget is set each year <i>(so that we can fund our services)</i>		
		Undertaking a review of Single Person Council Tax discount <i>(To ensure we maximise Council Tax collection)</i>		
		Implementing a new payments system <i>(Increasing payment methods and ease of use)</i>		
		Development of consultancy offering to other Local Authorities <i>(generating income to contribute to our own services)</i>		
		Identify if there are other services we can provided to the public <i>(to increase income to help fund our service)</i>		
	Improving transparency of how we're doing	Implement clear performance targets with results available to the public and Members <i>(so that our progress in delivering against our themes can be monitored)</i>		
		Implement PowerBi performance monitoring system <i>(to provide real time performance statistics enabling us to prioritise resource where performance is dropping)</i>		

Be open, honest, Listening and Responsive	By providing Members with the resources required to carry out their role	Delivering a Member Induction programme (<i>so that our Members are well informed to make decisions that support our themes</i>)	Ongoing rolling 12 month Learning and Development Plan for Members (<i>to ensure that our Members have the skills they need</i>)		
		Member IT solutions review (<i>so that Members have technology in place to be kept informed and to engage with stakeholders</i>)			
		Implementation of Member Development Programme (<i>so that we can support the training needs of Councillors and future leaders</i>)			
	Communicating our ambitions to our customers and stakeholders	Implement Online budget engagement / webinars – Summer /Autumn 2020 (<i>so that we can understand what's important to our residents</i>)			
		Reviewing our communications methods with stakeholders including the public (<i>so that we can engage in a meaningful way</i>)			
		Increase the uptake of the Engagement Portal (<i>so that our residents and stakeholders can help shape our decision making</i>)			
	Increasing transparency in decision making	Publishing of Councillor meeting attendance, training records and voting information online (<i>so that our residents can see how decisions are made</i>)			
		Updating our transparency plans (<i>so that we publish more information up front, reducing the number of requests for information</i>)			
		Implementing webcasting for our committee meetings (<i>so that we increase the engagement and transparency of decision making with our residents</i>)			

KPIs

The following KPI's are an indicator of how efficient and effective the Council is. Additionally, other themes will contain specific performance measures around service specific targets.

KPI	Target	National Benchmark
Increase customer satisfaction	5.1 point improvement from 2018 score	Stretch target of a 7.5 point improvement to meet national local council average
Increase right first time services	15% improvement from 2018 score	56.2% national local council average
Increase keeping customers informed	1.2 point improvement from 2018 score	Stretch target of 2.7 point increase to meet the UKCSI average for all service sectors
Increase Council Tax Collection rates	98%	Target top national quartile 98% for shire districts 17/18
Value for Money Assessment	Achieved / Not achieved	Achieve unqualified Value for money opinion
Council Income / Expenditure	Within 1% variance	Actual vs budgeted within 1% variance

Stakeholders and Partners

Stakeholder / Partner	How we engage / inform		
	Ad-Hoc	Monthly / Quarterly	Annual
Residents that access our services	<ul style="list-style-type: none"> Feedback form on the internet Engagement portal Formal mechanisms (complaints etc) Publishing key decisions and information on social media 	<ul style="list-style-type: none"> Making Committee reports around decisions available online 	<ul style="list-style-type: none"> Customer Satisfaction survey Publishing a report on our performance Publishing our annual accounts and value for money assessment
Employees that deliver our services	<ul style="list-style-type: none"> 1:1's with Managers 	<ul style="list-style-type: none"> Team Meetings Staff briefings with Senior Leadership 	<ul style="list-style-type: none"> Away days to focus on corporate priorities Employee Survey
Organisations which receive a proportion of Council Tax we collect (<ul style="list-style-type: none"> Meetings to discuss Council 		

Devon CC, Fire and Rescue, Police)	Tax collection rates		
Devon Business Rates Pool		<ul style="list-style-type: none"> • Quarterly meeting with all authorities in the Business Rates Pool 	
Our suppliers (including key suppliers of our services (FCC for Waste and Fusion for Leisure))		<ul style="list-style-type: none"> • Contract Management meetings to discuss operational performance & customer satisfaction 	



Council and residents working together to create strong and empowered communities

Scene Setting

Our Corporate strategy says that the Council will:

- **'make a positive impact on the lives of local people by providing valued and easy to use services'**
- **'work with partners and communities for mutual benefit'**
- **'be open, honest, listening and responsive'**

The Council currently supports the Communities theme in several ways such as the provision of grants, targeted use of Section 106 monies, partnership working, SeaMoor lottery funding and through its Locality service which provides a vital link between the Council, Members and Communities. This support builds community capacity and both enables and facilitates community relationships and projects that benefit local communities.

Legislative Framework

Localism Act 2011 which seeks to give effect to the Government's ambitions to decentralise power away from Whitehall and back into the hands of local councils, communities and individuals to act on local priorities, covering areas such as community right to challenge and assets of community value.

Performance

Notable performance to date includes:

Approved neighbourhood plan for Bere Peninsula

<https://www.westdevon.gov.uk/article/3891/Neighbourhood-Plans>

SeaMoor Lotto

- Lifton Community Centre - raising £338.00 annually
- Okehampton and District Community Transport Group - raising £650.00 p.a
- WD CAB - raising £390.00 p.a
- Plymouth and West Devon Home Start - raising £520.00 p.a
- Dartmoor Search and Rescue Team (Tavistock) - raising £468.00 p.a

S106 funds awarded

- Spreadsheet available on website

Service Offering

	Service	Brief Summary
Empowered communities	Neighbourhood planning	Neighbourhood planning is a right for communities introduced through the Localism Act 2011; communities can shape development in their area through the production of Neighbourhood Development Plans, Neighbourhood Development Orders and Community Right to Build Orders. The Council receives £20,000 for each plan once a local referendum on the Plan has been carried out. Guidance provided on the website together with support from Place Making specialist and Case Manager.
	Devolution of assets for community benefit	There were several initiatives highlighted in the Annual Report for 2017-18. There are several more initiatives in the pipeline the most high profile is the proposal to transfer toilets in both areas to the parish/town council as primary option.
	S106 community funding	A section 106 agreement is a legal agreement between the Council and developer and linked to planning permissions. Agreements can ask for new facilities or the improvement of existing facilities in an area where planning development is taking place. Some agreements specify a particular project on which the money is to be spent. Where there is no specific project, the Council suggests a Town/Parish Open Space, Sport and Recreation Plan to identify and prioritise projects. If the spend is over £30,000 then it has to be approved by Hub Committee. Regular reports to Overview & Scrutiny on current spending Updates on the websites and through press releases
	SeaMoor Lottery	Joint Council lottery launched last year to support community projects in the local area: 50% of the ticket price goes to local good causes in the South Hams and West Devon. Buyers can choose which local charity to support when buying a ticket. Awareness raised by press releases and information on the website.
	Communities Together Fund	Communities Together funding is managed by the Council. It is allocated according to the number of electors with the Borough allocating 10 pence per elector and DCC paying £1 per elector. The fund supports new ideas to help communities to work together on projects that enhance and make a difference to residents.
	Community Project Grants	A wide variety of Community projects have been supported ranging from improvements/refurbishment of Village Halls, replacement of play park equipment, picnic bench provision, replacement and/or improvements to village notice boards, and refurbishment to a community boat shed and purchase of bat detectors.
	Community led parking tariffs	An opportunity for communities to work with Councils to determine parking tariffs suitable to the needs of their area.
	Locality team	A crucial link between the Council, Members and the local Communities, signposting to services both within the Council and locally and providing support and advice to local communities and people
	Education vehicle	Used by the Locality team to promote initiatives of community interest including waste and recycling changes at local shows and events.
	Parish and Town Link meetings	Eastern, Northern and Southern Links of parishes meeting quarterly to discuss wide range of local issues and attended by senior officer and/or Localities

Projects

Project	Timescale	Objective
Crowdfunding	By 1 st April 2019	To trial an online crowdfunding platform and award £10,000 of grant funding to local community based projects.
Public Toilet Review	By 1 st April 2019	To maintain a public toilet service where feasible by transferring assets to town and parish councils.

KPIs

KPI	Target	National Benchmark
S106 community based funding,	Achieve 100% spend	None
Neighbourhood plans	Complete 100% of plans within timeframe	None
Community led car parking tariffs	Work with 4 communities over next 5 years	None
Promote Lotto	Target: raise x for local good causes?	None

Stakeholders and Partners

Rural Service Network – of which the Council is a member.

RSN is the national champion for rural services, ensuring that people in rural areas have a strong voice. The RSN fights for a fair deal for rural communities to maintain their social and economic viability for the benefit of the nation as a whole.

Citizens Advice – providing valued assistance to local communities with debt advice and consumer rights.

Voluntary and community groups

Parish and Town Councils

Devon County Council

MPs



Creating places for enterprise to thrive and business to grow

Scene Setting

The blueprint for enterprise and growth is set and defined for the next 20 years by the South West Joint Local Plan (JLP). All enterprise activity undertaken by the Council, either in a facilitating role or through direct delivery is guided by this policy.

The JLP sets out requirements for employment across South Hams, West Devon and Plymouth (the Plymouth Housing Market Area and its Functional Economic Market Area). It establishes the full need for employment development and sets out a spatial strategy to guide communities and the development industry in meeting those needs.

A key objective of the JLP Strategy is to further the resilience and self-sufficiency of communities

Devon County Council has prepared and published an assessment of the economic conditions in the area and sets out an economic development strategy for the County: 'A Strategy for Growth 2013 – 2020' (see <https://new.devon.gov.uk/economy/>). The JLP is aligned with this.

The Local Enterprise Partnership, the Heart of the South West (HotSW) has prepared and published a sub-regional strategy, see <https://heartofswlep.co.uk/>, with which the JL is also aligned.

The County Strategy and the HotSW provide a focus for future initiatives in South West Devon. Officers work closely with these partners.

Our Enterprise strategy has two strands:

1. To act as the promotor and facilitator of development that is led by the private sector
2. To act within the market to directly deliver employment and enterprise, working with communities, businesses and land owners to deliver against the JLP and identified need.

This strategy recognises that the interests of the private sector don't always align perfectly with ours and the JLP and importantly, it is through the second strand that we are able to mitigate that challenge.

What does direct delivery look like?

Our adopted Assets Strategy and Commercial Development Strategy underpin our ability to deliver in the market. In approving these strategies, members recognise the importance of land ownership and commercial investment to support Enterprise and our financial sustainability. Our Assets Strategy sets out a programme of development of commercial units on land that we own.

Our Commercial Development Strategy is a £50m investment fund, aimed at boosting economic growth, low cost housing provision and employment within the borough and surrounding areas on projects that also deliver a positive commercial return.

Service Offering

There is no statutory responsibility the Council to provide a specific Economic Development Service. In fact, the Council recognise that their ability to directly influence the Economy is restricted to commercial development (commercial property strategy) and business rate policy areas.

Indirectly there are opportunities to influence Enterprise through the measures set out in the table below.

	Service	Brief Summary
Enterprise to thrive and business to grow	Business engagement and support	Support and advice from Business Development Manager and Planning Services. Specialist environmental health advice on licensing and safety. Contracted business advice for business start-ups and local SMEs. Business rates policies to help businesses in need as well as those looking to expand or relocate to the area.
	Research and intelligence	Town benchmarking Demographic projection figures and infrastructure needs (in collaboration with external partners) Retail assessment Leisure Assessment Employment Land Review Landowner survey
	Maximising funding opportunities	Guide, co-ordinate and collaborate to optimise benefits derived through s106 to support infrastructure needs Monitor to gain earliest knowledge of funding opportunities Prepare projects in outline in preparation for funding opportunities
	Strategic working	Alignment to the LEP Industrial Strategy Joint Local Plan delivery Network and lobby to improve success of funding bids Pre-application planning advice Broadband
	Business Development	Respond to enquiries received through HotSW LEP and DCC identify and collaborate to deliver business opportunities
	Council Assets Strategy	Existing assets strategy is to increase organically the holding of commercial employment units in our key towns and villages. This supports smaller enterprises looking for fit for purpose premises on fair lease terms.

Projects

The Council has not been proactively pursuing Economic Development opportunities in recent years. There are, consequently very few projects that have reached a stage where they can be considered to have a high degree of certainty of delivery. It is notable that the JLP is approaching the point of adoption. This combined with the establishment of the Corporate Property Strategy have led to a number of projects that are in the early stages. It is not considered appropriate to record these at this time.

Project	Objective	Outcome
Okehampton Land Assembly	Housing / Employment / Enterprise	Sustainable housing and employment development scheme.

KPIs

Detail relevant KPIs for this theme again differentiate between each Council if needed.

KPI	Target	National Benchmark
Business unit rental	80% business rental achieved	None
Businesses support	To deliver support to over 60 businesses	None
Business rates	Increase collection rates by x	None
Employment land brought forward	*	None

* Figures to be informed by JLP targets and not to include the Dartmoor National Park

Stakeholders and Partners

Business and commerce
Town and Parish Councils
Chambers of Commerce



Protecting, conserving and enhancing our built and natural environment

Scene Setting

The Councils recognise the vital role they play in protecting, conserving and enhancing the built and natural environment across their areas. In addition to seeking to deliver high quality statutory functions around for example planning and waste, relationships have been developed with key partners to secure shared outcomes for our communities.

The Plymouth and South West Devon Joint Local Plan (link) sets out, with Plymouth City Council, a shared direction of travel for the long term future of the area and seeks to directly support the Environment theme at a strategic level.

Operationally, the Council has a number of statutory requirements when it comes to the collection of household waste and the clearance of litter and waste from public highways and 'relevant land'. As the Local Planning Authority the Councils are responsible for determining planning applications in line with Local and National Policy. The unique environment encompasses Areas of Outstanding Natural Beauty, Conservation areas and large numbers of listed buildings which are enhanced and protected through a range of services.

Legislative Framework

West Devon Borough Council has a number of statutory requirements when it comes to the collection of household waste and the clearance of litter and waste from public highways and 'relevant land'. The relevant legislation is as follows:

Environmental Protection Act 1990 - <https://www.legislation.gov.uk/ukpga/1990/43/contents>

- Under the EPA 1990 West Devon Borough Council is classed as a 'waste collection authority'.
- Section 45 of the act requires waste collection authorities to collect household waste unless it is in an isolated location or arrangements can reasonably be expected to be made by the person who controls the waste.
- Under Section 46 of the act the authority can give a householder notice that waste must be disposed of in a specified receptacle, and in a specified manner.
- From 31 December 2010, waste collection authorities in England must make arrangements for the separate collection of at least two types of recyclable waste unless it would be unreasonably costly to do so (s.45A).
- Section 34(1) of the act imposes a duty of care on the authorities to take all reasonable measures to prevent the escape of waste from their control and that any transfer for of waste is to an authorised person and accompanied by a written description of the waste.
- Section 89 imposes a duty on the Councils, as the 'principal litter authority' to ensure that all relevant land is, so far as is practicable, kept clear of litter and refuse.

Controlled Waste Regulations 2012 - <http://www.legislation.gov.uk/uksi/2012/811/contents/made>

- Allows waste collection authorities to charge for the collection of household waste from non-domestic properties such as holiday homes and community halls.
- Introduced the term 'offensive waste' which includes waste that was previously widely referred to as low grade clinical waste. The newly termed 'offensive waste' now forms part of the household residual waste stream.

Waste (England & Wales) Regulations 2011 -

<http://www.legislation.gov.uk/uksi/2011/988/contents/made>

- Transposed the EU Waste Framework Directive 2008 (<http://ec.europa.eu/environment/waste/framework/>) into UK law which:
 - o Sets the basic concepts and definitions related to waste management, such as definitions of waste, recycling, recovery.
 - o Imposes a requirement for any producer of waste, such as a local authority, to evidence the application of the waste hierarchy where practicable.
- States that an establishment which collects paper, metal, plastic or glass must take all such measures to ensure separate collection of that waste where it is technically, environmentally and economically practicable (TEEP) to do so. N.B. separate refers to separation from residual and does not necessarily mean the collection of each recyclable material separately.

Planning Legislation

Development Management Procedure Order [DMPO 2015 \(Consolidated\)](#).

General Permitted Development Order [GPDO 2015 \(Consolidated\)](#).

Listed Building and Conservation Area Regs [LBCA Regulations 1990 \(Consolidated\)](#).

[Tree Preservation Regulations 2012 \(Consolidated\)](#).

Use Classes Order [UCO 1987 \(Consolidated\)](#).

Town & Country Planning Act 1990 - <http://www.legislation.gov.uk/ukpga/1990/8/contents>

What we don't do

Whilst the Council is responsible for the collection of waste in the Borough it is not responsible for its disposal. Devon County Council is the waste disposal authority and they direct the second tier councils to deliver residual waste and organic waste (i.e. food waste and garden waste) to facilities of their arrangement. Devon County Council are also responsible for running the Household Waste Recycling Centres (HWRCs) throughout Devon County.

Neither is the Council responsible for planning applications which fall in the Dartmoor National Park area of the Borough.

Service Offering

	Service	Brief Summary
Protecting, enhancing, conserving	Waste collection	Fortnightly residual waste sack collection from all households.
	Recycling collection	Weekly dry recycling and food waste collection from all households. Fortnightly garden waste collection from subscribing households. Arrange for the appropriate processing or treatment for dry recyclables collected.
	Ancillary waste services	Household healthcare waste collections Bulky waste collection Recycling bank provision, collection and maintenance Fly tip removal
	Planning applications	The processing of a range of planning applications ranging from major sites comprising of 1000's of houses to smaller householder applications.
	Pre-application service	A paid for service to enable developments to be considered by a range of specialists and consultees in advance of a potential planning application.
	Duty Planning Service	Paid for planning advice to the public delivered through face to face or telephone appointments.
	Environmental Protection	Enforcement action to address, abandoned vehicles, fly tipping, fly posting, littering and dog control.

Projects

	Project	Timescale	Objective	Expected outcome
Protecting, enhancing, conserving	West Devon Garden Waste – Subscription date and payment mechanism change	By 1 st April 2019	To increase participation in the service by changing the sign up date to April (at the start of the growing season). To increase satisfaction for customers by simplifying the payment and re-subscription system.	Sustainable service which can continue to be provided for the customer. Improve customer journey.
	Change to West Devon recycling services (2019/20)	By Summer 2020	To collect a greater range of materials for recycling from the kerbside.	Increase customer satisfaction. Increase recycling rate. Reduce amount of black sack waste Future-proof service against expected national policy changes.
	Development of a Premium Planning Service	2019/20	To develop a paid for, fast track service for delivery of planning applications.	Improved customer service.

KPIs

KPI	Target	National Benchmark
Missed recycling and waste collections	Less than 80 missed collection per 100,000	None, although a recent Ubico benchmarking exercise gave 97 missed collection per 100,000 as an average.
Recycling and Composting of household waste collected.	Over 55% of all household waste collected	17/18 rate for England was 44.8%
Fly Tip Enforcement	100% enforcement of fly tips on public land where evidence is present	None
Listed Building Consent	80% of applications within timeframe*	<i>*Within 8 weeks or agreed time - minor developments</i>
Planning Enforcement	100% of investigations in line with policy	
Speed of Planning Decisions	80% of applications processed within timeframe*	<i>*Within 8 weeks or agreed time - minor developments</i>
Energy efficiency	100 household grants awarded	

Stakeholders and Partners

Devon Authorities Strategic Waste Committee

- A group made up of elected members from each Devon district authority and Devon County Council that meets on a quarterly basis.

FCC Environment Ltd

- Contractor employed to deliver waste collection, street cleansing and toilet cleaning services for both councils from April 2019 until, at least, March 2027.
- This contract is managed by a partnership board made up of members from both councils, senior officers and contractor representatives.

Waste Working Groups

- Each Council has a member working group that meet monthly. These groups consider and oversee service design changes and steer strategy and policy direction. These groups also report to Hub/Exec and/or Council as appropriate.

Developers and Agents Forum

- A stakeholder engagement forum to discuss performance and development issues within the service

Historic England

- A key stakeholder and statutory consultee with reference to our built environment

Parish/Town Councils and Devon County Council

Tamar Valley AONB

Cornwall and West Devon Mining Heritage - WHS



Enabling homes that meet the needs of all

Scene Setting

Through a range of statutory and discretionary powers a number of different work streams align themselves to deliver this key role. We aim to prevent homelessness, maintain housing standards, help people to stay independent in their homes and meet housing need through a combination of affordable and market housing developments.

Housing Affordability is a key challenge across both areas. House prices being well out of reach for people on average wages - the ratio of average house cost to average salaries being 10.7:1 in West Devon. The Council delivers a number of interventions to improve the quality and number of homes to address this challenge.

In West Devon, there was a total of 25,709 properties, of which 545 are second homes, 348 are empty, 40 are uninhabitable, 55 have been empty for less than one month and 30 empty for 2 years or greater. The average house price in the Borough is approximately £245,000.

In the year 2017/18, the number of affordable homes in West Devon was 2401 (this includes 50 units of extra care accommodation). In this same year, 21 affordable homes were built in West Devon.

It is recognised that delivering truly affordable housing remains a challenge given house prices and average salaries as detailed above.

Affordable Housing is defined in the National Planning Policy Framework (NPPF) as:

Housing for sale or rent, for those whose needs are not met by the market (including housing that provides a subsidised route to home ownership and/or is for essential local workers); and which complies with one or more of four definitions relating to Affordable housing for rent, Starter Homes, Discounted market sales housing and Other affordable routes to home ownership.

For full details see below, Annex 2

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779764/NPPF_Feb_2019_web.pdf

Legislative Framework

In West Devon there are 412 people in housing need on the register and 88 (21%) in high housing need. In 17/18 there were 150 homes available and let in the Borough. (This includes sheltered accommodation for the elderly)

The Council has a statutory function under the 1996 Housing Act (as amended) and the 2017 Homeless Reduction Act to provide Homelessness Assistance, temporary housing provision and wherever possible prevent or relieve homelessness. The Council also must keep a housing register and have a clearly defined policy as to how housing is allocated in their area.

It is also a legal requirement of the Homelessness Act 2002 to have a Homelessness Strategy. The Council has a joint Homelessness Strategy 2017-2022, which produces an annual action plan which is agreed by Members and produced with stakeholder & partner consultation.

<https://mg.southhams.gov.uk/documents/s3355/Appendix%201%20-%20Homelessness%20Strategy.pdf>

The Council is a non-stockholding Authority having large scale voluntarily transferred (LSVT) the old stock into Housing Associations in the late 90's. This latterly became part of the LiveWest portfolio which the Council retains nomination rights over.

Using the evidence of the housing register and the strategic housing market area assessment the councils are able to secure the delivery of affordable houses for rent or shared ownership and the provision of specialist housing such as extra care. The Housing enabling team work with developers, Registered Providers (Housing Associations) and the planning service to negotiate and influence the best mix of housing based on need in the area.

The South West Devon Joint Local Plan

The South West Devon Joint Local Plan (JLP), which is presently awaiting adoption, is our key strategic planning document for housing. It sets out minimum requirements for housing across South Hams, West Devon and Plymouth (the Plymouth Housing Market Area). It establishes a spatial strategy to guide communities and the development industry in meeting those needs through until 2034.

The JLP strategy and policies seek to ensure that housing is delivered where it makes the most of the economic, social, cultural, heritage and natural assets of the area; and to ensure settlements play complementary and mutually beneficial roles to meet need and support the urban and rural economy. The JLP advocates a pro-active approach whereby the Councils will work together and with external partners to bring forward development. The vision is for South West Devon's Towns and Villages to be thriving rural communities where housing meets the specific needs identified in the JLP and where services and facilities that meet the needs of our communities are secured.

A key objective of the JLP Strategy is to further the resilience and self-sufficiency of communities.

Community Housing Strategy

Through its Community Housing Strategy, the Council is actively partnering with communities to deliver and build housing projects in response to demonstrable housing need. This involves buying land, housing design, supply chain management, project management and construction. This multimillion pound housing delivery programme is funded through Council borrowing at competitive rates. It is also supported by the Community Housing Fund (a Government grant).

The schemes developed through this programme are a mixture of affordable and below market priced properties, which remain so in perpetuity. Some sites also include a limited number of open market houses to make the schemes viable.

Improving and adapting the existing Housing Stock

The Council has statutory functions under the Housing Act to deal with private sector properties that are considered to be in poor repair, non-decent and deemed to have serious hazards, this includes houses in multiple occupation.

In order to support people to remain living independently, in partnership with Devon County Council, the Council offers grants to adapt properties through disabled facilities grants and to secure energy efficiency improvements.

Service Offering

Enabling homes for all	Service	Brief Summary
	Private Sector Renewal	Statutory role relating to condition of the existing housing stock. This includes a range of enforcement powers designed to maintain & improve the condition of private sector housing
	Housing Advice	Statutory Role in the provision of legal advice to tenants and landlords on a range of options
	Homelessness	Statutory duty regarding the provision of emergency accommodation and the assistance for homeless households
	Housing Register	The Council is a member of the Devon Home Choice Partnership, which is the common framework that exists between all 10 Devon Authorities to allocate and advertise social housing for rent
	Affordable Housing/Enabling	Working with developers, Registered Providers (Housing Associations) and the planning service to lead, negotiate and secure the best mix of housing based on need in the area.
	Community Housing	Actively partnering with communities to deliver and build housing projects in response to demonstrable housing need.
	Seamoor Lettings	In-house social letting agencies, enhancing the supply of affordable housing through private landlords for the prevention of homelessness and reducing the reliance on temporary housing.

Projects

Project	Objective	Outcome
Redevelopment of Springhill	Improve by demolition and redevelopment of WD temporary accommodation for homeless households	Reduction in B&B use, improvements of provision for groups with additional need (lift access, adapted properties, enhanced security for DV)
Homeless Strategy Action Plan 18/19	Statutory. Annual Action Plan for Members, setting out specific actions for the year to further reduce & prevent homelessness	Increase in Homeless prevention and reduction in temporary accommodation by increased activity
Rough Sleeper Action Plan	Government target around halving rough sleepers by 2022 and a commitment that no one needs to rough sleep by 2027	Zero rough sleeper Counts in both areas.
JLP Allocation Delivery	Working with developers, and other stakeholders, to secure optimum delivery of allocated sites	Sustainable development and communities.
Community Housing	Improving the affordability of homes in West Devon	Delivering low cost sustainable homes

KPIs

KPI	Target	National Benchmark
Affordable homes delivered	In line with JLP – figs to follow	
Total homes delivered	In line with JLP – figs to follow	
Community housing initiatives	29 units over 5 years	None
Homelessness prevention 20% increase in number of preventions	2017/18 322	None
Temporary accommodation 15% reduction in Pay nightly/Bed & Breakfast accommodation	2017/18 WD 3187 Nights(need verifying) YTD 18/19 2277	No national Benchmark. Unlawful to use B&B for families for longer than 6 weeks unless it is an emergency.

Stakeholders and Partners

Registered providers
Landowners
Developers
Devon Home Choice partners
Neighbouring Local Authorities
Homes England
Community Land Trusts
Neighbourhood planning groups
Parish & Town Councils
DHCLG
Devon County Council.



Supporting positive, safe and healthy lifestyles and helping those most in need

Scene Setting

The Council recognises the vital role it plays in supporting positive, safe and healthy lifestyles and helping those most in need. Health, as defined by the World Health Organization, is "a state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity."

The wider determinants of health, also known as social determinants, are a diverse range of social, economic and environmental factors which impact on people's health. The Council is well placed to influence many of the wider determinates such as housing conditions, the built and natural environment, the economy and vulnerability.

Legislative Framework

The main statutory duties for Public Health for Local Authorities are conferred by the Health and Social Care Act 2012 making County Council's responsible for improving the health of their local population. This Act also introduced Health and Wellbeing Boards of which both councils are members. The Health and Wellbeing Boards <http://www.devonhealthandwellbeing.org.uk/board/> function is to improve health and wellbeing, reduce Health Inequalities and promote integration of services.

Whilst many of the primary statutory functions sit with the County Council for health & wellbeing, there are many functions carried out by the District Councils that reduce or prevent the need for significant interventions at a later stage (e.g. disabled facilities grants, moves to more suitable housing, advice on damp, mould or pests). Where possible the Council should adopt a preventative approach, this often means carrying out discretionary health promotion activity alongside statutory activity.

The Council recognises that there are a number of policies that are related to its wellbeing priority, all have the purpose of protecting and improving public health. These are listed next to the service offerings below.

Improving the health and wellbeing of our communities is central to our service delivery. To achieve this we must work in partnership with other stakeholders to be able to deliver interventions in a co-ordinated and efficient manner.

The Council also recognises the need to focus on the health and wellbeing of its staff to enable and support them to deliver wellbeing interventions in the communities.

What we don't do

Our only duties under children and adult social care, is a duty to refer. We also do not deal with street lighting, roads or consumer rights issues. Health and Safety regulatory duty relates only to certain premises e.g. offices, shops, warehouses etc.

Service Offering

	Service	Brief Summary
Supporting safety	Safeguarding	The Council has statutory responsibilities under both the Childrens Act & the Care Act and is committed to embedding a culture that safeguarding is everyone's responsibility across the organisation. Safeguarding policy and relevant website pages http://is.swdevon.lan/self-serve/safeguarding-vulnerable-children-and-adults-information-for-staff/
	Community Safety Partnership	The Community Safety Partnership is a statutory group comprising numerous partners e.g. Police, DCC, that set an annual work plan to address community safety issues based upon regional and local intelligence.
	Food Hygiene	This is a statutory requirement to carry out food safety interventions in food premises with the aim of improving food hygiene standards and preventing food related infections.
	Health & Safety in commercial premises	This is a statutory requirement to carry out interventions focussed on high risk activity identified by local and national intelligence
	Emergency Planning	This is a statutory requirement to plan for, response to and recover from major incidents
	Licensing	Statutory duty to licence a range of activities to protect the public. Link to list of licenses e.g. taxi, gambling, animal licensing, etc.
	Environmental Protection	Statutory duty to deal with incidents of statutory nuisance and pollution incidents using various legislative powers. The Council also uses a contractor to provide a pest control service for domestic properties.
	Air Quality	Statutory duty to measure and assess air quality within both Council areas.
	Internal Health & Safety	To protect and improve the health, safety and wellbeing of staff and underpinned by the internal Health & Wellbeing Strategy.

	Service	Brief Summary
Enabling positive and healthy lifestyles	Leisure Provision	We provide 2 leisure centres managed by our leisure contractor – Fusion Lifestyle. The contract includes sport and community development activities. We help support this through an Active Network with local partners i.e. Active Devon, Governing Bodies of Sport, Schools and Clubs. We provide strategic Leisure Planning Policy through the delivery and management of a Playing Pitch Strategy and a Joint Sports and Leisure Facility Plan with Plymouth City Council.
	Targeted public health interventions	This can include various topics i.e. suicide prevention, dementia and also long term ill health such as heart disease and infection control. Interventions can be specific to an issue or carried out as part of wider service e.g. food inspections. These interventions are delivered alongside a number of statutory requirements including food safety and health and safety inspections, the Community Safety Partnership work plan and as part of partnership working with Devon County (through Regulatory Reform Act funding) and the volunteer sector
	Junior Life Skills Schools projects	Annual event with partners delivering life skill learning to primary school children.

Service Offering

	Service	Brief Summary
Helping those most in need	Housing Benefit	A benefit payment to assist those on low incomes to pay their rent. Will be replaced over a gradual transition to Universal Credit for working age people. https://www.westdevon.gov.uk/article/455/Your-Benefits
	Housing Advice	A statutory package of support and advice tailored to the needs of the individual presenting with a range of issues from domestic violence, affordability, debt, landlord harassment or parental eviction.
	Council Tax Support	Council Tax Support replaces Council Tax Benefit and is a means tested benefit to assist those on the lowest incomes to pay their council tax. The Council is about to make a decision on a complete change to this scheme which really supports the most vulnerable residents
	Money Advice	A third party provider, experts in money advice have been commissioned for 2 years to provide specialist money advice to those at risk of homelessness. It will look at debt and income maximisation
	Private Sector Housing Standards/Loans	Statutory duty to improve standards in living accommodation including HMO's and residential caravans.
	Better Care Fund	The Council is responsible for the processing of Disabled Facilities Grant applications through to completion using Better Care Funding. As well as numerous initiatives that the Council promotes with partners to reduce fuel poverty by grant funding energy efficiency measures.
	Assisted collection	We provide a free assisted collection service for residents who need help taking their recycling, garden waste and household refuse to the collection vehicle.
	Accessible offices/information	To review practices and accommodation to ensure they are accessible to all e.g. dementia friendly and where necessary use our mobile locality officers to meet customers in their homes.

Projects

Projects under the wellbeing theme are as follows:

Project	Brief Summary
Council tax reduction scheme	To transform our existing scheme in light of welfare reform to better support our most vulnerable tenants.
Roll out of safeguarding for Member development	To embed safeguarding throughout the organisation.
Lifton gas pipeline connection scheme	To introduce mains gas into an area affected by fuel poverty and to provide financial assistance to 200 properties to purchase mains gas connections and heating systems.

KPIs

KPI	Target	National Benchmark
15% reduction in pay nightly temporary accommodation	3,187 total number of nights (17/18)	It is unlawful to use B&B for families for longer than 6 weeks unless it is an emergency.
A reduction in households in high housing need on the housing register, through effective solutions to their housing issues (DFG's, targeted moves, substandard accommodation, homeless prevention, Seamoor Lettings)	As of 16 th January 2019 90 households in Band A&B DHC)	Unsure of a target around the reduction of the register monitor/ watching brief
Food safety	85% with a hygiene rating of 5 stars	None
Disabled Facility Grants	Process 100% applications within timeframe	None
Top Quartile for benefit processing times	Figures for Dec 2018 New Claims 9.23 days Change of Circumstances 4.24 days	National Benchmark for top Quartile is 11 days for New Claims and 4 for change of circumstances
Leisure Centres	Increased participation at council owned leisure centres	None

Stakeholders and Partners

West Devon & South Hams Homeless Forum (Annually)
 Devon & Cornwall Housing Options Partnership (Bi monthly)
 Devon & Cornwall Rough Sleeper Partnership (Quarterly)
 Devon Housing Benefit Officers Group
 DWP, CAB, Homemaker, Registered Providers

APPENDIX C

Feedback from West Devon Corporate Strategy Member Workshop 5 February 2019

Councillors Present (18)

Annabel Roberts, Bill Cann, Brian Lamb, Caroline Mott, Chris Edmonds, Debo Sellis, Diana Moyse, Graham Parker, Jess Evans, Julie Yelland, Kevin Ball, Lois Samuel, Neil Jory, Patrick Kimber, Robert Oxborough, Robert Sampson, Robin Musgrave, Terry Pearce

Apologies: John Sheldon, Philip Sanders, Ric Cheadle, Tony Leech

Have we captured everything under each theme? Feedback as follows:

Communities
Add DCC and MPs under the partnership section for this theme.
Council
Under scene setting for this theme should we include Economic? So Efficient, Effective and Economic.
Under service offering include Localities as they offer a 1 day a week service at the Ockment Centre. Also we need to be clear how vulnerable people engage with us – what about those that can't use the web and struggle with the phone
Under projects add: <ul style="list-style-type: none">• Add in plans for Member ongoing development – can we look to roll out e-learning to Members like we do to staff? Include importance of messaging – clear with Members what they can/can't say at different points of projects – commercial property a prime example• Review of the Planning Portal needs to be a clear project – frustrating when a planning application has lots of documents and you can't download all of them – this has a big impact on Parish Council meetings• Should look to work with Parish Councils more and use them to publish key Council messages through Parish newsletters• Modern.gov needs to be a part of the ICT review – causes Members issues in participating in debate when they can only access half the papers due to regular system issues.
Under stakeholder add: <ul style="list-style-type: none">• Town and Parish Councils – they should be key to giving us feedback and for us to get messages to about the Council• VCS as key stakeholders helping us deliver our services (as a collective as individual organisations will sit under relevant other theme)
Environment
Should car parking appear under this theme? At present it is listed under the Community theme under community led parking tariffs.
Pest control? This is included under the wellbeing theme.
Funding of organisations that support environment.
Homes
Empty homes work no explicit.
Wellbeing
Partnership working and alignment of local and county strategy through regular dialogue.
Education in schools about young people's housing options

If resources allowed what else would you like to do under this theme?

Feedback as follows:

Communities
Trial Member surgeries in different locations with support of localities team. Consider schools, pubs and village halls as venues.
Importance of partnership working to deliver to communities. Members play a key role in identifying need. Develop partnership register further DCC pinpoint, single point of contact for communities to go to.
Encourage younger people to be more engaged at parish level.
Strengthen relationship between localities and members. Action to ensure MLO patches are promoted to members.
Closer working with DNPA over Neighbourhood Plans.
Stronger support for Neighbourhood Plan groups to help write policies. Also the presence of a local WD Neighbourhood Plan officer to keep groups moving.
Ability to mobilise staff to troubleshoot in communities when high profile undesirable issues arise.
Capacity building in communities for communities to help themselves.
Promotion and communication with communities to advise how they can get involved in shaping and empowering their communities.
Consultation with parish/town councils and local Members on S106 contributions prior to agreements being signed.
Signposting to other community funding opportunities.

Council
A "My Services" portal – allowing public and members to track a case from beginning to end – saves customers having to phone up to check the status of something. People should have automated responses when submitting a service request setting out approximate resolution timescales.
Rotation of localities at remote areas so that people can engage with the Council where they can't through other means (online /phone etc.)
Improve call centre answering times.
How do we engage with our most vulnerable residents, how do we identify them and provide facilities to help them?
We need to have a clear mission statement for the Council – the ones we've got are too long and not snappy enough

Enterprise
Ensure asset development is separate from a dedicated economic development function in collaboration with other authorities.
Identifying and resolving infrastructure issues in the main towns in order to remove obstacles to investment and economic development.
Identify employment sites in principal towns and publish information as part of the Employment Land Review.
Buy land and develop with partners in order to improve the commercial environment and to generate income for the Council.
Understand rural economy and identify appropriate interventions in order to direct requirements to delivery agencies including West Devon.
Reinstate Business Voice type dialogue.
Engage direct with GD LEAF funding opportunities to relevant rural economy projects.

Enterprise continued

Work closer with Devon County with regard to future land allocation in Devon County control with respect to potential incoming businesses.
Horizon scanning – knowing which commercial organisations are looking for bases and working with them to bring them to West Devon.
Enable dialogue with businesses going through growth/change e.g. Ambrosia.
Better research and intelligence than presently undertaken – need to identify the best most cost effective way to do this i.e. partnership working.
Providing relevant services to business community for income i.e. planning pre app model for enterprise.
Encourage ideas as to effective use of available land such as Wonnacotts in Okehampton.
Talk to universities re research and aspirations
Better notification of available funds such as High Street Fund to Town Councils and stakeholder groups.
Measure business success by sector – how many new, deceased and sold and the reasons why.
Link to CCG to develop enhanced medical services in principal towns.
Look for new business opportunities and enable their development.
Review use of properties – Members are aware of many that submit planning application to convert barns that are then used for holiday lets but not paying business rates

Environment

Engagement on community composting and recycling.
More education on waste, recycling, renewable energy.
Recycling banks are they cost effective with the parking spaces.
Pollution.
Reduce littering/dog fouling, establish if there.
Planning enforcement.
Communicate with schools.
Educate communities.
Increase recycling rates 60-65% target.
Greater cooperation with Dartmoor National Park.
Should services pay for themselves?

Homes

We need to be doing a review of empty properties (one been empty for 19 years but still empty)
Empty homes, publicise service to parish and town councils and offer options.
Do more homeless prevention.
Scrutiny of Devon Homes Choice performance, are we securing the right people in the right place.
Strategic view, join up the pieces on homes and provide a coherent view including priorities.
Local need, with JLP being adopted how do we define local need – town/village, West Devon housing market area?
Promote and support customer/self-build.
Delivery of more actual affordable housing, feeling this has been diluted through other initiatives.
Ensure we balance commercial opportunities with wider community benefits.
Condition of public/private sector housing – closer links with parish councils.
Quality of new housing, need a design guide, build, landscaping, car parking etc.
KPIs, can we add something re quality of service outcomes for individuals rather than just numbers, preventions and savings.

Wellbeing

Publicity and raising awareness of housing land lords responsibilities and tenants' education.
Assist parish councils with emergency planning.
More training of MLOs e.g. dementia awareness

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Report to: **Hub Committee**

Date: **4 June 2019**

Title: **Member Locality Fund**

Portfolio Area: **Communities**

Wards Affected: **All**

Urgent Decision: **N** Approval and clearance obtained: **Y**

Date next steps can be taken: **After call in period 12 June 2019**

Author: **Nadine Trout** Role: **Commissioning Manager**

Contact: Nadine.Trout@swdevon.gov.uk or **01822 813624**

RECOMMENDATION

That the Hub Committee approve the proposed Member Locality Fund as detailed in paragraphs 4.2 and 5 of this report.

1. Executive summary

- 1.1 Council on 12 February 2019, as part of its budget setting for 2019/20, made a one off budget provision for the creation of a £15,500 (£500 per Member) Member Locality Fund to support specific projects in a given ward.
- 1.2 The purpose of this report is to outline how such a fund might operate, not only for the current financial, but for the full tenure of the current administration i.e. the next four years. This could be achieved by using a mixture of funding streams, including the West Devon Community Project Fund, plus Devon County Council Communities Together Fund and Town and Parish (TAP) underspends.

2. Background

- 2.1 In the past West Devon Borough Council has provided a number of funding sources to enable community based projects. However, in recent years, due to increased financial pressure put on the Council by a reduction in central government funding, these discretionary community funds have either been removed, or significantly cut back. Deciding which funds to cut back has understandably proved difficult for Members and has resulted in divided opinions.

- 2.2 In a bid to combat the reduction in community funds made available by the Council, a decision was made in 2018 to launch the SeaMoor Lotto as a partnership between West Devon Borough Council, South Hams District Council and Gatherwell Ltd. - a company experienced in running lottos across the country. The SeaMoor Lotto provides a means for supporting local good causes at no cost to the Council. Many local groups have signed up to the lotto to receive funds. It is acknowledged however, that further promotion of the Lotto is required before local good causes can depend on the Lotto as a regular source of income.
- 2.3 As well as administering its own community funds, this Council has also run funds on behalf of Devon County Council, namely the Town and Parish (TAP) Fund and the Communities Together Fund. However, Devon County Council announced earlier this year that it would no longer be offering either of these funds in future, choosing instead to distribute funds either online, via Crowdfund Devon or through their own in-house project funds. Refer to the following link to see the wide range of Devon County Council funds available to Devonwide communities:
www.devon.gov.uk/communities/how-do-i/getting-support-and-funding/sources-of-grant-funding
- 2.4 In recognition of the reduction in funding, specifically for West Devon communities, and in line with supporting the Council's strategic Community theme, the Council in February 2019 set aside £15,500 (£500 per Ward Member), for the provision of a Member Locality Fund, to support specific projects in a given ward.
- 2.5 Final appraisal of the TAP and the Communities Together Fund has revealed that there is a total underspend of circa £37,000. Devon County Council has indicated that it would be happy for West Devon Borough Council to retain these funds to support local communities. Ideally, Devon County Council would like some of these funds made available on the Devon Crowdfund website.
- 2.6 West Devon Borough Council participated in the Devon Crowdfund website pilot last year. Whereby it set aside, as a one off, £10,000 of New Homes Bonus monies to support projects in the West Devon area. Despite promotion of this fund and training for community groups on how to access it, only one eligible project came forward. As a result only £500 of the £10,000 fund was allocated. The remaining £9,500 has therefore returned to the New Homes Bonus reserve. The low take up of the West Devon Crowdfund could be attributed to a number of factors, namely: it was a new concept and schemes take time to bed in – longer than the 6 months allowed. Plus, some communities might not think it worth the effort involved in creating a project on Crowdfunder for the relatively low match funding on offer i.e. £500 from West Devon.

- 2.7 The Council for a number of years has made capital funding available through the West Devon Community Project Fund. In recent years applications to this fund have dramatically dwindled. There doesn't appear to be the same level of demand for this fund as there once was. The fund currently stands at £27,000.
- 2.8 Member locality budgets have proved popular in other local authorities with clear demand from local communities. South Hams District Council has been running a scheme for a number of years. Interestingly, analysis of their fund shows that over 50% of the grants awarded by Members to local projects has been for £250 or less. The most common award given being £100.

3. Outcomes/outputs

- 3.1 The creation of a 4 year Member Locality Fund, providing £500 per Member per year to support projects in their ward.
- 3.2 Plus, increased promotion of other funding sources available to local communities namely the SeaMoor Lotto and Devon County Council funding streams.

4. Options available and consideration of risk

- 4.1 Provide a Member fund to empower communities for 2019/20 – low risk as budget provision is already made. However, experience has shown it takes time for funds to be publicised and bed in. As a result running a scheme for less than 12 months is unlikely to stimulate much community buy in or indeed investment.
- 4.2 Provide a fund for four years, utilising existing underspends and providing a medium term, as opposed to short term resource for communities and Members to tap into.
- 4.3 Do not provide a community fund at all, and be at high risk of failing to deliver on one of the Council's key strategic themes i.e. the Community Theme - *Council and residents working together to create strong and empowered communities.*

5. Proposed Way Forward

- 5.1 It is recommended that option 4.2 as detailed above is adopted and is achieved in the following way:
- i. Year 1 Member Locality Fund**
Finance a Member Locality Fund (£500 per Member) through the revenue budget for 2019/20 as agreed by Council in February 2019.
 - ii. Years 2-4 Member Locality Fund**
Finance a Member Locality Fund (£500 per Member) by utilising the Council's Community Project Fund (£27,000), plus part of the TAP and Community Together underspend (£19,500).

5.2 **West Devon Crowdfund**

The remaining TAP and Communities Together Fund (£17,500) could be allocated to Crowdfund Devon to support projects located in the West Devon Area. Thereby satisfying Devon County Council's preference to distribute some of the funds on the Crowdfund Devon website. It is also suggested contributions of up to £2,500 be made available as opposed to the £500 originally piloted.

5.3 **Review**

It is advised that a review is set for Autumn 2020 to assess take up of both the Member Locality Fund and West Devon Crowdfund and to consider a rejig of the fund allocations for financial years 2021/22 and 2022/23 if deemed necessary. For example there might be a need to increase Member Locality Funds and reduce Crowdfund or vice versa.

5.4 **Member Locality Fund Administration**

Administration of a West Devon Borough Council Member fund could be undertaken by the Localities Team. It has been confirmed the team has capacity to do this because it no longer needs to administer a TAP or Community Together Fund. The Localities Team also administers the Member scheme for South Hams District Council with great success.

5.5 See appendix A for a proposed application form for the Member Locality Fund (Sustainable Community Locality Fund) and Appendix B for applicant guidance notes. The format of these appendices are based on the Member Locality fund currently used by South Hams District Council.

5.6 Should Members be concerned that £500 is not sufficient to make a difference to local communities, they could club together with other Members to support larger projects. If a Member did not spend their allocation in a given year it could be rolled forward to the following year. Any monies not spent at the end of the 4 years would be treated as a saving.

5.7 **Promotion of All Community Funds**

A plan is put in place to promote all funds including the SeaMoor Lotto, Devon County Council funding streams and those of the Council via:

- Dedicated web page on the Council website
- Launch event of community funds available
- Social media campaign
- Digital flyers to community groups, town and parish councils
- Digital and printed materials for Members to share with their communities when they are out and about in their wards

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	Hub Committee has a responsibility to provide Leadership to the overall activities of the Council and deliver on each of the Council's corporate themes. A Member Locality Fund is a new initiative which seeks to support the Community corporate theme as such a decision from Hub Members on this scheme is sought.
Financial implications to include reference to value for money	N	The financial implications are set out in Section 5 of the report.
Risk	N	Risk is mitigated by including a review of fund allocations in year 2 of the proposed scheme.
Supporting Corporate Strategy	Y	Community Theme - <i>Council and residents working together to create strong and empowered communities.</i>
Comprehensive Impact Assessment Implications		
Equality and Diversity	Y	There is potential to make a positive impact on equality and diversity through these funds should relevant projects come forward.
Safeguarding	Y	There is potential to make a positive impact on safeguarding through these funds should relevant projects come forward.
Community Safety, Crime and Disorder	Y	There is potential to make a positive impact on crime and disorder reduction through these funds should relevant projects come forward.
Health, Safety and Wellbeing	Y	There is potential to make a positive impact on health safety and wellbeing through these funds should relevant projects come forward.
Other implications	N	None.

Supporting Information

Appendices:

Appendix A – Member Locality Fund Application Form

Appendix B – Member Locality Fund Guidance Notes

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Application Form



West Devon
Borough
Council

1. Your organisation's name and address

Name of organisation	<input type="text"/>		
Address	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>	Postcode	<input type="text"/>

2. Main point of contact for this application

Name	<input type="text"/>		
Position in organisation	<input type="text"/>		
Email address	<input type="text"/>	Daytime Tel No.	<input type="text"/>
Address	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>	Postcode	<input type="text"/>

3. Project Name

4. What is your project about?

5. What do you need funding for?

6. What geographical area does your project cover? *(please tick)*

Parish Town Whole West Devon

Other *(please state)*

7. How is your project supported?

(Does it link to a village / parish emerging neighbourhood plan? Do you have evidence of community support or need?)

8. Who will benefit from your project? *(e.g. Young people, older people, ethnic groups, specific groups / organisations, the whole community etc.)*

9. When will your project start and finish?

Start date

Finish date

10. How much are you applying for?

This grant

Total cost of project

11. What other funding (if any) do you already receive from this council?

(e.g. rent subsidy, annual revenue grants etc)

Funding	<input type="text"/>	Amount £	<input type="text"/>
---------	----------------------	----------	----------------------

12. Have you previously applied to this fund?

Yes No If yes, please give details

13. What other funding is this project receiving? *(if any)*

Organisation / Group	Amount £
<input type="text"/>	<input type="text"/>

14. Project Bank Details

Name of Bank	<input type="text"/>	Account Number	<input type="text"/>
Account Name	<input type="text"/>	Sort Code	<input type="text"/>
Name (print)	<input type="text"/>	Date	<input type="text"/>
Signed	<input type="text"/>		

When completed please return this application form to the Council at localities@swdevon.gov.uk

or send to: Localities, West Devon Borough Council, Kilworthy Park, Tavistock PL19 0BZ

All our publications are available to view on our website or in alternative formats such as large print. Please contact us on 01822 813600 or e-mail customer.services@westdevon.gov.uk

To be completed by the Ward Councillor

Recommend Grant

Reject Grant

Comments *(if appropriate please ensure reasons for rejection are included)*

Name (print)

Date

Signed

Declaration of Interest

(please state if you have a personal or prejudicial interest to declare in this application)

For internal use use only

Date application received

Added to xls

Checked

Approve Grant

Refuse Grant

Signed

Date

Email to applicant, cc Ward Councillor/s

Date

Payment processed



West Devon
Borough
Council



West Devon
Borough
Council

Sustainable Community Locality Fund Guidance Notes for Applicants

What is the Sustainable Community Locality Fund?

Each Ward Councillor within West Devon has been allocated £500 in the current financial year to support community projects that benefit their Ward or the wider local community. This Fund can support any project/activity which in the view of your Ward Councillor will improve your community and enhance the quality of life for local residents. Existing projects can be supported, but this Fund cannot be used to replace any withdrawn public sector funding (withdrawn within the previous two financial years) or provide/imply any ongoing financial support or support projects promoting religious beliefs. Applications for funding can only benefit not-for-profit groups/organisations and not individuals.

How much can I apply for?

There is a lower grant limit of £100 per project. Applications for larger projects requesting grants of over £500 can be supported by Ward Councillors wishing to combine their resources. Unspent allocations will be carried forward annually for the Ward Councillor's term of office.

What are the timescales?

There are no set timescales or deadlines. Ward Councillors will consider projects throughout the year, as long as funding is still available. Please note that during election periods your Ward Councillor will not be able to make decisions on grant awards.

What makes a good project?

If your project will make a positive difference in your community then you may already have a strong application but with limited resources Ward Councillors need to be certain that they are supporting the very best ideas. They will use the following criteria to make a recommendation on your project:

Does your project:

- demonstrate clear local support and/or need;
- link with your existing local town, village, parish community plan or emerging neighbourhood plan (if applicable)
- involve and engage with local residents and voluntary/community groups;
- tackle real local issues and supports hard to reach groups (young people, older people, unemployed people, ethnic minorities, etc).

When will I get the grant, if successful?

Once the Ward Councillor's recommendation has been approved, West Devon Borough Council will make the necessary grant payment. The grant must be spent on the approved project and we reserve the right to inspect goods/works purchased with grant from this Fund. We ask that you let your Ward Councillor know when your project is completed.

Where can I get help with the application form?

Your Ward Councillor will be able to help you. Contact details for your Ward Councillor can be found at <https://www.westdevon.gov.uk/councillorsWardWD>

Data Protection

The information that you have provided will be held by West Devon Borough Council. The information will be used to assess your application to this Fund and will be held securely at all times. The Council may share the information with external agencies and the wider public to ensure the project is delivered and with other organisations, if required by law. Further information can be found at: <https://www.westdevon.gov.uk/PrivacyAndPersonalData>

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May 2019

Agenda Item 9

Report to: **Hub Committee**
Date: **4 June 2019**
Title: **Waste Collection Frequency Trial**
Portfolio Area: **Environment**

Wards Affected: **All**

Urgent Decision: **N** Approval and clearance obtained: **Y**

Date next steps can be taken: After call-in

Author: **Jane Savage** Role: **Commissioning Manager (Waste)**

Contact: **01822 813657**

jane.savage@swdevon.gov.uk

Cllr Caroline Mott - Lead Member for Environment

Recommendations:

1. That the Hub Committee approve the addition of plastic pots, tubs, trays and printer cartridges, cardboard drinks containers and foil to the kerbside recycling collections with effect from October 2019 and that the cost of the collection containers is met through the Strategic Waste Earmarked Reserve.
2. That the Hub Committee approve the establishment of a trial of three weekly residual (black sack) collections to around 1,000 households in the Borough starting in November 2019 and that the costs are met through the Strategic Waste Earmarked Reserve.
3. That the results of the trial will inform an outcome report to the Hub Committee that will include an officer appraisal over whether or not the Committee should recommend to Council that a three weekly refuse collection should be implemented for all households in the Borough from March/April 2021.

1. Executive summary

1.1 In December 2018, Council requested that a three weekly residual (black sack) trial be carried out as soon as possible subject to a report to Hub detailing potential benefits and timescales.

1.2 In recent years the Council has seen a gradual decline in its recycling rate and continues to face budgetary pressures. Three weekly residual collections have been shown in other authorities to deliver savings and increase recycling rates.

1.3 It is difficult to calculate these benefits without a trial as there is currently insufficient evidence available upon which to base projections.

1.4 A small controlled trial over a long period will give sufficient data to calculate the benefits from a Borough-wide scheme, whilst minimising any financial and reputation risk to the Council. It will also allow time for any potential legislative changes, which may come about as a result of current waste strategy consultations, to be taken into account before any final decision is made.

1.5 This report recommends that the current recycling service is improved in October 2019 to include plastic pots, tubs, trays and printer cartridges, cardboard drinks containers and foil. It further recommends that this is followed by a three weekly residual collection trial starting in November 2019 with a report being submitted to the Hub Committee in June 2020, detailing the results of the trial and future recommendations for the service.

2. Background

2.1 Three weekly residual collections have proved successful in other local authority areas in both improving recycling rates and reducing costs. Council Minute CM42 (8) of the Council Report of 4 December 2018, resolved that the Council:

“instruct officers to work with the successful bidder on the implementation of a three-weekly residual waste collection trial as soon as is practicable, subject to a report detailing potential savings and timescales being approved by the Hub Committee. (NB. the report will be presented within three months of the contract start date).”

2.2 Since 2010, West Devon’s recycling rate has declined year on year. A major service change in that year, which included a move from weekly to fortnightly black sack collections, boosted the recycling rate to 60% of domestic waste and put the Borough amongst the top ten recycling authorities in the country. The recycling rate for 2017-18 was 51%.

2.3 There is evidence to show that our residents want to recycle a greater range of recyclables on the kerbside and the specification for the current

waste and cleansing contract, was designed with this in mind. There is provision within the contract for enhanced recycling collections to include plastic pots, tubs and trays, printer cartridges, card drinks containers and foil.

2.4 Currently 16-20 local authorities operate a three or four weekly residual collection service. The majority of these have experienced an increase in recycling rates and a reduction in costs after introduction of the system. Some of those that introduced a three weekly collection, have found the scheme so successful that they have subsequently reduced, or are currently planning to reduce, the frequency of collections further to four weekly. East Devon District Council is one example of this success as the dry recycling and food recycling rate increased by over 11% after the change from a fortnightly to a three weekly residual collection.

2.5 The Association for Public Service Excellence State of the Market Report for 2018, found that 63% of councils intend to introduce a three weekly residual collection over the next two years.

2.6 As evidence shows that reduced frequency residual collections will divert waste from black sacks to recycling, it is unlikely that West Devon would realise savings from operation costs as the reduction in residual crews and vehicles required would be matched by an increase in recycling crews and vehicles. However, income can potentially be increased from two areas: an increase in recycling credit income and annual payments through the Shared Savings Scheme.

2.7 Recycling credits are paid by the Disposal Authority (Devon County Council) to the Collection Authority (any of the Devon Districts) and are based on the amount saved on disposal costs by diverting waste from disposal to recycling.

2.8 In addition, to incentivise the District Authorities to make major changes to collection services which result in benefits for Devon County Council, the parties have agreed to operate a Shared Savings Scheme (SSS). Through this Devon County Council shares disposal cost savings associated with the service changes, with the District Council. The SSS is a ten year agreement to 2026 and any savings will be shared on an annual basis until that date. This is in addition to recycling credit payments and is intended to support collection authorities to make changes which financially benefit the disposal authority.

2.9 The annual net savings expected from a three weekly scheme across the whole Borough is estimated at between £100,000 and £150,000 per year. The bulk of this saving would come from the Shared Saving Scheme but it should be noted that this is an indicative figure only and payments are based on actual tonnages. The remainder of the saving would be made up of additional recycling credit income. It should be noted that these figures are impossible to quantify accurately as there is not enough evidence available currently from other Authorities with similar demographics and starting points. For the same reason, it is difficult to

predict the additional recycling resource that may be required for collections and operating costs may rise, fall or remain constant.

2.10 It is also of note that the Government is currently consulting with the waste industry in order to form future national strategy. One of the areas being considered is the frequency of residual waste collections with a proposed minimum of fortnightly collections. Whilst it is unlikely that councils that have already introduced three or four weekly collections will be expected to revert back to fortnightly, there is a possibility that legislation may be changed to prevent other Councils from reducing frequencies in the future.

2.11 It is therefore strongly recommended that a controlled trial is carried out to gather the data needed to assess the environmental and financial benefits and to consider the development of the English Waste Strategy.

2.12 This fits with the Council themes of:
Environment
Council
Communities

3. Outcomes/outputs

3.1 In order to gain environmental benefit as soon as possible, it is proposed that the enhanced recycling service is introduced to all households in October 2019, subject to container procurement. This includes expanding the kerbside collection to include plastic pots, tubs and trays, printer cartridges, cardboard drinks containers and foil. These materials are bulky but light; so whilst the new service will be well received by residents, the weight of the materials is likely to have only a modest effect on the recycling rate and any income from weight-based recycling credits.

3.2 The set up costs in the first year are expected to be around £24,000 for container deliveries and communications including additional customer services support. The additional income expected from recycling credits for 2019-20 is around £5,000 which will offset against this cost. The residual £19,000 will be funded from the Strategic Waste Earmarked Reserve.

3.3 It is anticipated that the current recycling fleet will have the capacity to deliver this change of service. However, as the additional materials are bulky, reusable sacks will be issued for the convenience of residents to supplement the current box system. The sacks will also reduce additional loading time needed by the extra materials.

3.4 Closely following the delivery of the enhanced recycling service, it is proposed that a 3 weekly black sack collection frequency trial is carried out from November 2019. The trial will include around 1000 households (4% of the Borough). As this will be a bespoke collection round, it will enable the flexibility to select specific demographics / areas and generate

useful base data. The recycling and food waste collections would remain weekly and the garden waste service would continue as current arrangements.

3.5 As part of the partnership contract agreement, the contractor has agreed to run the trial until March/April 2021 and will to share the operational costs 50/50. Taking expenses for communications and additional customer services into account, the net cost to the Council would be around £17,000 in 2019-20 and £7,500 in 2020-21 which includes provision for external verification of modelling to inform the following Hub Committee report.

3.6 A report will be presented to the Hub Committee after 6 months detailing any environmental and financial impacts and determining the effects of a Borough-wide scheme. The report will also take into consideration the outcome of the English Waste Strategy consultations. Subject to Member approval, a Borough-wide roll out could take place in March/April 2021.

4. Options available and consideration of risk

4.1 The size and period of the proposed trial reduces the risk posed by any future legislation brought about by current English Waste Strategy consultations and may allow the possibility of funding opportunities. It also minimises any risk to Council reputation.

4.2 West Devon will be one of the first authorities in the country to introduce a 3 weekly residual collection using sacks as opposed to wheeled bins. However the following should be noted:

- a The amount of residual waste collected in the Borough is relatively low compared with other authorities. In 2017-18, West Devon was 17th in the country for the lowest amount of residual (black sack) waste collected per household;
- b About 46% of our black sack waste is recyclable under the improved recycling collections;
- c About 23% of our black sack waste is food waste which is currently recycled weekly and this will continue; and
- d A reduction in black sack collection frequency would improve all the above.

4.3 A comprehensive communications strategy is planned which emphasises that fully utilising the recycling service, will leave only a small proportion of waste in the black sacks. It is anticipated that community champions will be identified to promote the scheme. At the heart of the campaign, the message will be that the service will continue to provide weekly collections of waste as is illustrated in the table below:

	Dry Recycling	Food Recycling	Garden Waste (if subscribed)	Residual (black sack)
Week 1	Yes	Yes		
Week 2	Yes	Yes	Yes	
Week 3	Yes	Yes		Yes

4.4 A solution for dealing with 'offensive' waste, such as nappies, and properties with limited storage has been included in the proposals and the trial will enable any issues/effects to be monitored. Assisted collections will continue to be offered to those unable to carry their waste to the kerbside.

4.5 There is currently no evidence to suggest that littering and fly-tipping is increased when residual frequencies are reduced. However, this would continue to be monitored and will be included in the following Hub Committee report.

5. Proposed Way Forward

5.1 It is proposed that the recommendations are approved to increase recycling rates and assess the feasibility of the introduction of three weekly collections across the whole Borough in March/April 2021.

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance		The Authority has a duty to arrange for collection and disposal of household waste and has the discretion to determine the frequency of collections. The legislative framework is to be found in the Environmental Protection Act 1990, Waste Framework Directive 2008, and Controlled Waste Regulations 2012.
Financial		<p>The financial implications are detailed in section 3.</p> <p>Regarding the enhanced recycling scheme (Recommendation 1), the set up costs in the first year are expected to be around £24,000 for sack deliveries and communications. The additional income expected from recycling credits for 2019-20 is around £5,000 which will offset against this cost. The residual £19,000 will be funded from the Strategic Waste Earmarked Reserve.</p> <p>The net cost of the trial (Recommendation 2) is expected to be £17,000 in 2019-20 and £7,500 in 2020-21. These will be met through the Strategic Waste Earmarked Reserve.</p> <p>The trial will be reviewed after 6 months with a report to the Hub Committee in June 2020, which will assess the environmental and financial impacts of the trial and determine the effects of a Borough-</p>

		<p>wide scheme. Subject to Member approval and assuming the trial results are positive, a Borough-wide roll out of three weekly collections could take place in March/April 2021.</p> <p>The annual savings expected from a three weekly scheme across the whole Borough is estimated at between £100,000 and £150,000 per year. However, these figures cannot be verified until the trial is complete.</p>
Risk		The risks are set out in section 4 of this report.
Comprehensive Impact Assessment Implications		
Equality and Diversity		N/A
Safeguarding		N/A
Community Safety, Crime and Disorder		N/A
Health, Safety and Wellbeing		N/A
Other implications		N/A

Supporting Information

Appendices:

Background Papers:

Process checklist	Completed
Portfolio Holder briefed/sign off	Yes
SLT Rep briefed/sign off	Yes
Relevant Heads of Practice sign off (draft)	Yes
Data protection issues considered	Yes
Accessibility checked	Yes

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Report to: **West Devon Hub Committee**
Date: **4 June 2019**
Title: **Devon Wide Housing Assistance Policy**
Portfolio Area: **Health and Wellbeing/Homes**
Wards Affected: **All**

Urgent Decision: **N** Approval and clearance obtained: **Y**

Date next steps can be taken: **Council**
23 July 2019

Author: **David Sexton** Role: **Senior Environmental Health Specialist**

Contact: **01822 813716/dave.sexton@swdevon.gov.uk**

Recommendations:

1. That the Hub Committee **RECOMMEND** to Council that the existing 2018-19 Homes Assistance Policy is updated with the revised 2019-2021 Devon Housing Assistance Policy.

1. Executive summary

- 1.1 Central Government provides funding to Local Authorities through the Better Care Fund (BCF) so that Local Authorities are able to provide disabled facilities grants and other grants to eligible residents within their area. The aim of the grants are to enable vulnerable individuals to remain safe and healthy in their own home. The way in which Local Authorities in Devon allocate this funding to residents is determined by the Devon Housing Assistance Policy. This report provides an outline of proposals to change elements of the existing policy to better utilise this budget.
- 1.2 It is proposed to update the current policy, adopted in 2018, with a more flexible assistance packages that will be available to a greater number of vulnerable residents.

2. Background

- 2.1 In 2015 the Government introduced the Better Care Fund (BCF) in an attempt to bring health and social care together in an integrated way. The fund is a combination of government funding from the Department of Health and the Department for Communities and Local Government. The BCF includes the grant allocation for disabled facilities grants (DFG). The 2017-19 Integration and Better Care fund policy framework document lists the conditions that the better care fund must be used to address and in particular this includes Local Authorities working together on a jointly agreed plan.
- 2.2 The development of the Devon Housing Assistance policy is in response to the condition to work together on a jointly agreed plan. The policy allows the Council to fully utilise the Better Care Fund allocation to meet specific needs in its area, including those that may fall outside of the scope of the statutory Disabled Facilities Grant (DFG).
- 2.3 The Better Care Fund provides more funding to the Devon Local Authorities than is currently required to meet the demand for mandatory DFGs. A wider Devon policy was developed to allow the Devon councils to spend the BCF on grant assistance that helps a wider range of households and meets more of the BCF objectives.
- 2.4 The current assistance packages are:
- Mandatory Disabled Facilities Grant (DFG)
 - Accessible Homes Grant (including house move)
 - Home Improvement Loan
 - Healthy Homes grant
 - ECO flex top up
- 2.5 The delivery of the disabled facilities grant programme is mandatory and a statutory function of the local housing authority. The delivery of this function is governed by the Housing Grants, Construction and Regeneration Act 1996. Referrals can only be made from Devon County occupational therapists after the resident has had a social care assessment.
- 2.6 **The Accessible Homes Grant** enables the Council to provide additional grant funding in addition to the mandatory Disabled Facilities Grant subject to the conditions in 2.7.
- 2.7 This grant is currently available in the following circumstances:
- Where a mandatory grant has been approved but the cost of the work exceeds £30,000
 - Where there are works that may not be covered by the DFG in relation to adapting the home and making it safe.
 - Where the means test identifies that a contribution is required.

- Where moving house more appropriate than adapting the existing property.
- 2.8 **The Healthy Homes grant** is a flexible grant to provide urgent/essential repairs to the home to ensure the health, safety and welfare of the occupier. The grant is only available where a loan is unavailable (see below) and for over 65's.
- 2.9 Wessex Resolutions CIC currently administers loans on behalf of the council within the requirements of this policy. The **Home Improvement Loan** is a flexible product that can be used for the following purposes:
- Home repairs and improvements
 - Adaptation works where grant is not available
 - To cover a client contribution to a grant
 - To cover the cost of the work over the grant maximum.
 - To bring empty homes back into use
 - For landlords to carry out repairs or improvement to rented accommodation
 - For energy efficiency improvements
- 2.10 This grant is to provide top up funding for energy efficiency measures where Energy Company Obligation (ECO) Flex funding and the HHCRO scheme ("Home Heating Cost Reduction Obligation", also known as the "the Affordable Warmth Obligation") have been provided by energy providers (via installers) but the available funding does not cover the full cost of the work.
- 2.11 The eligibility for ECO Flex funding itself is subject to a separate Statement of Intent issued by each Local Authority setting the local criteria. ECO funding is not provided by the Local Authority. It is accessed through the national Energy Company Obligation scheme and normally through installers.

3. Outcomes/outputs

- 3.1 The revised policy aims to provide a consistent approach to the delivery of the Better Care Fund across Devon that satisfies the terms of the funding agreement.
- 3.2 The policy will provide the flexibility and discretion for the councils to provide appropriate assistance to meet the following objectives:

Objective 1 - Assist disabled residents to remain in their own homes through supporting the provision of adaptations (so far as this is necessary, appropriate and reasonably practicable) to prevent admissions to care and to assist with delayed transfers where possible.

Objective 2 – Safeguard the health and well-being of vulnerable residents by removing unnecessary hazards to health and safety in the home to reduce avoidable emergency admissions

Objective 3 – Provide adaptations that are suitable for the future by ensuring the scheme of works is dementia aware.

Objective 4 – assist vulnerable people to afford to heat their homes through appropriate energy efficiency and heating measures.

3.3 These objectives meet the priorities detailed by the BCF and the Devon Local Authorities.

3.4 The measure of success will be the number of DFG's provided and the total spend of the BCF allocation.

4. Options available and consideration of risk

4.1 Council could decide not to adopt the new policy and carry on only providing statutory/mandatory DFG's. This would be difficult to justify as the Government have made extra funds available based on assessment of local need and a missed opportunity to assist some of our more vulnerable residents.

5. Proposed Way Forward

5.1 Changes to Disabled facilities grants

5.1.1 The Council will be able to accept referrals from NHS Occupational therapists as well as the Devon County Council Occupational Therapists. This will enable an increased speed of discharge from hospital.

5.2 Changes to Accessible Homes Grant

5.2.1 To include non-means testing for stair lifts. This will allow quicker installation of stair lifts for residents. There is currently a stair lift pricing agreement in place, which ensures value for money.

5.2.2 Feasibility work can now be included in the grant.

5.2.3 Works associated with dementia can now be included.

5.3 Changes to Healthy Home Grant

5.3.1 The requirement of a mandatory application for a loan is removed. The council will now have discretion when works are urgent or essential to offer the grant without a loan application.

5.3.2 The removal of the "only residents over 65 years can apply" rule.

5.4 Changes to ECO flex top ups

5.4.1 Maximum grant raised from £1000 to £2000

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance		<p>The council has a statutory duty to provide DFG's</p> <p>Article 3 of the Regulatory Reform (Housing assistance) (England and Wales) Order 2002 gives a local housing authority power to provide financial assistance for the purpose of improving living conditions in their area. Such assistance may not be given unless the local housing authority has adopted a policy for the provision of such assistance and they have given the public notice of such adoption.</p> <p>The legislative provisions governing disabled facilities grants (DFGs) are contained in the Housing Grants, Construction and Regeneration Act 1996 (as amended) (HGCRA 1996).</p>
Financial Implications		<p>Currently the BCF is administered through Devon County Council and funds are allocated to the eight Devon Council Districts in line with a Devon Allocation Formula. In previous years there had been an underspend in the total Devon allocation, so the District and Borough Councils and Devon County Council have agreed a policy of allocating funding depending on the demand in the Local Authority area. If some Councils spend their initial allocation they can be topped up with underspend from other Councils. The revised policy will give flexibility and ability to spend the better care fund allocation. There is currently no direct capital contribution made into the budget by the councils.</p> <p>Although highly unlikely there is a risk that the funding from the better care fund will stop and thus stopping DFG function.</p>
Risk		<p>There is a risk that with reduced performance that applications are not processed in the require timescale, failing to process applications quickly may result in a backlog of applications Councils are permitted to claim a percentage of the BCF capital that can be put into the revenue budget to cover staff costs. This means that the Council will have the capacity to deal with an increased demand without an increase in the staffing budget.</p>

Supporting Corporate Strategy.		The revised policy supports the Wellbeing and Homes strategy by improving homes and supporting residents living independently in their own homes.
Comprehensive Impact Assessment Implications		
Equality and Diversity		<p>The grant funding will become more accessible and benefit more households.</p> <p>Residents from vulnerable groups can sometimes have limited housing choices. In particular, families with young children, older persons and those with a disability can find themselves in poor quality accommodation. The existing policy may restrict funding and services available and there may be some households on low income who do not meet the qualification criteria and therefore are unable to access the funding despite still being in need. The option of a Home Improvement Loan is available to such households. This is a necessary restriction due to the amount of funding available which must be targeted on a priority basis and the funding criteria imposed by the BCF.</p>
Safeguarding		The policy specifically identifies disabled residents as a beneficiary of assistance. The policy also aims to safeguard disabled residents by making their homes safer for them to live in.
Community Safety, Crime and Disorder		This report has no impact on crime and disorder reduction
Health, Safety and Wellbeing		<p>The policy will have a direct impact on the health and wellbeing of residents. Increased allocation of grant funding to allow residents to live longer and more safely in their own homes will have a direct impact upon numbers of GP appointments, social care and numbers of hospital admissions.</p> <p>For example, removing the means testing requirement for eligibility for a stair lift means that more vulnerable residents can access the help. Having a stair lift can drastically reduce the risk to falling on stairs and consequently reduce the number of admissions to hospital. It is estimated that an average cost of a stair lift (between £1500-2000) could save the NHS £30,000 in care costs.</p>

Other implications		<p>The proposal will enable an increased number of adaptations and number of people that will benefit from the service.</p> <p>Reputation – This proposal demonstrates the Council’s commitment to improve the DFG service by making it more accessible to residents.</p>
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Supporting Information

Appendices:

Appendix one Devon Wide Housing Assistance Policy 2019-21 for the Better Care Fund

Background Papers:

Devon Wide Housing Assistance Policy for the Better Care Fund 2018-19

Approval and clearance of report

Process checklist	Completed
Portfolio Holder briefed	Yes/No
SLT Rep briefed	Yes/No
Relevant Exec Director sign off (draft)	Yes/No
Data protection issues considered	Yes/No
If exempt information, public (part 1) report also drafted. (Cabinet/Scrutiny)	Yes/No

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**HOUSING ASSISTANCE POLICY FOR THE BETTER
CARE FUND**

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HOUSING ASSISTANCE POLICY FOR THE BETTER CARE FUND 2019-21

1.0 INTRODUCTION

1.1 Purpose

This policy is required under Article 4 of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002. The Order provides councils with the discretion to develop schemes to provide financial assistance to deal with a range of housing issues. This policy sets out the areas on which Devon will focus any available resources in order to improve housing conditions across the district. With limited resources available it is essential that funding is targeted to those areas that contribute to the delivery of the Better Care Fund and Health and Wellbeing Board priorities and local district council priorities.

This policy provides the Devon Councils with the flexibility and discretion to provide appropriate assistance to meet the aims and priorities set out in section 3 below. Appendix 2 allows for each local authority to deliver its own local schemes that may be available over and above the Devon wide schemes.

This policy is owned by the following Councils:

Devon County Council
East Devon District Council
Exeter City Council
Mid Devon District Council
North Devon District Council
South Hams District Council
Teignbridge District Council
Torrige District Council
West Devon Borough Council

1.2 Review

The policy will be reviewed on an annual basis.

1.3 Funding

The assistance contained within this policy is only available subject to the availability of funding. Where funding is limited priority for spend will be given to the Mandatory Disabled Facilities Grant across the County.

2.0 CONTEXT

2.1 Housing and Health

Housing is a key determinant of health, and by promoting good quality housing this policy can contribute to reducing health inequalities for the residents of Devon.

In 2008, flexibilities were introduced enabling councils to use government grant that has been allocated for disabled facilities grants to be used more intelligently to deliver adaptations for disabled people outside of the mandatory grant regime.

Research has shown that there is a direct impact on the health and well-being of residents resulting from the homes in which they live; therefore, poor housing can contribute to poor health.

Each year hazards in the home result in unnecessary injuries, episodes of ill-health, and harm to mental health and in many cases the occupiers do not link the poor condition of their homes with a potential negative impact on their health. The poorest housing stock can be found in the private sector, and in some cases residents who own their own home are not able to maintain them and as a result hazards can develop.

An estimated 34,400 excess winter deaths were recorded in England and Wales in 2016/17 as reported by the Office of National Statistics (ONS) in their document Excess Winter Mortality in England and Wales 2016-17.

Many of these people die unnecessarily as a result of living in cold homes each year. Although the data collected does not identify the number of people that die directly as a result of the home environment various studies have found a link and these are detailed within the ONS report. In extreme cases the inability to afford to heat the home results in cold temperatures that create hypothermic conditions; however, for many individuals (particularly older persons) cold homes may result in trips, slips and falls, or injuries/health impacts resulting from cardiovascular, circulatory diseases and respiratory disease.

2.2 Better Care Fund

In 2015 the government introduced the Better Care fund in an attempt to bring health and social care together in an integrated way. The fund is a combination of government funding from the Department of Health and the Department for Communities and Local Government and includes the grant allocation for disabled facilities grants (DFG). The 2017-19 Integration and Better Care fund policy framework document lists the conditions that the better care fund must be used to address.

These are:

Condition 1: Plans to be jointly agreed – The plan to use the BCF allocation must be jointly agreed and signed off by the Health and Wellbeing Board, and constituent councils and clinical commissioning groups. The local housing authority must also be involved due to the inclusion of the DFG allocation, which forms part of the fund.

Condition 2: NHS contribution to social care is maintained in line with inflation. -

The funding must be used to contribute to the maintenance of adult social care services in each local authority, which also has a health benefit. However, beyond this broad condition, the Department of Health wants to provide flexibility for local areas to determine how this investment in adult social care services is best used.

Condition 3: Agreement to invest in NHS commissioned out of hospital services, which may include 7 day services and adult social care - This should be achieved by funding NHS commissioned out-of-hospital services, which may also include 7-day services and adult social care, as part of the agreed BCF plan.

Condition 4: Managing Transfers of Care - Plans should set out how local partners will work together to fund and implement transfers of care effectively.

More detail can be found in the 2017-19 Integration and Better Care Fund Policy Framework.

Based on these broad conditions, Devon county Council and the District Councils have identified an opportunity to provide additional grant and loan products to meet these conditions and deliver against the Health and Wellbeing Board priorities.

2.3 Delayed transfers of care.

Delayed transfers of care, sometimes referred to as ‘bed-blocking’, occur when a patient is ready to depart from care and is still occupying a bed. According to NHS England, a patient is ready to depart when:

- a. A clinical decision has been made that the patient is ready for transfer AND
- b. A multi-disciplinary team decision has been made that the patient is ready for transfer, AND
- c. The patient is safe to discharge/transfer.

In 2016/17 there were 2.3 million total delayed days in England with 1.3 million of these attributable to the NHS, averaging around 6,200 delayed transfers of care per day with around 3,600 of these attributable to the NHS. *Delayed transfers of care in the NHS Briefing paper number 7415, 20 June 2017.*

The longer a patient stays in hospital the more detrimental this can be in terms of patient morale, mobility, and an increase in the risk of hospital-acquired infections. Older patients are particularly susceptible to negative effects around mobility with studies suggesting that a wait of more than two days negates the benefit of intermediate care, and a wait of seven days or more is associated with a 10% decline in muscle strength.

Delayed transfers of care are also costly for hospital trusts as insufficient beds can mean elective procedures need to be cancelled, resulting in the hospital trust losing these as a source of income.

A survey in 2015 by the Guardian found that at least 10% of beds were occupied by patients who were ready to be discharged and the NHS providers' audited accounts for 2016/17 estimated that delayed transfers of care cost £173 million.

Much of the recent debate around delayed transfers of care attributes rising numbers to pressures in social care.

The number of delayed days attributable to social care had been in decline until August 2013, after which the figure began to rise sharply. When looking at the specific reasons for delayed transfers of care, there are notable increases in non-healthcare reasons as indicated below:

Table 1: Reasons for delayed transfers of care, 2016/17

Reason for delay	Total delayed days	Change from previous year
Awaiting care package in own home	456,447	+45.3%
Awaiting further non-acute NHS care	386,028	+16.8%
Awaiting completion of assessment	380,832	+22.9%
Awaiting nursing home placement or availability	342,982	+39.6%
Patient or family choice	245,033	+5.8%
Awaiting residential home placement or availability	231,994	+22.9%
Awaiting public funding	81,327	+17.5%
Housing – patients not covered by NHS and Community Care Act	52,431	-1.0%
Awaiting community equipment and adaptations	52,121	+12.8%
Disputes	24,641	+18.9%

3.0 PRIORITIES

In Devon, the Better Care Fund priorities aim to achieve the following outcomes:

- Reduced admissions to residential and nursing care homes
- Reduce delayed transfers of care
- Reduce avoidable emergency admissions
- Increase dementia diagnosis rates

To meet these priorities this policy aims to focus on the following areas:

Objective 1 - Assist disabled residents to remain in their own homes through supporting the provision of adaptations (so far as this is necessary, appropriate and

reasonably practicable) to prevent admissions to care and to assist with delayed transfers where possible.

Objective 2 – Safeguard the health and well-being of vulnerable residents by removing unnecessary hazards to health and safety in the home to reduce avoidable emergency admissions

Objective 3 – Provide adaptations that are suitable for the future by ensuring the scheme of works is dementia aware.

Objective 4 – Assist vulnerable people to afford to heat their homes through appropriate energy efficiency and heating measures.

4.0 TYPES OF ASSISTANCE

4.1 Mandatory Disabled Facilities Grant (DFG)

The delivery of the disabled facilities grant programme is mandatory and a statutory function of the local housing authority. The delivery of this function is governed by the Housing Grants, Construction and Regeneration Act 1996.

Eligibility

Any disabled householder seeking financial assistance with the cost of adaptations to their home must be assessed by an occupational therapist (OT) working on behalf of, or approved by Devon County Council.

For the purposes of the DFG a person is considered disabled if they meet any of the following criteria:

- their sight, hearing or speech is substantially impaired,
- they have a mental disorder or impairment of any kind, or
- they are physically substantially disabled by illness, injury, impairment present since birth, or otherwise.

A person aged eighteen or over shall be considered disabled if:

- they are registered under section 29(1) of the National Assistance Act 1948 (disabled persons' welfare), or
- they are a person for whose welfare arrangements have been made under that provision or, in the opinion of the social services authority, might be made under it.

A person under the age of eighteen shall be considered disabled if:

- they are on a register of disabled children maintained under paragraph 2 of Schedule 2 to the Children Act 1989, or
- they are in the opinion of the social services authority a disabled child as defined for the purposes of Part III of the Children Act 1989 (local authority support for children and their families).

All owner-occupiers, tenants, licensees or occupiers who meet the above criteria are eligible to apply for a DFG.

Conditions

1. All grants other than those for children are subject to a test of financial resources, which is prescribed by The Housing Renewal Grants Regulations 1996.
2. The grant maximum is £30,000
3. The disabled person must intend to occupy the property as their only or main residence for a period of five years after the works are complete (or such shorter period as the person's health or other relevant circumstances permit).
4. In order to make an application the client must supply the following:
 - A completed and signed application form
 - Evidence of financial situation
 - Evidence of ownership of the property or the right to reside at the property
 - Permission for the works to be carried out
 - A detailed schedule of works and plans for complex works that must be agreed by the council
 - Any planning or building regulation approvals
 - 2 tenders for the works unless using an agreed framework.
5. Only the works agreed by the council will be covered by the grant.
6. If the grant is approved there are 12 months to complete the works
7. The works must be completed by the contractor stated on the approval document
8. No grant works should proceed until the grant application has been processed and all relevant planning, Building Regulation or landlord approval has been obtained.
9. Owner occupiers may have a local land charge placed on their property on completion of the grant. If the property is sold, assigned or transferred within 10 years of the grant being completed then the grant may have to be repaid. The council will have regard to *The Housing Grants, Construction and Regeneration Act 1996: Disabled Facilities Grants (Conditions relating to approval or payment of Grant) General Consent 2008* when deciding whether to demand repayment. The charge only applies where the grant is more than £5,000. Where the grant is more than £5000 only the amount over the first £5,000 is added as a charge. There is a charge limit of £10,000.
10. If the applicant has a contribution to pay they must ensure they have the money to cover their share of the costs before the work begins on site.

11. Unforeseen and additional costs will only be paid for where they are necessary to complete the adaptation and must be agreed by the council before they are undertaken.
12. Any increase in the grant may have an impact on the charge placed against the property.
13. Where the cost of the work exceeds the mandatory grant limit of £30,000 the applicant may be eligible to apply for the **Accessible Homes Grant** subject to available funds.
14. Applicants who are successful in their application for assistance will be required to maintain the adaptation.
15. The contract for the works is the responsibility of the applicant.
16. The grant will normally be paid direct to contractors in all but the most exceptional cases.
17. The council will only offer grant for those works that are considered mandatory to meet the needs of the disabled person.
18. No grant will be paid until a satisfactory invoice has been received and the works have been carried out to the satisfaction of the client and Council.

4.2 Accessible Homes Grant

The Accessible Homes Grant enables an enhanced offer in addition to the Mandatory Disabled Facilities Grant subject to available funding.

This grant is available in the following circumstances:

- Where a mandatory grant has been approved but the cost of the work exceeds £30,000
- Where there are works that may not be covered by the DFG in relation to adapting the home and making it safe or in relation to fees associated with feasibility works to determine if the adaptation can proceed
- Where the means test identifies that a contribution is required.
- Where moving house more appropriate than adapting the existing property.

Eligibility

To be eligible for this grant the applicant must meet the following:

- The applicant must have applied for and be eligible for the DFG first before the discretionary grant can be considered.
- All applicants are subject to a means test including the parents and/or guardians of a disabled child. Adult clients will have been means tested as part of the formal DFG application. In the case of a child's application the means test will be applied to the parents or guardians of the disabled child **before** an application for a discretionary grant can be made.
- As an alternative to the adaptation of an applicant's home, consideration will be given to the option of re-housing to more appropriate or adapted accommodation.

- An applicant will only be eligible to apply for additional grant to cover any identified contribution where the amount the client has to pay represents at least a third or more of the applicant's savings.

Conditions

1. Conditions relating to the DFG as described above also apply.
2. The grant maximum is £20,000. Anything over £20,000 will not attract any further public grant unless in exceptional cases.
3. Where additional funding is required to cover either a contribution or the cost of works over £50,000 (£30,000 from the Disabled Facilities Grant and £20,000 from the Accessible Homes Grant), then a Home Improvement Loan application can be made.
4. The DFG paperwork will be used to assist the applicant in making an application for this grant.
5. Only the works agreed by the council will be covered by the grant
6. If the grant is approved there are 12 months to complete the works
7. The works must be completed by the contractor stated on the approval document
8. No grant works should proceed until the grant application has been processed and all relevant planning, Building Regulation or landlord approval has been obtained.
9. Owner occupiers will have a local land charge placed on their property on completion of the grant. If the property is sold, assigned or transferred within 10 years of the grant being completed then the grant may have to be repaid.
10. Unforeseen and additional costs will only be paid for where they are necessary to complete the adaptation and must be agreed by the council before they are undertaken.
11. Any increase in the grant may have an impact on the charge placed against the property.
12. Applicants who are successful in their application for assistance will be required to maintain the adaptation.
13. The contract for the works is the responsibility of the applicant.
14. The grant will normally be paid direct to contractors in all but the most exceptional cases.
15. The council will only offer grant for those works that are considered appropriate to meet the needs of the disabled person.
16. No grant will be paid until a satisfactory invoice has been received and the works have been carried out to the satisfaction of the client and Council.
17. Housing association properties - where the mandatory DFG does not fully cover the cost of the adaptation then the client and/or council may approach the housing association for a contribution towards the cost.

4.3 Accessible Homes Grant – Stair lift Grant

This grant provides internal straight track or curved track stair lifts without a means test for the applicant.

Eligibility

To be eligible for this grant the following must be in place:

- A referral or statement of need must be received from a social services OT or from an NHS OT.
- Where additional works are required to install the stair lift these will be covered as part of this grant.
- Where a client requires multiple adaptations in addition to the stair lift, the stair lift will be provided through this grant and the other adaptations through the DFG or accessible homes grant where the client is eligible.

Conditions

1. The applicant must have permission from the owner of the property for the work to be carried out. The council will require an owners certificate if the property is rented.
2. The applicant agrees to live in the property as the only or main residence for the period of 5 years or for a shorter period as health or other relevant circumstances permit.
3. The contractor must be sourced from the stair lift company determined by the Devon Framework agreement. Where the Council does not use the framework it should be sourced in a manner determined by them.
4. Only the works agreed by the Council will be covered by the grant.
5. If the grant is approved there are 8 weeks to complete the works.
6. The works must be completed by the contractor stated on the approval document
7. No grant works should proceed until the grant application has been processed and all relevant planning, Building Regulation or landlord approval has been obtained.
8. Unforeseen and additional costs will only be paid for where they are necessary to complete the adaptation and must be agreed by the council before they are undertaken.
9. Applicants who are successful in their application for assistance will be required to maintain the stair lift and have it regularly serviced.
10. The contract for the works is the responsibility of the applicant.
11. The grant will be paid direct to the stair lift contractor.
12. No grant will be paid until a satisfactory invoice has been received and the works have been carried out to the satisfaction of the client and Council.

4.4 Accessible Homes Grant - Moving application

This grant may be available to assist a disabled person to move to more suitable accommodation subject to available funding.

Eligibility

An applicant will be eligible for this grant where:

- Where the Occupational Therapist and/or the Council consider re-housing to be more appropriate than adapting the existing accommodation.
- Where the landlord has refused permission for any adaptation works to be carried out and therefore it is no longer feasible for the occupier to remain in the property.
- Where it is possible to carry out works at the existing property the total cost incurred in the eligible 'moving on' expenses and any estimated eligible adaptation costs at the 'new' property should not be greater than the cost of adapting the applicant's current home.
- The 'new' property shall in the opinion of the Council provide a long term, sustainable home for the person for whose benefit the works are required.
- If the property is within a neighbouring authority covered by this policy then the new authority will need to ensure the new property is suitable. This should also be agreed with the occupational therapist. The applicant must ensure that the relevant council's officers and Occupational Therapist have been consulted.

In determining the 'reasonable expenses' regard shall be had to the following criteria:

- The cost of the eligible works at the applicants existing property are not deemed reasonable, or;
- The eligible works at the applicants existing home are not technically feasible, or;
- The adaptation of the applicants existing property does not provide a sustainable, long term solution for their housing needs, or;
- The landlord of the property refuses to give permission for the necessary works to be carried out.

Eligible Expenses

Owner Occupier

The expenses that can attract grant under this section may include the cost of:

- Any arrangement fee charged by a lender to cover the formation of a mortgage.
- Conveyancing fees.
- Land Registry Fee
- Local Authority Searches
- Stamp Duty

- Valuation, Homebuyers or Full Structural Survey
- Professional or other removal costs
- Estate Agent Commission.

The maximum grant payable for eligible expenses under this heading for an owner occupier is £10,000.

Tenant

For a tenant the expenses that can attract grant under this section may include the cost of:

- Letting agent fees
- Rent deposit
- Professional or other removal fees

The maximum grant payable for eligible expenses under this heading for a tenant is £5000.

Conditions

1. Grant assistance is only payable to an owner occupier upon the successful completion of the purchase of the 'new' property and the disabled person then occupying that property as their only and main residence.
2. When moving to rented accommodation the applicant must obtain permission from the landlord for any adaptations to be carried out before the grant will be paid.
3. To qualify for this grant the applicant must have been resident in the property for at least 2 years prior to making an application to move.
4. The applicant must agree to live in the property as their only or main residence for a period of 5 years (or such shorter period as the person's health or other relevant circumstances permit).
5. For owner occupiers a local land charge will be placed against the property for a period of 5 years.

4.5 Healthy Homes grant

The Healthy Homes grant is a flexible grant to provide urgent/essential repairs to the home to ensure the health, safety and welfare of the occupier. This includes assisting an occupier with accumulations (hoarding) where this poses a risk to health and safety.

Eligibility

- Only those works agreed by the Council as urgent or essential will be eligible for this grant. A loan application will be required for all other types of works and repairs. However if a person is not eligible for a loan then a grant can be offered.

- To qualify for this grant the applicant must be in receipt of one of the following benefits:
 - Housing benefit
 - Disability Living Allowance
 - Personal Independent Payment with the daily living component
 - Attendance Allowance
 - Guarantee Pension Credit
 - Income support
 - Council tax benefit (not the single person discount)
 - Universal Credit – universal credit replaces the following means tested benefits – Housing Benefit, income related ESA, Income based JSA, Child tax credit, working tax credit and income support.

Conditions

1. The maximum grant available is £5000 over a rolling two year period.
2. For owner occupiers a local land charge will be placed against the property for 5 years.
3. For tenants the grant may only be available to assist with immediate repairs or to deal with hoarding and accumulations. The landlord is responsible for the general repair of the property and the Council may require the landlord to carry out works as appropriate.
4. An applicant must apply for a loan for any substantial work beyond removing the immediate health and safety risk.

4.6 Home Improvement Loans

Wessex Resolutions Community Interest Company (WRCIC) is a not-for-profit company contracted to deliver loans to residents in the Devon area.

WRCIC administer loans within the requirements of this policy and the local policies of each district council within Devon. The Home Improvement Loan is a flexible product that can be used for the following purposes:

- Home repairs and improvements
- Adaptation works where grant is not available
- To cover a client contribution to a grant
- To cover the cost of the work over the DFG or Accessible Homes grant maximum.
- To bring empty homes back into use
- For landlords to carry out repairs or improvement to rented accommodation
- For energy efficiency improvements

Eligibility

This will vary and is based on the individual circumstances of each client. Loan advisors will carry out an assessment and provide independent advice on ethical and responsible lending the most appropriate product to suit their needs.

Conditions

Conditions may vary depending on the loan product selected and the individual circumstances of each applicant.

Loans are subject to status and Wessex Resolutions CIC may insist on loans being protected at the Land Registry by a Title Restriction. Missing any payments could affect your credit rating and ability to obtain credit in the future.

The typical APR for this loan is 4.2%.

4.7 Top up to Eco-Flex

This grant is to provide top up funding for energy efficiency measures where EcoFlex funding and ECO top ups (HHCRO) have been provided by energy providers but the available funding does not cover the full cost of the work.

Eligibility

- Applicants must have been identified through each Council's Statement of Intent which can be found on the council's website.
- To qualify for the top up a survey must be carried out by the energy provider, a local installer, or an agent and qualifying works identified.
- For owner occupiers and private landlords a maximum of up to £2000 is available.
- If more than £2,000 is needed then the client should apply for a Wessex loan subject to availability and eligibility (see 4.6)

Conditions

1. The applicant must agree to live in the property as their only or main residence for a period of 5 years (or such shorter period as the person's health or other relevant circumstances permit).
2. A local land charge will be placed on their property on completion of the grant. If the property is sold, assigned or transferred or the tenant vacates within 5 years of the grant being completed then the grant may have to be repaid.
3. Any increase in the grant may have an impact on the charge placed against the property.
4. The contract for the works is the responsibility of the applicant.
5. The grant will normally be paid direct to contractors in all but the most exceptional cases.
6. No grant will be paid until a satisfactory invoice has been received and the works have been carried out to the satisfaction of the client and Council.

5.0 EXCEPTIONS TO THE POLICY

The Councils accept that applications may be received for adaptations not covered by the circumstances listed above which will need to be formally determined. Any such application will be referred through the appropriate process of the council managing the application.

6.0 APPEALS AND COMPLAINTS

- Where the applicant has a complaint about the manner in which a council is applying this policy, then they should follow that Councils formal complaints process.
- Where there is a complaint about the content of this policy this should be made to Devon County Council so that it can be considered on a Devon wide basis.
- Where the complaint is in respect of works, the complaint should be made to the contractor in the first instance, if this does not resolve the problem then the appropriate council should be contacted for advice.
- Where an applicant wishes to appeal against a decision of the Council in respect of any of the grants contained in this policy this should be made to the appropriate Council. Where agreement cannot be reached then the appeal should be escalated to the Devon wide group of Councils for a decision. Consensus between all the participating Councils will need to be reached as any decision may result in an amendment to the policy.

APPENDIX ONE – ELIGIBLE WORKS

Disabled Facilities Grant and Accessible Homes Grant

This is a guide and there may be scope for discretion on the works that can be included under the Accessible Homes Grant in some circumstances.

Facilitating access

Facilitating access by the disabled occupant

- to and from the dwelling
- to a room used or usable as the principle family room
- to a room used for or usable for sleeping
- to a room in which there is a lavatory
- to a room in which there is a bath or shower
- to a room with a wash hand basin

Such works may include:

- Ramping and/or handrails to the main external door. This could instead be a rear door in the case of a rear access. Only one access point will be allowed for each dwelling. External stair lifts will be considered if reasonably practicable and they are not prone to vandalism.
- Widening the main entrance door and the doorways to the bedroom, bathroom and living room. Automatic door opening to main entrance doors will only be allowed for persons who are otherwise unable to open the door. Door entry systems will be considered where the person has severe mobility problems.
- Alterations to facilitate wheelchair access to the bedroom, bathroom and living room. Access to other rooms may be considered where the disabled person is also a carer.
- Other adaptations that are necessary to facilitate access to any of the relevant rooms by the disabled person, for example, stair lifts or vertical lifts in some cases. Where a stair lift breaks down and it is 5-10 years old, a manufacturers report is needed before it can be replaced. If it is over 10 years, a report may not be required.
- Provision of hard standings (3.6 m x 4.8 m max unless exceptional circumstances) and associated crossover for vehicle access where the disabled person is in a wheelchair or has difficulty walking to the house. This will only be given where existing on-street parking is considered unsatisfactory and a marked disabled parking bay is not possible or where it affords a more economical

solution than providing additional paths/ramping from the roadside. Provision of off-street parking on its own is not eligible.

Please note: Being a holder of a blue badge is not an eligibility criterion for this item.

Washing facilities

Facilitating the use of washing facilities by the disabled occupant

- Adaptation of the facilities in the bathroom and toilet, including the provision of flush floor showers, lever taps, specialist WCs, Clos-o-mat or Geberit etc. The adaptation or provision of more than one bathroom to a house e.g. additional ground floor wc, will only be considered if evidenced by functional need.

Kitchen Facilities

Facilitating the preparation and cooking of food

- Where someone other than the disabled person does and will continue to do the cooking and preparation of meals, normally it will not be necessary to carry out full adaptations. However, it may be possible to carry out minor adaptations to allow the disabled person to prepare light meals or hot drinks, typically this may include a low-level worktop with power points for a kettle/microwave.
- Full adaptations can be considered where the disabled person is the only or main user of the kitchen. The following adaptations can be considered:
 - a. Kitchen sink, including alteration to its height or position or the type of taps fitted to it. Powered, adjustable-height sinks will not generally be allowed, as the provision of a second sink is a more economic solution.
 - b. Cooker point and oven-housing unit ensuring its height and position is in a safe location and the provision of worktops on either side.
 - c. Work surfaces located beside the sink and on each side of the cooker having a total length of approximately 1.5m, all at a suitable height for the disabled person.
 - d. Food storage in an accessible position, usually space for a refrigerator with power supply.
 - e. Wheelchair access, if necessary, including wider doors, rearrangement of facilities etc.
 - f. Alterations to the kitchen door, light switches and power points, but only if it is necessary.
 - g. Extensions or enlargement to kitchens can only be agreed where they are absolutely necessary in order to provide turning space for a wheelchair and if suitable space cannot be achieved by rearrangement of the existing facilities.

- h. The provision of cupboard and storage units on an "essential" basis. (2x1m base units and baskets or equivalent).
- i. Mechanical ventilation where kitchen schemes require Building Regulation approval.

Other works that may be considered for grant assistance

Electrical work

- Alterations to the height and/or position of light switches and power points to make them accessible to the disabled person.
- Upgrading of electrical installation where the current installation is considered unsafe.

Heating

- Heating the rooms that are in everyday use by the disabled person where a medical need can be demonstrated. Changes to the type of heating system will only be allowed if evidenced by medical need (e.g. change from solid fuel to gas where applicant can no longer carry fuel) and the applicant is not eligible for other types of grant such as Eco Flex.
- Upgrading/replacing of boilers/radiators where the property has been extended as part of the adaptation.

Guarding

- Provision of laminate glass or specialist lighting or guards to fires and around radiators where disabled children with violent behavioural problems may harm themselves.
- Restrictors or works to windows for the safety of the disabled person.

Alarms

- Provision of enhanced fire alarm systems for those with hearing difficulties.

Structural alterations

- Carrying out structural alterations where necessary to provide fixings for disabled equipment provided by Social Services e.g. fixing for tracking /overhead hoists.
- Storage or space for essential medical equipment as part of the adaptation works but not as a stand-alone item.
- Where an adaptation is required to a listed building and additional works are required to comply with requirements.

- Where an adaptation cannot be carried out due to disrepair issues those repairs, within reason, may be carried out. Such works may include replacement of rotted flooring or strengthening of the floor as part of a flush floor shower installation, electrical repairs to enable works to be carried out safely, and dealing with low water pressure. More substantial repairs that are not directly affecting the adaptation will need to be referred to a home improvement loan or healthy homes grant.
- Additional bathrooms or bedrooms may be allowed where they are specifically for the disabled person and it can be demonstrated that adaptation of other rooms or space or access to those rooms in the property is unsuitable. **Extensions will only be allowed following a detailed cost/benefit analysis of alternative options.**
- Requests are sometimes received to provide separate bedrooms where disabled children with behavioural difficulties share a room with other siblings and disturb their sleep. This will only be considered where it can be demonstrated the child is prone to violent outbursts and there is risk of physical harm to the child or to the other siblings. Families will first be expected to re-arrange the sleeping arrangements in their home to try to eliminate the need for extra bedrooms. If there is more than one reception room the family will be expected to use the extra room(s) for sleeping purposes.

Garden and external access

- In cases of small terraced properties with narrow passageways or very difficult access, effective adaptation can only proceed where it can be reasonably and practicably carried out without having a detrimental impact on neighbouring properties.
- Access to the garden may be given to improve an existing access to make it safe for the disabled occupant to use. It does not include extending an existing access e.g. creating a side access so a person can also go around the side of a house. Generally, the most modest solution for providing access to both the house and the garden will be considered and this can mean that one access may be sufficient to access both the house and the garden. Where homes have communal gardens, e.g., blocks of flats served by a single access, grants will not normally be provided for an individual access to the garden unless it can be demonstrated that because of the disabled persons condition the travel distance to the garden would be excessive and unreasonable.
- The grant will only be for providing immediate access to the garden and does not include landscaping gardens to make them more suitable for the disabled person

to access. However, to assist a disabled person to live independently, an allowance of 4m² of pathway, (which may include a turning circle for a wheelchair user), will be considered to assist access to any specific areas enjoyed by the disabled person.

- Provision of fencing or guarding for the safety of the disabled person when in the garden.

Fees and feasibility works

- The Accessible Homes Grant may be available to cover the cost of works associated with assessing whether an adaptation is reasonable and practicable and/or necessary and appropriate. These costs can be covered even if the works do not go ahead, at which point a moving grant may be more suitable.

Additional Adaptations for Dementia

- Replacing floor coverings that cause confusion or safety issues
- Replacing tiling or bathroom fittings (such as toilet seats and rails) to improve visual perception
- Changing cupboards to glass fronted doors, to enable recognition of where items are in the kitchen
- Changing lighting schemes to improve visibility around the home
- Installing noise reduction measures

Healthy Homes grant

An assessment of the property may be necessary to determine the scope of the work and does not cover the full renovation of a property. It is intended that the grant is sufficient to make safe a defect that is considered to pose a risk to the health, safety or welfare of the occupier.

This could include but is not limited to the following:

- Hoarding and accumulations – where the conditions pose a serious risk to the safety of the occupier.
- Electrical safety- where the condition of the electrical wiring could lead to imminent risk of electrocution or fire or accidents as a result of inadequate lighting.
- Falls – where the condition of the stairs or floors are in such a state as to provide an imminent risk of a fall in the home.

- Cold – where the heating is inadequate or lacking, and the condition of the doors and windows are contributing to the home being cold in the winter and there is a risk of falls or other ill effect from cold temperatures.
- Dampness – damp conditions so significant that a roof is failing and water is visibly entering the property. Rising damp, condensation or minor leaks may not be covered by this grant.
- Structural collapse- where a structural part of the building is in such a state as to constitute an imminent risk.
- Amenities – the lack of a functioning basic amenity such as a toilet, bath, wash hand basin or kitchen sink.
- Hot water – where there is no hot water available for the occupier due to a fault with a boiler or hot water tank.

This list is not exhaustive and each case will be assessed based on its individual circumstances.

Home Improvement Loan

The loan will cover those works covered by this policy and any other works specified by each individual Council involved in the Home Improvement Loan scheme.

ECO Flex Top up

Works will generally include:

- Mains gas boiler replacement,
- Loft insulation,
- Cavity wall insulation,
- Heating controls,
- Replacement storage heaters,
- Internal or external wall insulation,
- Room in roof insulation,
- Flat roof insulation

APPENDIX TWO – LOCAL POLICIES

The following councils have their own additional policy that can be viewed on their websites.

East Devon District Council
Exeter City Council
North Devon District Council
South Hams District Council
Teignbridge District Council
Torrige District Council
West Devon Borough Council

APPENDIX THREE – SUMMARY TABLE

Type of assistance	Scope	Grant Max	Eligibility	Main Conditions
Mandatory DFG	Disabled adaptations as described by the Housing Grants Construction and Regeneration Act 1996.	Up to £30,000	Meets disability criteria Assessed by an OT Subject to means test No means test for Children	Must remain in the property as only or main residence for 5 years Local land charge for 10 years for owner occupiers in some circumstances
Accessible Homes Grant	Cover the costs of adaptations over the mandatory DFG limit Cover some contributions identified under mandatory DFG Cover some works not covered by the DFG	Up to £20,000	Meets disability criteria Assessed by an OT Subject to means test for children's applications Contribution constitutes more than a 1/3 of available savings	Must remain in the property as only or main residence for 5 years Local land charge for 10 years for owner occupiers
Accessible Homes Grant – Stair lifts	Cover the cost of internal straight track and curved track stair lifts	No grant max	Assessed by the OT or referred by NHS OT	Must remain in the property as only or main residence for 5 years

Type of assistance	Scope	Grant Max	Eligibility	Main Conditions
			Must have permission from the property owner	
Accessible Homes Grant – Moving	Cover some of the costs associated with moving to a more suitable property	Owner occupier up to £10,000 Tenant up to £5000	Suitable property has been identified Cost of moving with any adaptation to the new home is less than adapting existing home Been resident in existing property for 2 years prior to making the application For tenants – landlord has referred t make adaptations	Must remain in the property as only or main residence for 5 years Local land charge for 5 years for owner occupiers
Healthy Homes Grant	Works to make safe a defect or hoarding/accumulation that is considered to pose a risk to the health, safety or welfare of the occupier.	Up to £5000 over a 2 year rolling period	In receipt of a qualifying benefit Works agreed by the Council	Local land charge for 5 years for owner occupiers Must apply for a loan for more substantial works and repairs Council may require

Type of assistance	Scope	Grant Max	Eligibility	Main Conditions
				landlord to carry out repairs
Home Improvement Loan	Cover works identified in the other grants As determined by each Council policy	Based on affordability	Based on local criteria	Based on local criteria
EcoFlex Top up	Energy efficiency works	Up to £2000	Qualify for ECO funding Meet the councils statement of intent criteria Owner occupier or private landlord	Must remain in the property as only or main residence for 5 years Local land charge for 5 years

**DEVON WIDE HOUSING ASSISTANCE POLICY FOR THE BETTER CARE FUND
2018-19**

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DEVON WIDE HOUSING ASSISTANCE POLICY FOR THE BETTER CARE FUND 2018-19

1.0 INTRODUCTION

1.1 Purpose

This policy is required under Article 4 of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002. The Order provides councils with the discretion to develop schemes to provide financial assistance to deal with a range of housing issues. This policy sets out the areas on which Devon will focus any available resources in order to improve housing conditions across the district. With limited resources available it is essential that funding is targeted to those areas that contribute to the delivery of the Better Care Fund and Health and Wellbeing Board priorities and local district council priorities.

This policy provides the Devon Councils with the flexibility and discretion to provide appropriate assistance to meet the aims and priorities set out in section 3 below. Appendix 2 allows for each local authority to deliver its own local schemes that may be available over and above the Devon wide schemes.

This policy is owned by the following Councils:

Devon County Council
East Devon District Council
Exeter City Council
Mid Devon District Council
North Devon District Council
South Hams District Council
Teignbridge District Council
Torrige District Council
West Devon Borough Council

1.2 Review

The policy will be reviewed on an annual basis.

1.3 Funding

The assistance contained within this policy is dependent on the availability of funding. Where funding is limited priority for spend will be given to the Mandatory Disabled Facilities Grant across the County.

2.0 CONTEXT

2.1 Housing and Health

Housing is a key determinant of health, and by promoting good quality housing this policy can contribute to reducing health inequalities for the residents of Devon.

In 2008, flexibilities were introduced enabling councils to use government grant that has been allocated for disabled facilities grants to be used more intelligently to deliver adaptations for disabled people outside of the mandatory grant regime.

Research has shown that there is a direct impact on the health and well-being of residents resulting from the homes in which they live; therefore, poor housing can contribute to poor health.

Each year hazards in the home result in unnecessary injuries, episodes of ill-health, and harm to mental health and in many cases the occupiers do not link the poor condition of their homes with a potential negative impact on their health. The poorest housing stock can be found in the private sector, and in some cases residents who own their own home are not able to maintain them and as a result hazards can develop.

An estimated 34,400 excess winter deaths were recorded in England and Wales in 2016/17 as reported by the Office of National Statistics (ONS) in their document Excess Winter Mortality in England and Wales 2016-17. Many of these people die unnecessarily as a result of living in cold homes each year. Although the data collected does not identify the number of people that die directly as a result of the home environment various studies have found a link and these are detailed within the ONS report. In extreme cases the inability to afford to heat the home results in cold temperatures that create hypothermic conditions; however, for many individuals (particularly older persons) cold homes may result in trips, slips and falls, or injuries/health impacts resulting from cardiovascular, circulatory diseases and respiratory disease.

2.2 Better Care Fund

In 2015 the government introduced the Better Care fund in an attempt to bring health and social care together in an integrated way. The fund is a combination of government funding from the Department of Health and the Department for Communities and Local Government and includes the grant allocation for disabled facilities grants (DFG). The 2017-19 Integration and Better Care fund policy framework document lists the conditions that the better care fund must be used to address. These are:

Condition 1: Plans to be jointly agreed – The plan to use the BCF allocation must be jointly agreed and signed off by the Health and Wellbeing Board, and constituent councils and clinical commissioning groups. The local housing authority must also be involved due to the inclusion of the DFG allocation, which forms part of the fund.

Condition 2: NHS contribution to social care is maintained in line with inflation. - The funding must be used to contribute to the maintenance of adult social care services in each local authority, which also has a health benefit. However, beyond this broad condition, the Department of Health wants to provide flexibility for local areas to determine how this investment in adult social care services is best used.

Condition 3: Agreement to invest in NHS commissioned out of hospital services, which may include 7 day services and adult social care - This should be achieved by funding NHS commissioned out-of-hospital services, which may also include 7-day services and adult social care, as part of the agreed BCF plan.

Condition 4: Managing Transfers of Care - Plans should set out how local partners will work together to fund and implement transfers of care effectively. More detail can be found in the 2017-19 Integration and Better Care Fund Policy Framework. Based on these broad conditions, Devon County Council and the District Councils have identified an opportunity to provide additional grant and loan products to meet these conditions and deliver against the Health and Wellbeing Board priorities.

2.3 Delayed transfers of care.

Delayed transfers of care, sometimes referred to as 'bed-blocking', occur when a patient is ready to depart from care and is still occupying a bed. According to NHS England, a patient is ready to depart when: a. A clinical decision has been made that the patient is ready for transfer AND b. A multi-disciplinary team decision has been made that the patient is ready for transfer, AND c. The patient is safe to discharge/transfer. In 2016/17 there were 2.3 million total delayed days in England with 1.3 million of these attributable to the NHS, averaging around 6,200 delayed transfers of care per day with around 3,600 of these attributable to the NHS. *Delayed transfers of care in the NHS Briefing paper number 7415, 20 June 2017.*

The longer a patient stays in hospital the more detrimental this can be in terms of patient morale, mobility, and an increase in the risk of hospital-acquired infections. Older patients are particularly susceptible to negative effects around mobility with studies suggesting that a wait of more than two days negates the benefit of intermediate care, and a wait of seven days or more is associated with a 10% decline in muscle strength. Delayed transfers of care are also costly for hospital trusts as insufficient beds can mean elective procedures need to be cancelled, resulting in the hospital trust losing these as a source of income.

A survey in 2015 by the Guardian found that at least 10% of beds were occupied by patients who were ready to be discharged and the NHS providers' audited accounts for 2016/17 estimated that delayed transfers of care cost £173 million. Much of the recent debate around delayed transfers of care attributes rising numbers to pressures in social care. The number of delayed days attributable to social care had been in decline until August 2013, after which the figure began to rise sharply. When looking at the specific reasons for delayed transfers of care, there are notable increases in non-health care reasons as indicated below:

Table 1: Reasons for delayed transfers of care, 2016/17

Reason for delay	Total delayed days	Change from previous year
Awaiting care package in own home	456,447	+45.3%
Awaiting further non-acute NHS care	386,028	+16.8%
Awaiting completion of assessment	380,832	+22.9%
Awaiting nursing home placement or availability	342,982	+39.6%
Patient or family choice	245,033	+5.8%
Awaiting residential home placement or availability	231,994	+22.9%
Awaiting public funding	81,327	+17.5%
Housing – patients not covered by NHS and Community Care Act	52,431	-1.0%
Awaiting community equipment and adaptations	52,121	+12.8%
Disputes	24,641	+18.9%

3.0 PRIORITIES

In Devon, the Better Care Fund priorities aim to achieve the following outcomes:

- Reduce admissions to residential and nursing care homes
- Reduce delayed transfers of care
- Reduce avoidable emergency admissions
- Increase dementia diagnosis rates

To meet these priorities this policy aims to focus on the following areas:

Objective 1 - Assist disabled residents to remain in their own homes through supporting the provision of adaptations (so far as this is necessary, appropriate and reasonably practicable) to prevent admissions to care and to assist with delayed transfers where possible.

Objective 2 – Safeguard the health and well-being of vulnerable residents by removing unnecessary hazards to health and safety in the home to reduce avoidable emergency admissions

Objective 3 – Provide adaptations that are suitable for the future by ensuring the scheme of works is dementia aware.

Objective 4 – Assist vulnerable people to afford to heat their homes through appropriate energy efficiency and heating measures.

4.0 TYPES OF ASSISTANCE

4.1 Mandatory Disabled Facilities Grant (DFG)

The delivery of the disabled facilities grant programme is mandatory and a statutory function of the local housing authority. The delivery of this function is governed by the Housing Grants, Construction and Regeneration Act 1996.

Eligibility

Any disabled householder seeking financial assistance with the cost of adaptations to their home must be assessed by an Occupational Therapist (OT) working on behalf of, or approved by Devon County Council. For the purposes of the DFG a person is considered disabled if they meet any of the following criteria:

their sight, hearing or speech is substantially impaired,

they have a mental disorder or impairment of any kind,

they are physically substantially disabled by illness, injury, impairment present since birth, or otherwise. A person aged eighteen or over shall be considered disabled if:

they are registered under section 29(1) of the National Assistance Act 1948 (disabled persons' welfare),

they are a person for whose welfare arrangements have been made under that provision or, in the opinion of the social services authority, might be made under it.

A person under the age of eighteen shall be considered disabled if:

they are on a register of disabled children maintained under paragraph 2 of Schedule 2 to the Children Act 1989,

they are in the opinion of the social services authority a disabled child as defined for the purposes of Part III of the Children Act 1989 (local authority support for children and their families).

All owner-occupiers, tenants, licensees or occupiers who meet the above criteria are eligible to apply for a DFG.

Grant Conditions

1. All grants other than those for children are subject to a test of financial resources, which is prescribed by The Housing Renewal Grants Regulations 1996.
2. The grant maximum is £30,000
3. The disabled person must intend to occupy the property as their only or main residence for a period of five years after the works are complete (or such shorter period as the person's health or other relevant circumstances permit).

4. In order to make an application the client must supply the following:
 - A completed and signed application form
 - Evidence of financial situation
 - Evidence of ownership of the property or the right to reside at the property
 - Permission for the works to be carried out
 - A detailed schedule of works and plans for complex works that must be agreed by the council
 - Any planning or building regulation approvals
 - 2 tenders for the works unless using an agreed framework.
5. Only the works agreed by the council will be covered by the grant.
6. If the grant is approved there are 12 months to complete the works
7. The works must be completed by the contractor stated on the approval document
8. No grant works should proceed until the grant application has been processed and all relevant planning, Building Regulation or landlord approval has been obtained.
9. Owner occupiers may have a local land charge placed on their property on completion of the grant. If the property is sold, assigned or transferred within 10 years of the grant being completed then the grant may have to be repaid. The council will have regard to The Housing Grants, Construction and Regeneration Act 1996: Disabled Facilities Grants (Conditions relating to approval or payment of Grant) General Consent 2008 when deciding whether to demand repayment. The charge only applies where the grant is more than £5,000. Where the grant is more than £5000 only the amount over the first £5,000 is added as a charge. There is a charge limit of £10,000.
10. If the applicant has a contribution to pay they must ensure they have the money to cover their share of the costs before the work begins on site.
11. Unforeseen and additional costs will only be paid for where they are necessary to complete the adaptation and must be agreed by the council before they are undertaken.
12. Any increase in the grant may have an impact on the charge placed against the property.
13. Where the cost of the work exceeds the mandatory grant limit of £30,000 the applicant may be eligible to apply for the Accessible Homes Grant subject to available funds.
14. Applicants who are successful in their application for assistance will be required to maintain the adaptation.
15. The contract for the works is the responsibility of the applicant.

16. The grant will normally be paid direct to contractors in all but the most exceptional cases.
17. The council will only offer grant for those works that are considered mandatory to meet the needs of the disabled person.
18. No grant will be paid until a satisfactory invoice has been received and the works have been carried out to the satisfaction of the client and Council.

4.2 Accessible Homes Grant

The Accessible Homes Grant enables an enhanced offer in addition to the Mandatory Disabled Facilities Grant subject to available funding. This grant is available in the following circumstances:

Where a mandatory grant has been approved but the cost of the work exceeds £30,000

Where there are works that may not be covered by the DFG in relation to adapting the home and making it safe.

Where the means test identifies that a contribution is required.

Where moving house more appropriate than adapting the existing property.

To be eligible for this grant the applicant must meet the following:

The applicant must have applied for and be eligible for the DFG first before the discretionary grant can be considered.

All applicants are subject to a means test including the parents and/or guardians of a disabled child. Adult clients will have been means tested as part of the formal DFG application. In the case of a child's application the means test will be applied to the parents or guardians of the disabled child before an application for a discretionary grant can be made.

As an alternative to the adaptation of an applicant's home, consideration will be given to the option of re-housing to more appropriate or adapted accommodation.

An applicant will only be eligible to apply for additional grant to cover any identified contribution where the amount the client has to pay represents at least a third or more of the applicant's savings.

Conditions

1. The grant maximum is £20,000. Anything over £20,000 will not attract any further public grant.
2. Where additional funding is required to cover either a contribution or the cost of works over £50,000 (£30,000 from the Disabled Facilities Grant and £20,000 from the Accessible Homes Grant), then a Home Improvement Loan application can be made.
3. The DFG paperwork will be used to assist the applicant in making an application for this grant.

4. Only the works agreed by the council will be covered by the grant
5. If the grant is approved there are 12 months to complete the works
6. The works must be completed by the contractor stated on the approval document
7. No grant works should proceed until the grant application has been processed and all relevant planning, Building Regulation or landlord approval has been obtained.
8. Owner occupiers will have a local land charge placed on their property on completion of the grant. If the property is sold, assigned or transferred within 10 years of the grant being completed then the grant may have to be repaid.
9. Unforeseen and additional costs will only be paid for where they are necessary to complete the adaptation and must be agreed by the council before they are undertaken.
10. Any increase in the grant may have an impact on the charge placed against the property.
11. Applicants who are successful in their application for assistance will be required to maintain the adaptation.
12. The contract for the works is the responsibility of the applicant.
13. The grant will normally be paid direct to contractors in all but the most exceptional cases.
14. The council will only offer grant for those works that are considered mandatory to meet the needs of the disabled person.
15. No grant will be paid until a satisfactory invoice has been received and the works have been carried out to the satisfaction of the client and Council.
16. Housing association properties - where the mandatory DFG does not fully cover the cost of the adaptation then the client and/or council may approach the housing association for a contribution towards the cost.

Accessible Homes Grant - Moving application

This grant may be available to assist a disabled person to move to more suitable accommodation subject to available funding. An applicant will be eligible for this grant where:

The applicant meets the eligibility criteria for a DFG.

Where the Occupational Therapist and/or the Council consider re-housing to be more appropriate than adapting the existing accommodation.

To be eligible for this grant the total cost incurred in the eligible 'moving on' expenses and any estimated eligible adaptation costs at the 'new' property should not be greater than the cost of adapting the applicant's current home.

The 'new' property shall in the opinion of the Council provide a long term, sustainable home for the person for whose benefit the works are required.

If the property is within a neighbouring authority covered by this policy then the new authority will need to ensure the new property is suitable. This should also be agreed with the occupational therapist. The applicant must ensure that the relevant council's officers and Occupational Therapist have been consulted. In determining the 'reasonable expenses' regard shall be had to the following criteria:

The cost of the eligible works at the applicants existing property are not deemed reasonable, or;

The eligible works at the applicants existing home are not technically feasible, or;

The adaptation of the applicants existing property does not provide a sustainable, long term solution for their housing needs.

Eligible Expenses

Owner Occupier

The expenses that can attract grant under this section may include the cost of:

Any arrangement fee charged by a lender to cover the creation of a mortgage.

Conveyancing fees.

Land Registry Fee

Local Authority Searches

Stamp Duty

Valuation, Homebuyers or Full Structural Survey

Professional or other removal costs

Estate Agent Commission. The maximum grant payable for eligible expenses under this heading for an owner occupier is £10,000.

Tenant

For a tenant the expenses that can attract grant under this section may include the cost of:

Letting agent fees

Rent deposit

Professional or other removal fees. The maximum grant payable for eligible expenses under this heading for a tenant is £5000.

Conditions

1. Grant assistance is only payable to an owner occupier upon the successful completion of the purchase of the 'new' property and the disabled person then occupying that property as their only and main residence.
2. When moving to rented accommodation the applicant must obtain permission from the landlord for any adaptations to be carried out before the grant will be paid.

3. To qualify for this grant the applicant must have been resident in the property for at least 2 years prior to making an application to move.
4. The applicant must agree to live in the property as their only or main residence for a period of 5 years (or such shorter period as the person's health or other relevant circumstances permit).
5. For owner occupiers a local land charge will be placed against the property for a period of 5 years.

4.3 Healthy Homes Grant

The Healthy Homes grant is a flexible grant to provide urgent/essential repairs to the home to ensure the health, safety and welfare of the occupier.

Eligibility

An applicant must apply for a loan first including a Home Improvement Loan and will only be eligible to apply for this grant if a loan is refused.

Where the client is not eligible for a loan then they may apply for this grant.

To qualify for this grant the applicant must be over 60 years of age and in receipt of one of the following benefits:

Housing Benefit,
 Disability Living Allowance,
 Personal Independent Payment with the daily living component,
 Attendance Allowance,
 Guarantee Pension Credit,
 Income support
 Council tax benefit (not the single person discount)
 Universal Credit – universal credit replaces the following means tested benefits –
 Housing Benefit, income related ESA, Income based JSA, Child tax credit, working tax credit and income support.

Conditions

1. The maximum grant available is £5000 over a rolling two year period.
2. The grant is only available for owner occupiers and will be placed as a local land charge for 5 years.

4.4 Home Improvement Loans

Wessex Resolutions Community Interest Company (WRCIC) is a not-for-profit company contracted to deliver loans to residents in the Devon area.

WRCIC administer loans within the requirements of this policy and the local policies of each district council within Devon. The Home Improvement Loan is a flexible product that can be used for the following purposes:

Home repairs and improvements

Adaptation works where grant is not available

To cover a client contribution to a grant

To cover the cost of the work over the DFG or Accessible Homes grant maximum.

To bring empty homes back into use

For landlords to carry out repairs or improvement to rented accommodation

For energy efficiency improvements

Eligibility

This will vary and is based on the individual circumstances of each client. Loan advisors will carry out an assessment and provide independent advice on ethical and responsible lending the most appropriate product to suit their needs.

Conditions

Conditions may vary depending on the loan product selected and the individual circumstances of each applicant.

Typical 4.2% APR. Loans are subject to status. Wessex Resolutions CIC may insist on loans being protected at the Land Registry by a Title Restriction. Missing payments could affect your credit rating and ability to obtain credit in the future.

4.5 Top up to Eco-Flex

This grant is to provide top up funding for energy efficiency measures where Eco-Flex funding and ECO top ups (HHCRO) have been provided by energy providers but the available funding does not cover the full cost of the work.

Eligibility

Applicants must have been identified through each Council's Statement of Intent which can be found on the council's website.

To qualify for the top up a survey must be carried out by the energy provider, a local installer, or an agent and qualifying works identified. Provisions will be in place to ensure value for money.

For owner occupiers and private landlords a maximum of up to £1,000 is available.

If more than £1,000 is needed then the client should apply for a Wessex loan subject to availability and eligibility (see 4.4)

Conditions

1. The applicant must agree to live in the property as their only or main residence for a period of 5 years (or such shorter period as the person's health or other relevant circumstances permit).
2. A local land charge will be placed on their property on completion of the grant. If the property is sold, assigned or transferred or the tenant vacates within 5 years of the grant being completed then the grant may have to be repaid.
3. Any increase in the grant may have an impact on the charge placed against the property.
4. The contract for the works is the responsibility of the applicant.
5. The grant will normally be paid direct to contractors in all but the most exceptional cases.
6. No grant will be paid until a satisfactory invoice has been received and the works have been carried out to the satisfaction of the client and Council.

5.0 EXCEPTIONS TO THE POLICY

The Councils accept that applications may be received for adaptations not covered by the circumstances listed above which will need to be formally determined. Any such application will be referred through the appropriate process of the council managing the application.

6.0 APPEALS AND COMPLAINTS

When the applicant has a complaint about the manner in which a council is applying this policy, then they should follow that Council's formal complaints process.

When there is a complaint about the content of this policy, it should be made to Devon County Council so that it can be considered on a Devon wide basis.

Where the complaint is in respect of works, the complaint should be made to the contractor in the first instance, if this does not resolve the problem then the appropriate council should be contacted for advice.

Where an applicant wishes to appeal against a decision of the Council in respect of any of the grants contained in this policy this should be made to the appropriate Council. When agreement cannot be reached, the appeal should be escalated to the Devon Wide Group of Councils for a decision. Agreement between all the participating Councils will need to be reached as any decision may result in an amendment to the policy.

APPENDIX ONE – ELIGIBLE WORKS

Disabled Facilities Grant and Accessible Homes Grant

An assessment by an agreed Occupational Therapist must be carried out that recommends the type of adaptation required. Minor works are assessed by the Occupational Therapist and may be dealt with outside of the grant process.

Facilitating access

Facilitating access by the disabled occupant

- to and from the dwelling
- to a room used or usable as the principle family room
- to a room used for or usable for sleeping
- to a room in which there is a lavatory
- to a room in which there is a bath or shower
- to a room with a wash hand basin

Such works may include:

Ramping and/or handrails to the main external door. This could instead be a rear door in the case of a rear access. Only one access point will be allowed for each dwelling. External stair lifts will be considered if reasonably practicable and they are not prone to vandalism.

Widening the main entrance door and the doorways to the bedroom, bathroom and living room. Automatic door opening to main entrance doors will only be allowed for persons who are otherwise unable to open the door. Door entry systems will be considered where the person has severe mobility problems.

Alterations to facilitate wheelchair access to the bedroom, bathroom and living room.

Access to other rooms may be considered where the disabled person is also a carer.

Other adaptations that are necessary to facilitate access to any of the relevant rooms by the disabled person, for example, stair lifts or vertical lifts in some cases. Where a stair lift breaks down and it is 5-10 years old, a manufacturers report is needed before it can be replaced. If it is over 10 years, a report may not be required.

Provision of hard standings (3.6 m x 4.8 m max unless exceptional circumstances) and associated crossover for vehicle access where the disabled person is in a wheelchair or has difficulty walking to the house. This will only be given where existing on-street parking is considered unsatisfactory and a marked disabled parking bay is not possible or where it affords a more economical solution than providing additional paths/ramping from the roadside. Provision of off-street parking on its own is not eligible.

Please note: Being a holder of a blue badge is not an eligibility criterion for this item.

Washing facilities

Facilitating the use of washing facilities by the disabled occupant

Adaptation of the facilities in the bathroom and toilet, including the provision of flush floor showers, lever taps, specialist WCs, Clos-o-mat or Geberit etc. The adaptation or provision of more than one bathroom to a house e.g. additional ground floor wc, will only be considered if evidenced by functional need.

Kitchen Facilities,

Facilitating the preparation and cooking of food

Where someone other than the disabled person does and will continue to do the cooking and preparation of meals, normally it will not be necessary to carry out full adaptations. However, it may be possible to carry out minor adaptations to allow the disabled person to prepare light meals or hot drinks, typically this may include a low-level worktop with power points for a kettle/microwave.

Full adaptations can be considered where the disabled person is the only or main user of the kitchen. The following adaptations can be considered:

- a. Kitchen sink, including alteration to its height or position or the type of taps fitted to it. Powered, adjustable-height sinks will not generally be allowed, as the provision of a second sink is a more economic solution.
- b. Cooker point and oven-housing unit ensuring its height and position is in a safe location and the provision of worktops on either side.
- c. Work surfaces located beside the sink and on each side of the cooker having a total length of approximately 1.5m, all at a suitable height for the disabled person.
- d. Food storage in an accessible position, usually space for a refrigerator with power supply.
- e. Wheelchair access, if necessary, including wider doors, rearrangement of facilities etc.
- f. Alterations to the kitchen door, light switches and power points, but only if it is necessary.
- g. Extensions or enlargement to kitchens can only be agreed where they are absolutely necessary in order to provide turning space for a wheelchair and if suitable space cannot be achieved by rearrangement of the existing facilities.
- h. The provision of cupboard and storage units on an "essential" basis. (2x1m base units and baskets or equivalent).
- i. Mechanical ventilation where kitchen schemes require Building Regulation approval.

Other works that may be considered for grant assistance

Electrical work

Alterations to the height and/or position of light switches and power points to make them accessible to the disabled person.

Upgrading of electrical installation where the current installation is considered unsafe.

Heating

Heating the rooms that are in everyday use by the disabled person where a medical need can be demonstrated. Changes to the type of heating system will only be allowed if

evidenced by medical need (e.g. change from solid fuel to gas where applicant can no longer carry fuel) and the applicant is not eligible for other types of grant such as Eco Flex.

Upgrading/replacing of boilers/radiators where the property has been extended as part of the adaptation.

Guarding

Provision of laminate glass or specialist lighting or guards to fires and around radiators where disabled children with violent behavioural problems may harm themselves.

Restrictors or works to windows for the safety of the disabled person.

Alarms

Provision of enhanced fire alarm systems for those with hearing difficulties.

Structural alterations

Carrying out structural alterations where necessary to provide fixings for disabled equipment provided by Social Services e.g. fixing for tracking /overhead hoists.

Storage or space for essential medical equipment as part of the adaptation works but not as a stand-alone item.

Where an adaptation is required to a listed building and additional works are required to comply with requirements.

Where an adaptation cannot be carried out due to disrepair issues those repairs, within reason, may be carried out. Such works may include replacement of rotted flooring or strengthening of the floor as part of a flush floor shower installation, electrical repairs to enable works to be carried out safely, and dealing with low water pressure. More substantial repairs that are not directly affecting the adaptation will need to be referred to a home improvement loan or healthy homes grant.

Additional bathrooms or bedrooms may be allowed where they are specifically for the disabled person and it can be demonstrated that adaptation of other rooms or space or access to those rooms in the property is unsuitable. Extensions will only be allowed following a detailed cost/benefit analysis of alternative options.

Requests are sometimes received to provide separate bedrooms where disabled children with behavioural difficulties share a room with other siblings and disturb their sleep. This will only be considered where it can be demonstrated the child is prone to violent outbursts and there is risk of physical harm to the child or to the other siblings. Families will first be expected to re-arrange the sleeping arrangements in their home to try to eliminate the need for extra bedrooms. If there is more than one reception room the family will be expected to use the extra room(s) for sleeping purposes.

Garden and external access

In cases of small terraced properties with narrow passageways or very difficult access, effective adaptation can only proceed where it can be reasonably and practicably carried out without having a detrimental impact on neighbouring properties.

Access to the garden may be given to improve an existing access to make it safe for the disabled occupant to use. It does not include extending an existing access e.g. creating a side access so a

person can also go around the side of a house. Generally, the most modest solution for providing access to both the house and the garden will be considered and this can mean that one access may be sufficient to access both the house and the garden. Where homes have communal gardens, e.g., blocks of flats served by a single access, grants will not normally be provided for an individual access to the garden unless it can be demonstrated that because of the disabled persons condition the travel distance to the garden would be excessive and unreasonable.

The grant will only be for providing immediate access to the garden and does not include landscaping gardens to make them more suitable for the disabled person to access. However, to assist a disabled person to live independently, an allowance of 4m² of pathway, (which may include a turning circle for a wheelchair user), will be considered to assist access to any specific areas enjoyed by the disabled person.

Provision of fencing or guarding for the safety of the disabled person when in the garden.

Healthy Homes grant

An assessment of the property may be necessary to determine the scope of the work and does not cover the full renovation of a property. It is intended that the grant is sufficient to make safe a defect that is considered to pose a risk to the health, safety or welfare of the occupier.

This could include but is not limited to the following:

Electrical safety- where the condition of the electrical wiring could lead to imminent risk of electrocution or fire or accidents as a result of inadequate lighting.

Falls – when the condition of the stairs or floors is in such a state as to provide an imminent risk of a fall in the home.

Cold – when the heating is inadequate or lacking, and the condition of the doors and windows are contributing to the home being cold in the winter and there is a risk of falls or other ill effect from cold temperatures.

Dampness – damp conditions so significant that a roof is failing and water is visibly entering the property. Rising damp, condensation or minor leaks may not be covered by this grant.

Structural collapse- where a structural part of the building is in such a state as to constitute an imminent risk.

Amenities – the lack of a functioning basic amenity such as a toilet, bath, wash hand basin or kitchen sink.

Hot water – where there is no hot water available for the occupier due to a fault with a boiler or hot water tank.

This list is not exhaustive and each case will be assessed based on its individual circumstances.

Home Improvement Loan The loan will cover those works covered by this policy and any other works specified by each individual Council involved in the Home Improvement Loan scheme.

ECO Flex Top up

Works will generally include:

- Mains gas boiler replacement,
- Loft insulation,
- Cavity wall insulation,
- Non-gas boiler replacements,
- Replacement storage heaters,
- Internal or external wall insulation,
- Room in roof insulation,
- Flat roof insulation

APPENDIX TWO – LOCAL POLICIES

The following councils have their own additional policy that can be viewed on their websites.

East Devon District Council

Exeter City Council

North Devon District Council

South Hams District Council

Teignbridge District Council

Torrige District Council

West Devon Borough Council

APPENDIX THREE – SUMMARY

Mandatory DFG

Disabled adaptations as described by the Housing Grants Construction and Regeneration Act 1996.

£30,000 meets disability criteria, assessed by an OT subject to means test

Must remain in the property as only or main residence for 5 years Local land charge for 10 years for owner occupiers in some circumstances

Accessible Homes Grant

Cover the costs of adaptations over the mandatory DFG limit Cover some contributions identified under mandatory DFG Cover some works not covered by the DFG

£20,000 Meets disability criteria Assessed by an OT, subject to means test Contribution constitutes more than a 1/3 of available savings

Must remain in the property as only or main residence for 5 years Local land charge for 10 years for owner occupiers

Accessible Homes Grant – Moving

Cover some of the costs associated with moving to a more suitable property

Owner occupier up to £10,000

Tenant up to £5000

Suitable property has been identified. Cost of moving with any adaptation to the new home is less than adapting existing home. Been resident in existing property for 2 years prior to making the application

Must remain in the property as only or main residence for 5 years Local land charge for 5 years for owner occupiers

Healthy Homes Grant

Works to make safe a defect that is considered to pose a risk to the health, safety or welfare of the occupier.

Up to £5000 over a 2 year rolling period

An owner occupier has been refuse Home Improvement Loan or in receipt of a qualifying benefit

Must apply for a loan first, local land charge for 5 years

Home Improvement Loan

Cover works identified in the other grants

As determined by each Council policy

Based on affordability and local criteria

EcoFlex Top up

Energy efficiency works upto £1000 Qualify for ECO funding meet the council's statement of intent criteria Owner occupier or private landlord

Must remain in the property as only or main residence for 5 years Local land charge for 5 years

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Community Housing Delivery – Capital Requirements

NOT FOR PUBLICATION

Appendix 1 of this report contain exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (information relating to the financial and business affairs of the Council)

Report to: **Hub Committee**

Date: **4 June 2019**

Title: **Community Housing Delivery – Capital Requirements**

Portfolio Area: **Homes**

Date next steps can be taken: **Council 23 July 2019**

Authors: **Rob Ellis**
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RECOMMENDATION

That Hub Committee recommends to Council:

- 1)** To approve community housing development expenditure of up to £4.3 m to build out the first two community housing schemes delivering 29 residential units as set out in this report
- 2)** To approve funding of up to £4.3 m from a combination of internal borrowing and external borrowing (from the Public Works Loan Board)
- 3)** That specialist treasury management and legal advice is taken on the optimum way of financing the community housing schemes and the proposals within the report
- 4)** To delegate authority to Head of Assets Practice & S151 Officer to approve associated long leaseholds and disposals in consultation with the Leader of the Council

Community Housing Delivery – Capital Requirements

1.1 Executive summary:

- 1.2 This Report sets out the following proposals:
- 1.3 To fund the construction of the first two community housing projects (Brentor (12 units) and Lamerton (17 units) as outlined in the business case in Appendix 1.
- 1.4 That the Head of Assets, in consultation with the Head of Paid Service, the s151 Officer and the Lead Member for Homes is given delegated authority to approve expenditure of up to £4.3m from a combination of internal borrowing and external borrowing to fund the construction of each scheme in accordance with business cases. Borrowing would be drawn down following planning consent and linked to entering into construction contracts. Lending will be reimbursed upon sale of property (open market, rented and discount purchase units) following completion of the development (typically 12 – 18 months from commencement of the loan term)

2 Background

- 2.1 The Community Housing Strategy was put in place to support the development of homes accessible to those with local connections for whom the cost of market housing (to purchase and rent) is beyond their reach. The lack of such housing is having an adverse impact on the underlying vitality and sustainability of local communities.
- 2.2 Most projects are being delivered via exception planning policy enabling affordable housing delivery through reduced land value (£10,000 / unit maximum) and cross subsidisation from the sale of a number of open market units. Key to the delivery of exception sites is a demonstrable need for affordable housing and support of the community.
- 2.3 Design and planning work is being met through a Government grant of £250,000 paid to West Devon in 2017 to facilitate the delivery of community housing schemes across the Borough. These monies are financing a dedicated team (1.5 FTE employees who apportion their time between projects in West Devon Borough Council (WDBC) and across South Hams District Council (SHDC)) and external consultants, as required. It is proposed that such costs will be reimbursed following completion of a development to enable the further projects to be funded.

Community Housing Delivery – Capital Requirements

- 2.4 Projects are required to meet identified housing need and actively involve a representative community body (Community Land Trust, Parish or Town Council). Housing needs assessments identify the mix of different types of affordable housing which will usually include discount purchase and affordable rented units as well as some open market units to cross subsidise the affordable element and ensure such housing is truly affordable to rent or buy for local people.
- 2.5 In March 2019, Council approved a Capital Strategy report for 2019/20. Section 2.10 of this report made reference to the fact that there will be a future recommendation to Council to fund approximately £4 million on Community Housing capital expenditure. Also in September 2018 Council approved an overall Borrowing Limit (for all Council services) of £50 million.
- 2.6 The commencement of construction of the Brentor project (12 units) is planned in 2020. Delivery of the Lamerton project (17 units) has been brought into question due to the Parish Council withdrawing its support for the project at a recent parish meeting (13th May 2019) and if this position is not reversed, WDBC will not be able to progress the scheme. If this were to happen a substitute site or sites will be identified.
- 2.7 The intention is that the affordable rented element of a community housing scheme will be acquired by WDBC upon completion and therefore contribute towards the authority's wider objective to build its' portfolio of rented housing stock. It is intended that such investment will be financed from borrowing. Specific proposals will include detailed business cases, and management proposals for such rented units
- 2.8 Government recognises that infrastructure costs to "open up" community housing projects are often high and hence has made available infrastructure grants. Additionally grants are available to qualifying community groups for the high risk pre-planning design stages of a project. Both grant schemes are being administered by Homes England. Homes England are minded to provide a £150,000 grant for the Lamerton project
- 2.9 WDBC is utilising modular build methods which will assist in delivering cost savings, reduce construction risk and improve delivery timetables.

Community Housing Delivery – Capital Requirements

3 Community Housing Programme Update

- 3.1 The community housing programme strategy envisages a 4 year development pipeline of 51 completions as detailed in the table below.

	2019	2020	2021	2022	Total
Planning application (total units)	29	10	12		51
Commence construction		29	10	12	51
Completion		12	27	12	51

4 Proposed Funding arrangements to finance 2019 / 20 project development

- 4.1 There are three distinct funding stages in WDBC's community housing project development programme:
- 4.1.1 Scheme design and planning process up to the point a project has planning consent, has been fully costed and a contract is in place for the commencement of construction. This stage is being funded through the Community Housing Fund grant with costs incurred being reimbursed at the end of a project, such that these costs can be reinvested in subsequent projects thus providing revolving funding to enable the programme to continue
- 4.1.2 Construction finance over the construction term (detailed below).
- 4.1.3 Long term investment in completed rented property, where the net yield will cover the cost of the loan. Current rates for 50 year borrowing are around 2.5% against a net yield of 3.5% - 4% (based on local housing allowance rental levels), thus providing a sufficient cushion against the cost of borrowing.
- 4.2 The capital expenditure of the two projects is estimated to amount to £4.3 m. This sum includes a construction contingency, construction management / supervision and land purchase, where applicable (at circa £10,000 / plot)
- 4.3 Borrowing costs will be reimbursed through property sales upon completion of the development, comprising a mix of open market units, discount purchase affordable housing and rented affordable.

Community Housing Delivery – Capital Requirements

4.4 A breakdown of the Capital expenditure, receipts from sales and development mix is detailed in Appendix 1. For the purposes of our financial projection an interest rate of 2.7% has been assumed. It is proposed that funding of up to £4.3m to fund construction will be from a combination of internal borrowing and external borrowing (from the Public Works Loan Board). Specialist treasury management advice will be taken to ensure the optimum way of financing the schemes is deployed. Specialist legal advice will also be obtained on the issue of the legality / risk of the Council implementing the proposals set out in the report.

5.0 Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/ Governance	Y	<p>Procurement contracts by principle contractors and loan agreement</p> <p>The report is exempt from publication because it contains information relating the Council’s financial and business affairs. As defined in Paragraph 3 of the Local Government Act 1972. The public interest test has been applied and the public interest lies with non-disclosure of the information in the Appendix 1 because it includes information relating to the financial affairs of the Council which could prejudice the Council if disclosed at this time .</p> <p>Specialist Legal advice will be obtained on the issue of the legality / risk of the Council implementing the proposals set out in the report.</p>
Financial	Y	<p>It is proposed that WDBC will fund up to £4.3m for its first community housing scheme from a combination of internal borrowing and external borrowing (from the Public Works Loan Board). Funding will need to be sourced when it is required. Specialist treasury management advice will be taken on the optimum way of financing these schemes.</p> <p>WDBC will recoup this expenditure through the sale of market units, affordable housing for sale at discount and rented units.</p> <p>Funding for the first two schemes will be required in Q4 2019/2020</p> <p>The Council legally does not have the ability to borrow in advance of need. It is therefore not possible to guarantee the interest rate that will be achieved. Specialist treasury management advice will be sought on the approval of this report’s recommendations. Any borrowing decision is in line with the Council’s adopted Treasury Management Strategy and Affordable Borrowing Limits.</p>

Community Housing Delivery – Capital Requirements

Risks	Y	<u>Risk</u>	<u>Mitigation</u>
		<p>Planning permission not achieved and development does not proceed</p> <p>Project cost escalation</p> <p>Shortfall in proceeds from sale of market, discount or rented units</p> <p>Reduced demand for discount purchase units or failure for purchasers to obtain mortgages</p> <p>Interest rate rise</p>	<p>In all cases the developments are responding to demonstrable local need, in close collaboration with the community. Close dialogue with planning and compliance with policy. Work undertaken on an incremental basis</p> <p>Project supervision contract with supervising engineers. The economic model allows a contingency sum for client's variations. Binding contractual protections will be put in place with liquidated damages to prevent overrun</p> <p>Realistic market values within economic model providing contingency. Flexibility within planning consent to justify greater proportion of market units or flex level of discount (to a maximum of 80%). Such changes would need to be proven necessary through viability appraisal. Potential further grant through Homes England</p> <p>Delivering to demonstrable need with waiting list for property. Further contingency that units for purchase at a discount can become rented units</p> <p>PWLB rates fixed at the point of drawdown, such that the economic model will be fully verified based on the rate of borrowing at the time</p>

Community Housing Delivery – Capital Requirements

Comprehensive Impact Assessment Implications		
Equality and Diversity	N	N/A
Safeguarding	N	N/A
Community Safety, Crime and Disorder	N	N/A
Health, Safety and Wellbeing	N	N/A
Other implications	N	N/A

Appendices:

EXEMPT

Appendix 1: Cash-flow forecast

Approval and clearance of report

Process checklist	Completed
Portfolio Holder briefed	Yes
SLT Rep briefed	Yes
Relevant Exec Director sign off	Yes
Data protection issues considered	Yes
If exempt information, public (part 1) report also drafted	Yes

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Document is Restricted

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