

Guildhall Gainsborough
Lincolnshire DN21 2NA
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AGENDA

This meeting will be streamed live via the address below and the video archive published on our website

Prosperous Communities Committee
Tuesday, 14th July, 2020 at 6.30 pm
<https://west-lindsey.public-i.tv/core/portal/home>

Members:

- Councillor Owen Bierley (Chairman)
- Councillor Paul Howitt-Cowan (Vice-Chairman)
- Councillor John McNeill (Vice-Chairman)

- Councillor Stephen Bunney
- Councillor Mrs Tracey Coulson
- Councillor Christopher Darcel
- Councillor Michael Devine
- Councillor Mrs Jessie Milne
- Councillor Mrs Judy Rainsforth
- Councillor Tom Regis
- Councillor Jim Snee
- Councillor Mrs Mandy Snee
- Councillor Mrs Anne Welburn
- Councillor Trevor Young

1. **Register of Attendance**

2. **Public Participation**
Up to 15 minutes are allowed for public participation.
Participants are restricted to 3 minutes each.

3. **Minutes of Previous Meeting** (PAGES 3 - 10)
To confirm and sign as a correct record the Minutes of the Meeting of the Prosperous Communities Committee held on 2 June 2020.

4. **Matters Arising Schedule** (PAGES 11 - 12)
Setting out current position of previously agreed actions as at 6 July 2020.
5. **Members' Declarations of Interest**
Members may make any declarations at this point but may also make them at any time during the course of the meeting.
6. **Public Reports**
- i) Progress of health related work (PAGES 13 - 55)
 - ii) Housing Enforcement Policy Review (PAGES 56 - 89)
 - iii) Housing Act Civil Penalties Policy Review (PAGES 90 - 105)
 - iv) Workplan (PAGES 106 - 107)
7. **Exclusion of Public and Press**
To resolve that under Section 100 (A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Act.
8. **Exempt Reports**
- i) Safer Streets Fund - Delivery (PAGES 108 - 168)

Ian Knowles
Head of Paid Service
The Guildhall
Gainsborough

Monday, 6 July 2020

Prosperous Communities Committee- 2 June 2020
Subject to Call-in. Call-in will expire at 5pm on

WEST LINDSEY DISTRICT COUNCIL

MINUTES of the Meeting of the Prosperous Communities Committee held in the
<https://west-lindsey.public-i.tv/core/portal/home> on 2 June 2020 commencing at 6.30 pm.

Present: Councillor Owen Bierley (Chairman)
Councillor Paul Howitt-Cowan (Vice-Chairman) and
Councillor John McNeill (Vice-Chairman)

Councillor Stephen Bunney
Councillor Mrs Tracey Coulson
Councillor Christopher Darcel
Councillor Michael Devine
Councillor Mrs Jessie Milne
Councillor Mrs Judy Rainsforth
Councillor Tom Regis
Councillor Jim Snee
Councillor Mrs Mandy Snee
Councillor Robert Waller
Councillor Mrs Anne Welburn
Councillor Trevor Young

In Attendance:
Ian Knowles Chief Executive
Alan Robinson Director of Corporate Services and Monitoring Officer
Andy Gray Housing and Enforcement Manager
Grant White Enterprising Communities Manager
Ellen King Senior Performance Officer
Katie Storr Senior Democratic & Civic Officer
Ele Snow Democratic and Civic Officer
James Welbourn Democratic and Civic Officer

Apologies: There were no apologies

Membership: There were no substitutes appointed.

1 CHAIRMAN'S WELCOME, INTRODUCTIONS AND REFLECTION FOR COUNCILLOR STRANGE

The Chairman welcomed all those Members and Officers present at the first virtual meeting of the Committee. Before moving on to the formal business for the evening, the Chairman paid tribute to Councillor Strange stating, "Lewis was ever an eloquent and insightful advocate for rural affairs and had a common sense approach and accordingly was an

outstanding ambassador for our part of the world, West Lindsey and Lincolnshire. Such was his stature that many people who did not know him personally certainly knew of him and his many achievements. He will undoubtedly be greatly missed.”

Members were asked to join the Chairman in a minutes’ silent reflection in memory of a dear colleague and friend to many, Lewis Strange.

2 PUBLIC PARTICIPATION

There was no public participation.

3 MINUTES OF PREVIOUS MEETING

(a) Meeting of the Prosperous Communities Committee – 17 March 2020.

RESOLVED that the Minutes of the Meeting of the Prosperous Communities Committee held on 17 March 2020 be confirmed and signed as a correct record.

4 MATTERS ARISING SCHEDULE

Members gave consideration to the Matters Arising Schedule which set out the current position of all previously agreed actions as at 9 March 2019.

It was noted that all outstanding actions were either marked as completed, or were not yet due for completion.

In respect of the green action entitled “Bird Feeding in the Market Place” the Housing and Enforcement Manager advised that the signs had arrived and had been due to be erected as lock down was announced. Due to Officer re-deployment and additional responsibilities placed on the enforcement team, the signs would be erected over the next few days and weeks along with all the additional signage that would need to be erected in line with social distancing, as non essential shops began to prepare for re-opening.

It was suggested that lockdown had been in place for 11 weeks and these signs had been awaited over a year. Opposition Members considered the Committee should be undertaking greater challenge around the pace of such actions.

Both the Chief Executive and Administration Members spoke in support of the information which had been provided by the Officer, with the latter suggesting the matter was being under represented and simplified.

In response to other questions which arose during discussion of the matters arising but which related primarily to the content of the previous minutes, the Chief Executive advised that he supported the comments made in respect of the need for Officers to complete the climate related issues sections with reports to a greater degree. The Council was expected to approve its initial Climate Strategy in May 2021, and would likely need to make some difficult choices around the degree of priority they placed on “carbon accounting” over financial accounting. Achieving climate change would in certain circumstances would be at a greater

expense and therefore it was vitally important that reports going forward fully reflected the options available, their impact and any mitigating actions in respect of climate change. This was something Members could expect to see changing over the next 6 – 12 month period.

With regard to comments in respect of the Leisure Centres and more frequent smarter targets in respect of wider health impacts, the Chief Executive advised such measures were tracked and reported on in the Corporate Plan Performance Update, annually. They were also available through the State of the District report, again produced annually. Data in respect of wider health benefits was not available more frequently and therefore usage figures and income streams were something around which monthly and quarterly targets could be set. Objectives and outcomes in respect of health and well-being and the Council's impact were reported through Corporate Plan measures.

Regarding cleaning standards, Members were reminded that the Council had planned to put in place a series of secret visitors to obtain user experience feedback. Once it was feasible to establish such visits, the information gained by these visitors would form part of future Performance and Delivery Reports. Cleanliness continued to be discussed with the Operator and remained a priority for the Contract Management Team. Finally, the new Leisure Centre at Market Rasen was on target for completion in June 2020. The Authority was working closely with the operator regarding handover on completion after which time any fit out work would need to be undertaken.

RESOLVED that progress on the Matters Arising Schedule, as set out in the report be received and noted.

5 MEMBERS' DECLARATIONS OF INTEREST

There were no declarations of interest made.

6 HOUSING ASSISTANCE POLICY UPDATE

The Housing Assistance Policy was introduced in August 2018, and included discretionary Disabled Facilities Grants (DFGs) and Private Sector Renewal grants to assist in the reduction of empty homes and improve housing conditions.

It was anticipated that the Lincolnshire Housing Assistance Policy would replace the Discretionary DFG'S element in the future.

Prosperous Communities Committee had requested that a review of the grants be undertaken and reported back to them. The report considered by Members provided information and updates in regards to the grants offered.

The report concluded with a suggested way forward, detailed in Section 5 of the report, which took into account the remaining available funds, the impact of the current grants schemes and objectives of the viable housing solution which was being developed.

Members noted that due to the current Covid-19 pandemic the delivery of all grants had been temporarily suspended, unless there was an immediate high risk of harm that required the works to be completed. Two such DFGs had been completed during this period.

Debate ensued and in response to questions, Officers outlined the difference between the Empty Property Grant and Empty Property Purchase Grant.

In reference to mandatory DFGs an Opposition Councillor expressed disappointment that the lead in time had not been addressed at a county level and considered the District Council should be lobbying harder for change and did not consider the work involved should take that length of time. With regard to the Empty Properties Grant it was suggested that 19 out of 50 was not as successful as it could be and finally the Empty Property purchase grant was considered mathematically difficult to access and it was suggested this was the reason the scheme had not been taken up. Members also sought indication as to what would be the back up position, should the viable housing solution, under consideration, not be taken forward and the grants are withdrawn. Enquiries were also made as to how current staffing resources would be used if the grant work was coming to an end.

In response to the comments around DFG timescales Officers re-iterated comments and the position they had expressed at previous meetings. The average time taken was across all cases, including the most complex. The Authority on receipt of a referral was poised and ready to act. Less complex cases could be dealt with relatively swiftly and Officers indicated they could provide job specific timescales. It was important to strike a balance between getting the job done quickly and addressing the individual's specific needs and the requirements of OTs. Complex cases could require multiple visits. Whilst acknowledging timescales was a key measure, the delivery of DFGs to vulnerable individuals was not just a paper exercise. The Countywide Framework helped offer consistency across contractors and manage costs ensuring the customer could get the maximum benefit.

Regarding the Empty Property Grants, again, some applicants were in receipt of £20,000 plus and therefore completion could be a lengthy time. It was accepted that the scheme had been slow to take off, but Officers were now confident they had a smooth process by which applicants could apply and monies were being spent. Officers re-affirmed the grant had been welcomed and popular with property owners. Regarding the Empty Property Purchase grant, again Officers had spoken previously with the Ward Members about their concerns regarding accessing the scheme, changes had been made in line with these comments. Whilst it was accepted the grant had not proved as popular the reasons for this were disputed.

Finally, Officers outlined how staff resources would be aligned and the work Officers were currently undertaking to ensure that once grant recipients were not required to shield any longer, the work could be resumed at the earliest opportunity.

The Chief Executive confirmed that work was progressing with potential providers for the viable housing solution. The Committee had agreed at a previous meeting to a proposal in principle subject to receiving a detailed business case. All of the concerns raised would be addressed in such a business case and Members would have the opportunity to consider this in detail in a workshop style meeting. Assurance was given that if the business case simply did not stack up then alternative options would need to be investigated and brought back for consideration in due course. The Authority was committed to resolving the empty home issues and developing the community environment within the South West Ward.

It was **RESOLVED** that: -

- (a) the update in regards to delivery and budget spend be noted;
- (b) the proposal that the remaining Private Sector Renewal Grants be completed in line with the current policy, after which time this part of the Policy will be no longer available, be supported; and
- (c) the proposal that no further applications for the grant be accepted until the existing applications are finalised be supported.

7 PROGRESS AND DELIVERY REPORT - PERIOD 4 2019/20

Members considered the Progress and Delivery report for period 4 2019/2020, including the months January to March 2020. This would be the last time the report would come to Prosperous Communities Committee in this format.

The Senior Performance Officer introduced the report and in doing so highlighted that the quarter had been largely unaffected by Covid-19. 78.4% of the performance measures set were being met or exceeded, however it was expected that Covid-19 would impact on some of these areas in the near future. Examples of areas that would be affected included the West Lindsey Leisure Centre, car parking and the Trinity Arts Centre

Members were also asked to note that there had been a second recommendation added to the paper related to 'service updates' and how the Covid-19 pandemic was affecting Council operations.

Councillors thanked Officers for their work and adopting and coping in extraordinary times and continuing to deliver services.

In response to questions regarding the nature and frequency of phone calls being received, and the reasons why 4 of the 9 contracts referenced were not won by local suppliers the Senior Performance Officer undertook to circulate this information outside of the meeting.

Concerns were raised around the cleanliness of the Leisure Centre and assurances were sought that this would be rectified before the centre re-opened. Officers also undertook to include further narrative around the outreach programme and its successes. There were calls from Opposition Councillors to revisit the Gainsborough THI Project including 5 – 7 Market Place. It was suggested that the project was poor value for money, even more so given the financial impact of COVID-19 and should be suspended

In response to several comments and points the Chief Executive addressed the Committee. Specifically in respect of homelessness, the Council did own nine units used for moving on accommodation and therefore the provision suggested by some Councillors already existed and there was no evidence that further stock was needed. With regard to the cinema development the competition to the Trinity Arts Centre had been recognised. It was intended to work with the provider, once they were operating in order to jointly programme the two sites, to ensure they were complementary offers as opposed to competing ones. The programming at the Trinity Arts Centre was already being changed to ensure its income relied less on cinema and more on live acts. The target was to reduce dependency to 25%. The Authority were continuing to tackle empty homes and the intention of the viable housing

solution was for the provider to be in a position to acquire a critical mass of stock in an attempt to influence and disrupt the market forces in the area.

Further questions were asked around capital costs of projects and Officers were asked to clarify why the Council may be subject to increased costs, if contracts were signed and prices agreed. In response, Members noted that this was a cautionary note as there were some projects that were not currently contracted. The Council would work hard to hold contractors to quoted prices. As an aside there had been cases where suppliers were offering discounts to enter into contracts sooner rather than later, for example in the IT field, and therefore it was stressed that non contracted prices could go either way. It was unknown if supply chains would be affected and there was still the ramifications of Brexit to consider.

It was accepted that whilst the increased number of direct debit and card transactions might have an impact on the budget due to increased banking charges, it was questioned whether this would be offset by reduced costs in handling cash payments. Officers undertook to respond outside of the meeting.

In response to the increase in the number of empty homes and the Officer commentary included within the report Officers confirmed how the figure was generated and further gave assurance that they were investigating the data to understand the increase, for example had a new exemption been applied by the Council Tax team. There was no pattern to the spread and it was fairly generic. Further narrative would be included within the next report, once these investigations had been undertaken and the reasons behind the increase could be better understood.

Members enquired as to whether the number of homeless people had increased and whilst there had been a small increase, there had been no rough sleepers, and all those who had presented themselves to Council in need had been found accommodation.

Finally, in response to further comments and questions, the Market Rasen Leisure overspend was still within the overall budget agreed and the final figure would be provided once completed. It was confirmed how costs were to be apportioned going forward. Officers endeavoured to obtain data around the length of time those calls not answered within the standard expected were taking to be answered, where available.

Following much debate and on being put to the vote, it was

RESOLVED to: -

- (a) agree that the performance of the Council's services through agreed performance measures had been assessed. Areas where improvement could be made had been highlighted during the course of debate, whilst having regard to the remedial measures set out in the report; and
- (b) note the updates provided for each of the Council's service areas which detailed how the Covid-19 pandemic was affecting Council operations, and the likely effect on performance over the next 12 months.

Members gave consideration to a report which presented the results from the Parish Charter consultation and which recommended approval of the final version of the Parish Charter document, which was appended to the report.

In response to questions, Officers confirmed the point of contact was a new service, reference to its re-introduction was due to it having been excluded from the first draft. Attendance figures at a previous forum were shared. Officers outlined the challenges in making forums interesting for all, providing them in a location suitable to all and therefore it was hoped by hosting some elements virtually some of these historic challenges may be overcome.

All present acknowledged that the relationship between Parishes and the District needed to be re-framed particularly in respect of the planning service. Officers outlined the Charter was one such way, however, a multi-pronged approach was needed and this included amending the Constitution to support parish referrals in the planning system and hosting a number of training events specifically around the planning system, which had unfortunately been cancelled due to current restrictions. Some Members considered the District Councillor was the lynch-pin between the two organisations and expressed disappointment that this fact was not referenced within the Charter.

The Monitoring Officer acknowledged the work of the District Councillor, however this was not something Ward Councillors could be mandated to be part of. The way Members engaged with local parishes was a personal matter and where this engagement did not happen there needed to be an alternative mechanism. The capability of District Councillors was something that could and would be addressed through the Member Development Group

It was accepted that Parish Councillors were, in the main, volunteers and it was therefore suggested the word training could be perceived negatively. Following some discussion and suggestions it was suggested the Parish Charter be approved subject to any references to training being re-phrased to something more appealing and in-line with the comments made.

On that basis it was **RESOLVED** that:

- (a) the West Lindsey Parish Charter be approved, subject to any references to training being re-phrased to something more appealing and in-line with the comments made; and
- (b) the approach to delivering Parish Forums as detailed within the report be approved.

9 WORKPLAN

Members gave consideration to the Committee Workplan.

In response to comments around the need for flexibility assurance was given the work plan was a fluid document and would allow the ability to accommodate any urgent matters which developed during the recovery and beyond.

The benefits of virtual meetings was raised and it was suggested that these advantages

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Subject to Call-in. Call-in will expire at 5pm on

should be capitalised upon.

The Chief Executive confirmed an internal Officer recovery group had been established and were tasked with capturing any benefits. Reports would be brought back through the Policy Committees which would resolve to make changes in that regard. A half-year review of the financial strategy was planned for October/ November and this would likely see some changes to workplans.

RESOLVED that the Workplan as set out in the report be received and noted

The meeting concluded at 8.56 pm.

Chairman

Prosperous Communities Matters Arising Schedule

Purpose:

To consider progress on the matters arising from previous Prosperous Communities Committee meetings.

Recommendation: That members note progress on the matters arising and request corrective action if necessary.

Matters arising Schedule

Meeting	Prosperous Communities Committee				
Status	Title	Action Required	Comments	Due Date	Allocated To
Green	enforcement Training for Parish Councils	Extract from mins 22/10/19 in the past Officers from within the enforcement team had provided training to local residents in order that they could be certified to issue fixed penalties. The number of tickets issued by such persons however was very limited because although they had received training catching the culprit in the act still remained a challenge. This was something Officers were prepared to take away and see if further training could be offered as it had been previously and if there was desire and need in the community	this is something the council have offered previously and can continue to offer should Parish Wardens wish to issue FPNs for matters such as dog fouling or litter. Any individual has to be authorised and receive specific training. Information on this provision can be outlined within the Parish Charter. The Parish Charter is due for sign off in June 2020 and does include reference to this matter - TBC therefore revised target date for circulation of July 2020	31/07/20	Grant White
Green	additional information following p and d discussion.	information requested through the debate be provided to Members namely more detailed telephone stats , time taken to answer calls, types of calls , % of calls in time, contract information, potential savings from reduced cash handling etc, more detail in mins of mtg dated 2 June 2020	All requested data will have been circulated to Cllrs before the meeting on 14 July	16/07/20	Katie Storr
Green	Parish Charter needs amending before launch	document be amended as per committee request see mins from 2 June prior to the Launch of the document		16/07/20	Grant White

Green	parish charter publicity and promotion and yearly impact review	<p>approval to commence the publicity and promotion of the charter as per section 4 of the parish charter report.</p> <p>Also need to plot in yearly review report as per section 5 of the report</p>		31/07/20	Grant White
Amber	information pack for parish councils re reporting issues	<p>Extract from mins of mtg 22/10/19</p> <p>Officers undertook to prepare a guidance and information pack for Parish Councils covering some of the top issues affecting a number of parishes, explaining how to report certain issues and the options available to them. This was welcomed.</p>	<p>We will complete a draft during December/January however won't send out until after the Parish Charter consultation has been completed. This will allow us to add in any other bits of information that parishes may find useful as identified during the consultation.</p> <p>therefore revised target date for circulation of June 2020</p>	15/06/20	Grant White



**Prosperous Communities
Committee**

Tuesday 14th July 2020

Subject: Progress of health related work

Report by:

Chief Executive

Contact Officer:

Diane Krochmal
Housing Strategy & Supply Manager

diane.krochmal@west-lindsey.gov.uk

Purpose / Summary:

To provide an update on progress of health related work within the authority

RECOMMENDATION(S):

That Members;

- a) Approve the ongoing work relating to health and wellbeing and the forward plan
- b) Request a further update report be brought to Prosperous Communities Committee in one year's time

IMPLICATIONS

Legal: None arising

(N.B.) Where there are legal implications the report **MUST** be seen by the MO

Financial : FIN/41/21/A/SL

There are no financial implications arising from this report.

(N.B.) All committee reports **MUST** have a Fin Ref

Staffing :

Role of Health Coordinator ended in December 2018 resulting in no dedicated health resource within the council. Any resulting work would need to be picked up by existing staff resource – to be balanced with existing workloads and priorities.

Equality and Diversity including Human Rights : None arising

Data Protection Implications : None arising

Climate Related Risks and Opportunities: none arising

Section 17 Crime and Disorder Considerations: none arising

Health Implications: reducing health inequalities and promoting wellbeing across the district through the promotion of healthy lifestyles is a priority within the West Lindsey Corporate Plan 2019-2023

Title and Location of any Background Papers used in the preparation of this report :

<http://democracy.sharedlincs.net/documents/s11831/Health%20Commission%20Report%20-%20Prosperous%20Communities%20Jan%202019.pdf>

Risk Assessment : none arising

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

x

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

x

1 Introduction

- 1.1 A report brought before this committee 29 January 2019 acknowledged that the Council had embraced the importance of health and wellbeing and that it had been incorporated into many strands of work.

It was resolved that Members would receive an annual update on the progress of health related work. Since then the Corporate Plan 2019 - 2023 has been adopted and the focus of health related work has been aligned to the priorities within the plan specifically through the 'Our People' theme with the aim of;

- reducing health inequalities and promoting wellbeing across the district through the promotion of healthy lifestyles
- Creating strong and self-reliant communities promoting positive life choices for disadvantaged residents.

- 1.2 District councils are not formally responsible for public health but as providers of key services which impact on the wider or social determinants of health, such as planning, leisure, housing and environmental health, our role in supporting the health and wellbeing of residents is an important one. It is not restricted to 'Our People' but also has a role within 'Our Place' where key outputs all contribute either directly or indirectly by;

- Improving housing standards across the district
- Improving quality and choice across the local housing market
- Residents feeling safer in the district
- Increased quality of life for residents

- 1.3 Reporting against Corporate Plan performance measures will be presented to this committee later in the year. This report however provides a narrative updating Members on the role and progress the authority has made in relation to improving the health and wellbeing of our residents aligned to our Corporate Plan themes.

2 Progress of work relating to Health and Wellbeing

- 2.1 The importance of the health and wellbeing agenda has been embraced by the authority with its ongoing work through partnerships, leadership, collaboration and enabling, as well as it being embedded in 'business as usual'.

- 2.2 The council acknowledges through its housing strategy that access to good quality housing is critical to good physical and mental health and is the foundation upon which we can build happy and successful lives. It is core to our lives and a place where we spend a large amount of our time. Warm, safe and secure homes help us to lead healthy, independent lives and recover from illness. All aspects of our housing functions therefore contribute through the delivery of affordable housing, enforcement in the private rented sector, improving housing

stock, providing adaptations and preventing homelessness. Progress on each of these functions is reported regularly to members through performance and delivery reports.

- 2.3 The delivery of new housing is one of the most visible aspect of housing. With the process for delivery starting with planning it is clear that this influential tool is instrumental in the provision of healthy places. It shapes places to enable better access to health through a number of policies within the Central Lincs Local Plan (CLLP).
- 2.4 The policies aim to reduce health inequalities, promote healthy lifestyles and maximise health and wellbeing, seeking to deliver sustainable developments to meet the needs of our communities through enabling the provision of open spaces and encouraging physical activity and healthier choices through walkways and cycle lanes. In addition they aim to meet housing need and demand by increasing the housing supply across all tenures ensuring that there are enough homes of the right size and type for people at all stages of their lives.
- 2.5 Keeping people well and independent in their homes is a priority for housing. As a district with an ageing population which is growing faster than the national average, meeting the housing needs of our ageing population has been a focus for us through the delivery of affordable housing. Officers led on a countywide piece of research to assess the housing need of this demographic and have delivered a number of affordable housing schemes in partnership with registered providers to house those over 55. Schemes in Ingham, Nettleham and Gainsborough have delivered 72 affordable dwellings and work is ongoing with partners to deliver further schemes including a potential extra care scheme.
- 2.6 Schemes specifically for over 55's don't just provide safe secure housing, there are the added benefits of downsizing to age appropriate housing. Long standing family homes which may be too big and expensive to heat and maintain may be a cause of stress. This affordable housing gives residents the ability to maintain their independence whilst living in a safe secure, warm and easily maintained home with the added benefit of a sense of community to combat social isolation.
- 2.7 Work across housing, health and social care sectors in Lincolnshire has continued following the signing by members of this committee of the MOU for Improving Health and Care through the Home. Principles for joint working for better health and wellbeing outcomes to reduce health inequalities were agreed through this.
- 2.8 Officers and Members from the three sectors have worked collectively to deliver outcomes relating to the Housing and Health priority of the Joint Health and Wellbeing Strategy for Lincolnshire. Lincolnshire is one of only 14 out of 151 Health and Wellbeing Boards that has a strategic group which brings together the three sectors under a Housing and Health priority. Strengthened partnership working across the sectors has resulted in a more holistic countywide approach resulting in;

- Countywide success with homelessness funding through MHCLG
 - A programme of work to support joint action with the DFG process including a countywide schedule of rates and work towards a countywide policy
 - A Lincolnshire Multi-Agency Hoarding Protocol has been developed to assist agencies to identify, advise and support those who need help.
 - A draft Homes for Independence Strategy providing a high level vision for the provision of a greater range of housing options for those who need additional support and better integrated services to promote and sustain independent living
- 2.9 The draft Homes for Independence Strategy will set out the delivery plans for future collaborative work of the three sectors to meet housing and the related support needs of the residents of Lincolnshire.
- 2.10 One element of this will be to continue to work with the national 'One Public Estate' (OPE) programme which reviews public sector land-holdings to ensure that best use is made of land - in some cases releasing public estate for housing. Ongoing discussions around a project in Caistor which had received funding from this programme with the award being based on the difficulty around the site historically and the fact that it contains public sector partners, housing and public services and far better use could be made of the underutilised site.
- 2.11 Collaboration with partner authorities continues through the delivery of the Wellbeing Lincs contract. The former Health Commission was instrumental in the development of the successful Wellbeing Consortia bid which led to the Wellbeing Lincs service - a countywide provision supporting adults across Lincolnshire to achieve confident, fulfilled and independent lives. West Lindsey continues to be a key delivery partner in the service, which offers residents who are eligible, assistance with improving their financial position, mobility, healthcare, social contact, help to get back onto their feet after a setback, boosting confidence and promoting long term independence.
- 2.12 Launched on April 1st 2018 the annual report for the first year of operation is attached at appendix 1. The service continues to grow throughout its second year of delivery. The staff hosted by West Lindsey perform an essential part of the service through the role of Partnership and Network Development Officers (PANDO) focussing on developing and maintaining networks, partnerships and pathways to enable Wellbeing Lincs customers to receive the support they need. In excess of 300 organisations were referred into Wellbeing Lincs by the West Lindsey element of the service in the first year of the contract.
- 2.13 Throughout the response to Covid19 Wellbeing Lincs, working with Lincolnshire County Council, has provided a vital link between community groups, charities and parish councils with residents who need community help. In addition to this some of our own staff were

redeployed to our own 'Community Hub' which was instrumental in providing the link between many of our vulnerable residents and community groups and charities in West Lindsey.

- 2.14 Projects and services delivered by our Communities Team have a strong focus on achieving positive health related outcomes for residents and communities. Examples of such work include our Community Defibrillator Service where 18 defibrillators were installed during 2019/20 and our green space maintenance work where investment has been made in refurbishing the footpath at Ashcroft Road Park in Gainsborough. This not only improves the look of the site and it also makes it easier for people to access. This work has complemented planting and growing projects delivered by local residents and further improvements are planned for this year with new benches and bins due to be installed.
- 2.15 The health benefits of access to green space is widely documented and as a rural district there are many opportunities for our residents to take advantage of this. West Lindsey boasts many open spaces and beautiful gardens some of which take part in the open gardens weekend, normally taking place in June. Unfortunately postponed this year many are now looking forward to taking part in 2021.
- 2.16 Within the built up area of Gainsborough and particularly the South West Ward however access to green space for those who need it the most is limited. This led to it being one of the themes for mood boards identifying 'wicked issues' used as a discussion aid at an 'Alchemy Event' held in the summer of 2019. Working with partners themes for discussion included;
- mental health
 - Child poverty
 - Health and Wellbeing
 - Housing
 - Employment and skills

These all link to a set of underlying issues in parts of Gainsborough with the majority being linked to inequalities brought about by poverty and deprivation and in turn significant health inequalities. The Gainsborough Alchemy event brought together a large number of stakeholders to examine local needs and to formulate potential solutions. Leading on from this a successful bid was made to the Local Access Programme which is part of a journey towards seeking funding to support the development of a new social economic model and a planned approach to meeting local presenting needs and issues.

- 2.17 Discussions begun at the Gainsborough Alchemy centred on potential housing interventions. These have continued with local housing providers and national organisations and the objectives of a project to deliver a Viable Housing Solution with all the health and wellbeing

benefits that safe secure housing can provide have been agreed by this committee. Further detail will be brought before members in July.

2.18 Engagement with partners, stakeholders and communities to enhance partnerships and joint working to support and deliver health and wellbeing improvements, to both residents and visitors to the district, is one of the objectives of the biannual roundtable events – established by the former health commission. These events continue and are well supported. They provide an excellent opportunity for partners from the public, private and voluntary sectors to highlight the work of local services, network and share information and good practice. Speakers from a number of organisations have shared their work and feedback from attendees tell us that these forums provide a valuable opportunity for frontline staff from many organisations to increase their knowledge of services. Topics and speakers at recent events include;

- One You Lincolnshire
- Wellbeing Lincs
- Acis
- Gainsborough Integrated Neighbourhood Team
- Well family Project
- West Lindsey wellbeing initiatives including DFG, Trinity Arts Centre
- West Lindsey Housing Strategy and affordable housing delivery
- Cancer care
- NHS Lincolnshire
- Age UK
- Vulnerable Adults Panel
- Social prescribing
- Everyone Active Outreach Programme

2.19 The Everyone Active Outreach Programme and Active Communities Manager works with communities within the wider district to facilitate physical activity in remote or isolated areas. It is an element of the council's leisure contract with Sport and Leisure Management LTD (SLM). The role includes applying for funding for equipment and/or coaching staff to ensure the activity is sustainable long term before moving on to work with other communities. Schemes have been launched in both Sudbrooke and Scothern. Activities undertaken have included walking exercise, seated aerobic classes and Boccia. These classes are now an established part of the Active Seniors programme and it is hoped that the village committees will continue to work alongside Everyone Active to apply for funding for equipment to widen out the scheme.

2.20 The new contract with SLM commenced in June 2018 and has seen the completion of the refurbishment of the leisure centre in Gainsborough resulting in a state of the art fitness suite. The council's new leisure centre in Market Rasen is in the final stages and SLM are due to take over the facility in July.

- 2.21 The facility in Gainsborough has a separate seniors room to assist the over 60's and those referred by GP's to improve their health, fitness and wellbeing. The GP Referral scheme, a partnership between West Lindsey Leisure Centre and John Coupland hospital continues to grow with cardiac rehabilitation classes being well attended. These classes are vital in getting residents with heart conditions back into exercise and providing a sustainable plan for them to continue to be active. An Active Seniors programme was introduced with a hub created in a previously unused area of the centre and now provides on activities such as Short Mat Bowls, Table Tennis, Walking Netball and use of the Easyline equipment as well as a social space.
- 2.15 Officers worked closely with both Public Health and Active Lincolnshire with the aim of developing a blueprint for increasing physical activity across Lincolnshire which was launched in May 2019. It describes a 'whole system approach' to increasing opportunities for people of all ages and abilities to be more physically active every day. Due to lack of staff resource West Lindsey has been unable to progress work around developing a physical activity delivery plan to support this work. An organisational review by Active Lincolnshire in September last year also reduced capacity to progress the work across the county however a new Chief Executive is now in post and we are currently liaising with them to look at opportunities to tackle inequalities around access to physical activity for harder to reach groups and communities.
- 2.16 As a district council we are responsible for many aspects of environmental health with waste and recycling collections and street cleansing being amongst some of the councils most visible functions - evidenced clearly throughout the ongoing coronavirus pandemic. These operational services will soon move to a brand new operational depot, the health and wellbeing of our staff has been at the forefront of the design process. Continuing to provide these services throughout the current crisis and in years to come contributes to the health and wellbeing of all our residents.
- 2.17 The value of arts and culture in relation to improved health and wellbeing is widely evidenced with interventions having a positive impact on specific health conditions such as dementia, Parkinson's and depression. In addition to the regular publicised programme of events the Trinity Arts Centre hosts a number of activities which unfortunately are on hold due to Covid 19 but will recommence when the theatre reopens;
- Disability drama group
 - Dance classes for young people
 - Mental health drama group
 - Daytime activities and performances/films for elderly
 - StoryDen sessions for early years children during holidays

- 2.18 In addition to the above plans for future activities including youth and community theatre sessions and creative workshops across all arts subjects.
- 2.19 The Wolds Walking Festival is a long-standing popular event, which takes place over two weeks in May each year. Unfortunately it will not return next year but in its place, a bigger and better 'Outdoors Festival' which will incorporate all the outdoor activities that can be found in the Wolds area is currently in the development stages and will be launched in 2021.
- 2.20 West Lindsey Churches Festival takes place over two weekends in May each year and attracts a significant number of visitors from across Lincolnshire and neighbouring counties. Sadly, the festival was cancelled this year due to COVID-19; however, work now continues to work towards next year when it celebrates its 25th anniversary. Churches offer a quiet place for reflection and a chance to explore the history of the area and provides an opportunity to meet new people and come together as a community.
- 2.22 2020 is the 400th anniversary of the sailing of the Mayflower. Sadly many events have been cancelled or postponed; however, a lot of work has gone in to making events and activities available online, allowing people to still be involved. Events will now move in to next year will enable people to get involved with local events and activities which are already proven to improve community relationships as well as individuals' health and wellbeing. Many of these events are inclusive of schools and communities in hard to reach areas.
- 2.23 The council continues to support staff wellbeing which is essential to the delivery of all services. This is through the use of occupational health, an employee assistance programme, wellbeing events and accessible resources for staff. Mental health first aiders are trained within the council and training for managers has been rolled out regarding mental health and our responsibilities. Absence is reported to management team and JSCC and we continue to see absence within our range of 7 days per FTE. We also consider absence by type and long term and short term to understand where and how we can support and facilitate staff returning to work.

3 Summary

- 3.1 It is clear that whilst the statutory responsibility for public health is the responsibility of the county council the role we play as a district not only in delivering our services but also in enabling and collaborating to explore opportunities and solutions to meet our strategic aims cannot be underestimated in delivering a whole system, joined up approach to health and wellbeing. Our influence over the wider determinants of health and the delivery of preventative services assist in keeping people well and ease demand on other services.
- As a housing authority we provide crucial services that increase levels of wellbeing, safety and independence in the home.

We are embedded in our local communities and have an understanding of their needs.

By nature we are collaborative and are well placed to facilitate joined up working and create links between health, social care, local businesses, leisure and the voluntary and community sectors.

Through all of the above we work proactively to maximise the positive impact we can have on the health and wellbeing of our residents.

4 Forward Plan

Service area/event	Timeframe
Next steps Local Access	July/August 2020
Health Roundtable	Autumn 2020 January 2021 July 2021
Adoption of Lincolnshire Independent Living Strategy	Autumn 2020
Arts and Culture Trinity Arts Centre programme Trinity Arts Centre community and group activities West Lindsey Open Gardens Mayflower 400 events West Lindsey Churches Festival Wolds Outdoor Festival	Post Covid19 Post Covid19 June 2021 2021 May 2021 May 2021
Opening of new Depot	Summer 2021

5 Recommendations

That Members

- a) Approve the ongoing work relating to health and wellbeing and the forward plan
- b) Request a further update report be brought to Prosperous Communities Committee in one year's time



Wellbeing Lincs

Better wellbeing across Lincolnshire

Lincolnshire
COUNTY COUNCIL
Working for a better future

We Are Wellbeing Lincs

Our Annual Report 2018-19



Wellbeing Lincs supports people through life's changes, achieving better wellbeing and independent living across Lincolnshire. Commissioned by Lincolnshire County Council, it is delivered by the district councils working together in partnership.

Welcome

Wellbeing Lincs is a countywide service, funded by Lincolnshire County Council and delivered through a partnership of the district authorities. It works to support adults across Lincolnshire to achieve confident, fulfilled and independent lives.

Over its first year, up to April 2019, Wellbeing Lincs made a positive and lasting difference to the lives of thousands of Lincolnshire adults.

This Annual Report reviews its initial year of operation and details aspects and outcomes of the service, up to the end of March 2019.

3	Foreword from Cllr Patricia Bradwell OBE
4	Service overview
5	A year in numbers
6/7	The journey so far
8/9	Customer endorsements
10/11	The difference Wellbeing Lincs makes
12/13	Trusted Assessment
14/15	Generic Support
16/17 & 18/19	Customer experiences
20/21	Positive outcomes
22	Hospital In-reach Development
23	Resettlement
24/25	Response Service
26/ 27	SADLs: Small Aids for Daily Living
28/29	Partnerships & Engagement
30/31	Continuous improvement



Wellbeing Lincs is being delivered successfully

I am pleased to introduce the first Annual Report from Wellbeing Lincs.

Our vision for Wellbeing Lincs has always been to offer the support and advice people need to live fulfilling lives, often when they are facing difficult circumstances.

Lincolnshire residents tell us that they value their independence but sometimes need a little bit of help to deal with life's challenges.

Our contract set high expectations on our residents' behalf, and I am pleased that Wellbeing Lincs has risen to the challenge to deliver a highly successful first year.

Commissioned by Lincolnshire County Council, the service provides individualised, time-limited support, delivered by a consortium of the seven district councils.

The new service started in April 2018 and hit the ground running. And now at the end of its first year, Wellbeing Lincs has helped over 6,000 people, 95% of whom have been very satisfied with the service.

With the county council and district councils working together, we are making a bigger impact when it is most needed, by helping people access a variety of services tailored to their needs.

Staff have now developed extensive networks to connect people to appropriate ongoing support where necessary.

From improving their finances to connecting with social groups in their area to finding the right piece of equipment, 96% of those supported by the service have had better outcomes.

I am really pleased that the service has had such a tremendous year working with a record number of Lincolnshire residents. I would like to congratulate Wellbeing Lincs and its staff, and look forward to an even more successful year to come for the service and most importantly, for everyone it supports.

Cllr Patricia Bradwell OBE

Executive Member for Adult Social Care, Lincolnshire County Council



Funded by Lincolnshire County Council, Wellbeing Lincs is delivered by the county's seven district, borough and city councils working in partnership.

People sometimes need help through life's changes

Supporting adults across Lincolnshire to achieve confident, fulfilled and independent lives, Wellbeing Lincs offers a helping hand at times of:

- Ill health;
- disability;
- changes to financial circumstances;
- changing medical need;
- bereavement;
- lack of family support;
- loneliness and social isolation;
- or a change in their general situation.

Operating county-wide, we deliver a universal level of service for eligible individuals across Lincolnshire.

We respond promptly and professionally, providing support tailored to an individual's specific needs. By engaging at an early stage, we make a difference to long-term health and wellbeing; improving their outcomes for life.

Wellbeing Lincs

» Assesses people's support needs to help them to live confident, fulfilled and independent lives;

» Provides support for up to 12 weeks, to prevent escalation of an individual's needs, ensure they feel safe in their own home and engaged in community services;

» Signposts to other services, such as money advice, local groups, clubs and charities;

» Helps people to resettle at home following discharge from hospital care;

» Supplies small aids, equipment and home adaptations;

» Responds to calls from response service customers who are in need of urgent support.

Lincolnshire County Council

“Our vision for Wellbeing Lincs has always been to offer the support and advice people need to live fulfilling lives, often when they are facing difficult circumstances. I am really pleased that the service has had a tremendous year working with a record number of Lincolnshire residents. With the county council and district councils working together, we are making a bigger impact when it is most needed, by helping people access a variety of services tailored to their needs.”

Cllr Patricia Bradwell OBE

Executive Member for Adult Social Care,
Lincolnshire County Council



“The County Council remains committed to investing in a range of prevention services that help people remain or regain their independence. The Wellbeing Service operated by our colleagues in the seven District Councils is one such example. The service supports over 6,000 people a year and is a great example of a common and shared purpose amongst colleagues in local government serving Lincolnshire residents.”

Glen Garrod

Executive Director of Adult Care and Community Wellbeing, Lincolnshire County Council



Wellbeing Lincs – a year in numbers



£3.3m

Annual investment in service



6,449

Referrals in first year



490

Average monthly referrals



95%

Customers 'very satisfied' with service



755

Response calls attended, for people without family nearby



300+

Response cases where need for ambulance was avoided



£60,000

Saving to NHS as Response Service averted need for ambulance in 300+ cases



500+

People helped to stay safe at home through installation of aids



99%

Response calls answered < 60 seconds.



91%

Customers achieving all their outcomes



727

Organisations & groups engaged to offer support



5,080

Trusted Assessments under-taken



5,064

Generic Support packages created for bespoke client support



69

Average age of customers

Wellbeing Lincs – the journey so far

As an effective new partnership of Lincolnshire's seven district councils, Wellbeing Lincs secured Lincolnshire County Council's contract to run the county's wellbeing service for an initial five years from April 1, 2018.

Previously delivered by three different agencies in three different ways, this unique model provides the same level of service across Lincolnshire, irrespective of location. It meets the county council's vision to consolidate its service into a universal county-wide provision.

A consortium of the county's seven second-tier authorities, the service

is formed around two of the three previous providers, East Lindsey and North Kesteven district councils.

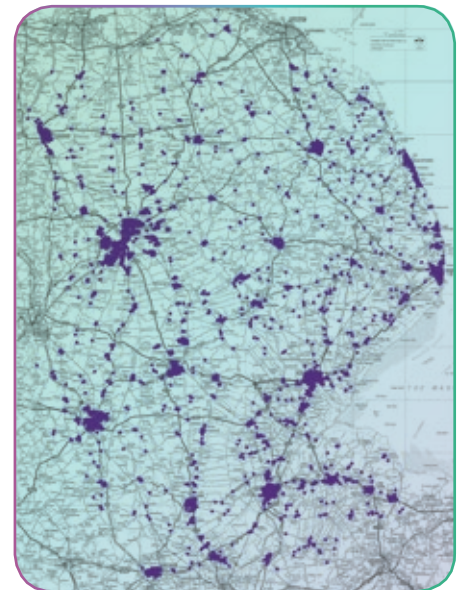
City of Lincoln and West Lindsey councils complete the core of four delivery partners, with South Holland, South Kesteven and Boston Borough councils strengthening this unified solution.

An acknowledged strength of the new model is the expertise, contacts and services the councils bring to bear in securing improvements for vulnerable residents to support their independent living, develop resilience and adjust to changed circumstances.

Playing to these strengths, and with unrivalled local knowledge, this holistic approach achieves beneficial connections across statutory agencies and health, voluntary and community organisations to secure better outcomes.

With East Lindsey District Council as the lead bidder, the unique partnership secured the contract up to 2023, with an option for extension through to 2028.

**Wellbeing Lincs
Referral Map of Lincolnshire
(larger on page 30)**



Contract review rates service as 'Good'

The Annual Contract Visit in April 2019 culminated in the Wellbeing Service receiving an overall assessment of 'Good' for quality and contract compliance.

Engagement with staff and observation of service delivery provided an extremely positive insight into customer experience and the holistic support provided to individuals in their individual circumstances.

Recognition was given to the customer outcome measures, which were consistently on or above target during 2018-19 despite the challenges of transition and increasing referral volumes.

Other key highlights include the clear commitment to service development, partnership working and strong governance through the Wellbeing Lincs Management Board.

One County, One Service, One Team

Bringing together staff from different organisations into a single service model was an important transitional step for Wellbeing Lincs.

Our staff are not located in one place and within the new model are split across different employers – with 90 colleagues based in four main sites and working from multiple agile locations across the county – but critically, they all come together to form the one organisation that is Wellbeing Lincs.

Enabling a single service ethos across multiple sites and multiple employers is something that requires investment and focus to be successful. We are actively investing in the support and development of our countywide team to enhance this.

We are supporting our managers across the whole service to identify what makes us one team and set out how we can work together more cohesively with a single brand and a single way of working that is responsive to local needs.

This team is responsible for a staff conference later this year which will have the theme “We are Wellbeing Lincs” and will look at how the work of many diverse people in the service comes together to make a positive impact on the lives of people across Lincolnshire.



Powerful partnership singled out for praise

After just a few months of operation, Wellbeing Lincs was recognised as one of the best examples of public authorities working together across the country.

In autumn 2018 it was shortlisted as a finalist in the ‘public/public partnerships’ category of the Local Government Chronicle Awards.

Singled out as a leading example of effective public sector partnership, judges said the partnership had made a good start in bringing together a number of organisations to deliver positive outcomes.

Although ultimately beaten to the title, to be acknowledged so broadly through such a prestigious platform, and so early on, was impressive.

The nomination highlighted the way the seven councils came together to deliver such a unique service on behalf of the county council; a uniquely collaborative approach to deliver public benefit across the whole of Lincolnshire.

It reflected on a shared vision and commitment. It also illustrated how Wellbeing Lincs plays to the strengths of district authorities to achieve beneficial connections across statutory, voluntary, community and health agencies and organisations to secure better outcomes.





Service launch

Within just 100 days of operation, Wellbeing Lincs had responded to around 1,500 customers.

Starting on April 1, 2018 there was a steady, managed growth in requests for the new county-wide service averaging 27 a-day.

Initially a significant amount of work was undertaken in settling people into their new roles, getting the service active, operational and responding to customer needs.

At the launch, Lincolnshire County Council Deputy Leader Cllr Patricia Bradwell OBE said: "I am really delighted the new contract is being delivered by all of our district councils in partnership, as one service across the county, delivered in one way."

On behalf of the partnership, Cllr Graham Marsh, East Lindsey District Council's Portfolio Holder for Partnerships, said district councils were best placed to respond within communities in an effective and efficient manner to secure better quality of life.



Within just a few months of operation, award judges could see the difference Wellbeing Lincs was making and so too could the people whose lives were being turned around, enhanced and empowered.

Here and throughout this document, their words speak testimony of the transformative impact of Wellbeing Lincs.

Kind, competent care means I'm driving my car again.

Many thanks, your website is very informative. I have used your services for advice on how best to support her as she lives alone and has a life-limiting condition.

Big thank you for all the support over the last few months.

She thanked the team for all their help and informed me that she could not have got through without that help.

She said our people were amazing when they came out to see her dad and they are very happy with the help/advice given.

He said he had been in a very dark place yesterday and that the support worker had helped him see that there was a way forward and that things could get better for him. He wanted to make sure that we all knew how highly he regards the service and how grateful he is for the support he has received so far.

Thank you for being so kind, helpful and patient.

She felt comfortable and encouraged by us. She said we were professional, caring and approachable.

Commented about the professionalism of the team and the realistic advice given about what he was entitled too or not.

Dad said this was the most efficient service he has used in Lincolnshire in the last 10 years.

East Lindsey District Council

I am proud to be the portfolio holder for the wellbeing service and delighted that in partnership with the other district councils, to have won the contract to provide wellbeing services throughout Lincolnshire. This service provides much needed and valued services, mainly to the elderly, to remain independent safely in their own homes. This service proves that district councils know their communities' needs and can deliver services to a very high standard at a price that is sustainable. I look forward to seeing this service develop further for the benefit of the communities we serve."

Graham Marsh

Deputy Leader and Executive Councillor for Partnerships, East Lindsey District Council



We are incredibly proud of the Wellbeing Lincs partnership and what has been achieved over the first year. Managing a countywide transition, service implementation and service delivery, whilst also achieving such positive outcomes for customers is testament to everyone involved. We are working hard to ensure the service continues to develop and offers a valuable contribution to the wider housing, health and care system, in collaboration, for the benefit of the communities we serve."

Michelle Howard

Assistant Director: People, East Lindsey District Council



What the service is

Wellbeing Lincs – The Service in Summary

Helping people through life's changes, Wellbeing Lincs supports adults across Lincolnshire to achieve confident, fulfilled and independent lives. It carries out a number of service elements to achieve this.

Access to the service at times of ill health, disability, bereavement or changes to financial, medical or general circumstances is free, subject to basic eligibility criteria – shown alongside.

We respond promptly and professionally, providing support and guidance tailored to an individual's specific needs wherever they live in Lincolnshire and by engaging early on, we can make a significant difference to long-term health and wellbeing and improve a client's outcomes.

The service works with more than 700 different preventative care and support agencies – with significant emphasis on those operated by or partnered by district councils – to work effectively to provide integrated support over a period of up to 12 weeks. The average period of 'generic' tailored support is around six weeks.

Beyond this, the service includes resettlement back home from hospital, and telecare response, aids and adaptations, for which some fees may apply.

With just 3.1% of Wellbeing Lincs' customers going on to receive long-term adult care support, this shows how successful intervention has delayed or reduced the need for other care services.

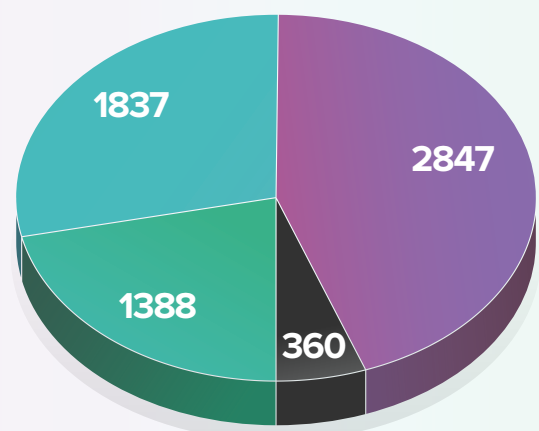


Eligibility criteria

To be eligible for Wellbeing Linc's support, people need to be aged 18 or over, live in Lincolnshire or be registered with a GP in Lincolnshire, and meet four or more of the criteria below.

- Long-term health/medical condition
- Regular visits to their GP
- Recent unplanned hospitalisation
- Recent use of social care services
- Recent bereavement or divorce
- A recent fall
- Unable to move around the home safely
- Lack of social support / interaction
- Feeling stressed, depressed or anxious
- Unable to sustain work, education or training
- Unable to manage money / or be in considerable debt
- Behaviours impacting on overall health and wellbeing, such as smoking or addictions
- Over 65 years old

Referrals by age range: 2018/19



■ 18 - 34 ■ 35 - 64 ■ 65 - 84 ■ 85+

North Kesteven District Council

The Wellbeing Service is a ground-breaking service which makes a real difference to the people of Lincolnshire by helping them to access support at a time in their lives when they need it the most. The service is already changing lives and it's an example of partnership working at its best. NK is proud to be associated with this initiative.'

Phil Roberts

Deputy Chief Executive, North Kesteven District Council.



Wellbeing Lincs provides invaluable services to people who need support through particularly difficult times in their lives. By identifying the practical and community benefits of working together in this way, all the partners have seen real, positive impacts on the people we serve. It is a benchmark of how local councils can reach out across boundaries and demonstrate the benefits of true partnership working."

Cllr Lindsey Cawrey, Executive Member with special responsibility for health & wellbeing, North Kesteven District Council.



The difference Wellbeing Lincs makes

By listening and responding to a client's circumstances, we tailor a bespoke support package to meet their specific needs.

We identify opportunities for help with finances, mobility, healthcare and social outreach to help them build themselves back up again, boost their confidence and promote independent living.

The service:

- Offers information and advice on health and money management.
- Helps to identify and access education, training or work.
- Helps to access a wide range of local services and organisations.
- Develops a personal support plan to help resolve identified needs.
- Co-ordinates with other organisations to deliver what's needed.
- Facilitates and eases discharge and resettlement from hospital by ensuring support arrangements are in place at home.

This is all covered within a free package of support spanning several weeks, in order to assist clients to live safely, confidently and independently. It may lead on to other aspects of the broader service where need is identified for response, aids and adaptations, to give peace of mind.

The service supports the County Council's prevention duty (Care Act 2014) and aims to improve, or reduce delays, in health and wellbeing for individuals throughout the county. This approach ensures individuals are supported in a timely manner to reduce escalation of more serious health and wellbeing needs.

"The staff throughout the county have worked hard to ensure that throughout the first year the service is delivered effectively. I would like to thank all of the staff involved with the wellbeing service for their hard work and dedication throughout the transition and into full service delivery. "

David Clark, Programme Manager for commissioners Lincolnshire County Council

How to access Wellbeing Lincs

Anyone aged 18 or over can access Wellbeing Lincs; where they meet four or more of the eligibility criteria - detailed on page 10.

The core element of Wellbeing Lincs' service is free – the tailored package of support, advice and guidance.

An assessment will determine if extra help is needed. Charges for aids, adaptations and response service may apply.

People can self-refer or contact can be made by a loved one, a neighbour, GP, health professional or any engaged referral partner.

Access to Wellbeing for resettlement from hospital or care is assessed and arranged separately.

Initial contact is made on 01522 782140 with the Lincolnshire County Council Customer Services Centre or the Wellbeing Hub.

More detail at www.wellbeinglincs.org

Trusted Assessment gets the ball rolling

Once a customer's eligibility for Wellbeing Lincs' intervention is confirmed, they are contacted for an initial triage.

Where clients are distressed or experiencing physical or mental health issues, empathetic staff will offer immediate assistance where appropriate. Meetings are established and the engagement begun.

Trusted Assessors (TAs) visit customers to complete a holistic person-centred assessment of needs.

They identify support needs around health, finances, safety, wellbeing, social or housing needs and agree, with the customer, a support plan to work through for up to 12 weeks.

This includes signposting to other services, referring to other district services such as housing and homeless support, plus other agencies. Any identified urgent need is addressed there and then.

The assessment identifies measures to encourage the customer towards increased independence and fulfilment of their life. The assessor establishes a good working relationship with customers and their family, friends or advocates.

It scopes out areas of need or aspirations that the service user requires support to achieve. It is honest about realistic/ achievable goals whilst seeking to retain as much independence as possible. The role is about positive encouragement and enablement.

TAs give guidance around equipment that can help with independent living, or make life easier.

Together, the TA and customer devise a plan to achieve the goals that can be assessed again at the conclusion of engagement to reflect any improvement following Wellbeing Lincs' intervention.

Thanks to you I've been awarded the night rate Attendance Allowance and have received a Blue Badge.

Thankful for the support provided after the loss of his wife

Your staff were excellent, they went the extra mile making a big difference by clarifying what help I could get when needed.

6,449 Referrals over 12 months

5,080 Trusted Assessments

727 Groups & organisations engaged in generic support

69 Average age of customers

79% of referrals lead on to receive assessment

5,064 Generic Support packages developed and delivered with customer

99.7% of assessments lead on to successful Generic Support packages

Thank you for your listening ear and suggested support going forward.

It was wonderful meeting such a caring lady, you're a positive asset to WBL – extremely grateful for what you did for my mother.

West Lindsey District Council

“We are delighted to be involved in this new and innovative partnership. The service is maturing and becoming embedded across the county. We are already able to evidence the positive impact the service is having on our residents, enabling them to have a greater quality of life and level of independence.”

Diane Krochmal
Lead officer for Housing Strategy, Health and Wellbeing, West Lindsey District Council



“It is wonderful to hear about the successes that Wellbeing Lincs has delivered in its first year. We are proud to be a partner in this innovative service, which provides support where and when it matters to people in our communities.”

Cllr Owen Bierley
Chairman of the Prosperous Communities Committee



Generic Support

Following on from initial assessment, a Generic Support Officer (GSO) works through the support plan with the individual, for up to 12 weeks, in response to the identified needs.

This ongoing support can be as simple as a phone call to pass on information or contact other agencies. More complex support, such as reducing social isolation includes help in identifying and attending activities, sourcing appropriate services and funding. This can involve a lot of searching to find out what is available locally and appropriate to the service user's needs.

When the identified needs have been met, outcome scores are taken to quantify the improvement in the person's sense of wellbeing.

Working with the service user, through the support plan devised by the Trusted Assessor, the GSO develops and maintains a good relationship as a basis for ensuring on-going general wellbeing.

Their main role is to support people with independent living skills and offer support to empower them to become as independent as possible, by encouraging them to do as much as possible for themselves.

This could be:

- help with budgeting,
- setting up accounts,
- liaising with landlords and other agencies,
- support in applying for benefits,
- debt management,
- accessing appropriate health services and leisure facilities,
- accessing training, employment or volunteering,
- accessing more suitable housing,
- accessing transport for hospital appointments.

A GSO will negotiate and secure the commitment of other agencies to provide ongoing and/or specialist support – for example Citizens Advice, Department for Work & Pensions, Adult Social Care and occupational therapy.

Working in the community, offering face-to-face support, the GSO team get a lot of job satisfaction seeing the difference they have made often by simple actions.



Outcomes

Coming in to the service, a customers' expressed aspirations are categorised within the following areas:

- managing money;
- community participation;
- access to paid work, training, education & work-like opportunities;
- improved social contact;
- physical health;
- mental health and wellbeing;
- independence and staying safe;
- substance misuse management.

At the conclusion of their support period, their sense of how their situation has improved is assessed again; giving a gauge of their improved wellbeing compared to when they first came into the service.





4,867

Service users reported improved outcomes
Out of 5,061 cases



188%

Overall improvement in service users' sense of wellbeing



81.1%

Of Generic Support sessions begun within 10 days



4,105

Generic support sessions begun within 10 days of assessment



96.17%

Of services users reported improved outcomes



97%

Of customers had no need to call on long-term adult social care for ongoing support following their programme of Wellbeing support



95%

Of customers 'very satisfied' with the service



7 days

Most assessments carried out within 7 days of referral

Really delighted with the many different possibilities presented to me. The GSO is ideal for this, so pleasant and kind, methodical and competent – really excellent useful service.

Thankful for the support with Attendance Allowance application - enabled cleaner and chiropodist etc.

Your staff were excellent. They made such a big difference to me, helping me to identify just what I needed, when I needed it most.

Again, thank you. It has given me a lot of confidence to get going. I would love to join a few meetings groups just to get to know like people and make new friends so, again, thank you for that. What a mind of information!!

Really appreciate all the brilliant support you have been giving. John would not have done so well without your support!

David - Stamford

David is a 53-year-old man with a range of physical health conditions which cause him mobility problems, breathing issues, continual pain and he struggles with daily living. A two-day period of support from Wellbeing Lincs identified sources of help to make adaptations to his home to give David, his partner and their children, a much greater quality of life.

Martyn - Spilsby

Martyn (70) lives in a campervan. Wellbeing Lincs has advised him on how to get permanent accommodation and avoid isolation by taking up volunteering opportunities.

Paul - Alford

Diabetes and mental health issues have not helped Paul to deal with news that he will have to pay £4,000 in penalty charges for not submitting tax information. Wellbeing Lincs has signposted where he can get help in all areas.

Joan - Huttoft

Joan and her husband felt trapped in their home because Joan's oxygen tanks made it difficult for them to get out in the community. Intervention by Wellbeing Lincs now means Joan has smaller tanks and she has also been given advice on how to improve her financial position.

Deborah - West Lindsey

Ongoing health and mobility problems have been aggravated by Deborah's inability to buy equipment and support to help her stay independent in her own home. After contacting the Department for Work and Pensions she was awarded Pension Credits which is ongoing and 12 weeks of back pay.

Doreen - Bourne

Fraudsters called Doreen saying her lifeline/ telephone care service payments were not up-to-date and if she didn't make a payment over the phone she would be cut off. Wellbeing Lincs was able to establish that Doreen didn't owe any money and the police made an appointment with her to discuss precautions for the future.

George - North Kesteven

After discussing with George at some length his circumstances, his concerns that his wife was having an affair and his suicidal thoughts, a Trusted Assessor was so concerned that she immediately took up his case with the police. This prompt intervention potentially saved George's life as on arrival at his home, they found he had tried to commit suicide by taking an overdose but were able to get him to hospital by ambulance and refer him for mental health support.

Pauline - Mablethorpe

Wellbeing Lincs was able to find bereavement support for 60-year-old Pauline. The group was also able to carry out a benefits check which will hopefully increase her income and give her information on activities and local groups to help her beat her feeling of isolation.

Jenny - Wrangle

Jenny had debt and other financial problems and was reliant on food parcels from good causes. She also has mobility problems that would be helped by a shower chair and Wellbeing Lincs was able to ask the Royal British Legion to help with this as her husband was in the army. Jenny is also coming up to State Pension age and she can then apply for Pension Credit.

Tony - Lincoln

An elderly man involved in a road accident, Tony had to stay in hospital for several months and as result his home got into a dreadful state and bills began to stack up. Wellbeing Lincs was able to organise a deep clean of the property, sort out the garden, check out his benefits and utility bills and make an insurance claim for the accident that was not his fault.

Elaine - Pinchbeck

Problems living at her current address led Elaine to contact Wellbeing Lincs for help in finding new accommodation. After conversations about a chairlift and Lifeline services, Elaine said she felt more secure and happy at home and that she now knows how to access help in the future if she needs it.

Richard - Grantham

Maintaining his independence at home was the reason Richard contacted Wellbeing Lincs. Within a day he was provided with information on local shopping and cleaning services and contacts for weight loss classes that he asked for.



Jackie - Lincoln

After the death of her husband who was her main carer, Jackie (75) found life tough not only with her health and mobility but also with finance. Her daughter is now taking a career break to look after mum, having received helpful financial advice via Wellbeing Lincs' intervention, which also helped with Pension Credit claims and applications for a bus pass and Blue Badge.

Elsie - Market Rasen

Elsie is in her 80s and her son lives with her. He supports where he can but personal care was an issue and she occasionally fell at home and in the garden. Wellbeing Lincs has identified aids to help her use the bath and toilet more easily and Lifeline installation has provided valued reassurance.

Jean - Gainsborough

A few small interventions was all it took for Jean and her husband to feel daily life had improved. Wellbeing Lincs arranged for an assisted bin pull, so they don't feel at risk of falling when putting the bins out, gave information on activities and transport locally so they are looking forward to exploring and with help on an Attendance Allowance claim they can afford help around the home.

Lynne - Sleaford

Feeling a lot more secure and happy at home, confident she is able to move around the house more securely and knowing where to access help if she needs it are all positive outcomes for Lynne. She initially approached Wellbeing Lincs for assistance to move, but through their help in securing a lifeline, assessment and funding for a chair lift and security measures she now feels confident where she is.

Bruce - Boston

Homeless Bruce was supported through a series of positive actions which enabled him to save for a caravan and pitch at a site with wash and laundry facilities. This lifted him from a cycle of severe anxiety, depression and psychosis, no income or food and feeling extremely isolated. Through Wellbeing Lincs' ongoing support he was helped to apply for eligible benefits and guided through housing options, accessed the food bank and achieved other broader outcomes.

Charlie - Coningsby

Charlie's period of support spanned 11 weeks through which he was able to access bereavement support, help around the home and befriending via range of partner agencies. Set against a background of significant health issues, social isolation and long-term caring responsibilities, Charlie was also reliant on expensive internet chat rooms. He quickly reported feeling better, more motivated and on top of things with a clear drive to get out and attend community events locally.

These case studies are presented to illustrate the breadth and reach of Wellbeing Lincs. Although the circumstances quoted here are real-life events, the name and the locations have been changed to anonymise the service users.

Ruth - Caistor

Overwhelmed by her caring responsibilities for a husband with dementia, Wellbeing Lincs identified opportunity for Ruth to get out and socialise.

Over eight weeks, they resolved a number of issues and developed her confidence and capacity to deal with her situation.

Through Wellbeing Lincs' intervention her husband's care package was increased within the same cost, an unexpectedly high bill was cancelled and a hopeful respite solution opened up.

Barbara - Wragby

A series of her own and her husband's health issues impact on Barbara's mobility and mental health, prompting regular GP visits. Through Wellbeing Lincs' support she has accessed occupational therapy, had a Lifeline installed and secured bus pass and Blue Badge to ease her ability to get out and about. With increased confidence, and feeling safer and more independent both in her own home and when out of the house, Barbara's short two and a half week period of support has made a lasting difference.

Bill - Sleaford

Faced with isolation and loneliness as a trusted and helpful neighbour was moving away, Wellbeing Lincs identified for Bill a number of alternative travel arrangements. A Blue Badge, bus pass, timetables, a key safe, a social care needs assessment and support with shopping and cleaning and eligibility for Attendance Allowance to help meet his expenses have all helped.

South Holland District Council

Wellbeing Lincs helps many people not only here in our District of South Holland, but makes such a difference to the lives of vulnerable adults across Lincolnshire as a whole. We are very pleased to be a part of this organisation and will ensure we do our bit to support their hard work going forward."

Clr Christine Lawton
Portfolio Holder for Housing and Health



Services like Wellbeing Lincs helps us deliver a fantastic level of support at a reasonable rate. There are exciting times ahead for us all to build on our recent successes and go even further."

Jason King
Housing Landlord Services Manager,
South Holland District Council



Outcomes following Generic Support

However long it is, at the beginning and end of their period of Generic Support, customers score how they feel in respect of eight specific aspects.

These are:

- Managing money
- Participation
- Social contact
- Physical health
- Mental health & wellbeing
- Substance misuse
- Independence
- Staying safe

This difference in scores effectively shows the impact of the intervention on how they feel – this shows the change in their personal sense of wellbeing in respect of that factor.

Not all customers require intervention in all eight of the areas.

Overall, customers saw a 188% uplift in their wellbeing across all outcomes, which shows that, on average, they felt almost twice as positive at the end than at the beginning of their support period.

East Lindsey District Council

“The wellbeing service has helped and supported residents across the county. It is a fantastic service and is available to anyone over 18 years of age.”

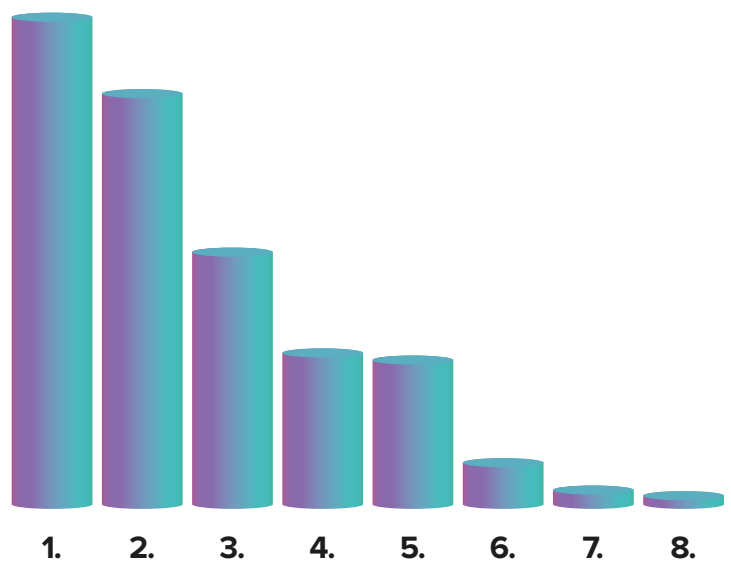
Cllr Wendy Bowkett
Portfolio Holder for Housing and Communities,
East Lindsey District Council



What the people assisted through Generic Support, wanted help with:

1. Independence – **3,384**
2. Managing money – **2,856**
3. Social contact – **1,743**
4. Mental health & wellbeing – **1,047**
5. Physical health – **999**
6. Staying safe – **286**
7. Participation – **93**
8. Substance misuse – **54**

5,064
Customers assisted
through Generic Support



Independence

3,384 people requested help
3,166 achieved their goals
94% of requests achieved
194% uplift in personal wellbeing on this factor
1,461 people supported to access assistive technology
442 people supported to maintain their accommodation
383 people supported into settled accommodation

Managing money

2,856 people requested help
2,602 achieved their goals
91% of requests achieved
192% uplift in personal wellbeing on this factor
294 people supported to maximise income
2,156 people supported to manage their debt

Physical health

999 people requested help
889 achieved their goals
89% of requests achieved
182% uplift in personal wellbeing on this factor
462 people supported to address physical health issues
378 people supported in healthy living choices

Social contact

1,743 people requested help
1,546 achieved their goals
89% of requests achieved
177% uplift in personal wellbeing on this factor
322 people supported to access leisure activities
45 people supported to contact family/ friends
1,297 people supported to access groups identified to broaden their social contact

Mental health & wellbeing

1,047 people requested help
948 achieved their goals
91% of requests achieved
192% uplift in personal wellbeing on this factor
191 people supported to address relevant issues
537 people supported to enhanced personal resilience & emotional resilience

Staying safe

286 people requested help
252 achieved their goals
88% of requests achieved
160% uplift in personal wellbeing on this factor
12 people supported with self-harming behaviour
6 people supported to manage risks of harming others

Participation

93 people requested help
60 achieved their goals
65% of requests achieved
151% uplift in personal wellbeing on this factor
15 people supported into paid work
29 people supported into training/education
36 people supported into work-like activities

Substance misuse

54 people requested help
42 achieved their goals
78% of requests achieved
102% uplift in personal wellbeing on this factor
32 people supported to address drug/ alcohol misuse
12 people supported to stop smoking

Hospital In-Reach Development Officers

Hospital In-Reach Development Officers work alongside staff within hospitals and community healthcare settings, GPs, Adult Social Care and other statutory services.

Their aim is to ease the transfer of patients out and into their own homes efficiently, safely and without delay.

Reducing delays in hospital discharge is a national challenge and one that the Wellbeing Lincs service seeks to actively support in Lincolnshire.

During this initial year, the emphasis has been on developing partnerships and relationships in order for this valuable aspect of the service to flourish for the good of patients going forward.

With increasingly close working relationships with the county's hospital services, and those nearby, the team lead on developing and continuously strengthening protocols, pathways and partnerships to support the timeliness, effectiveness and sustainability of hospital discharge.

Additionally, the broader Wellbeing elements work to prevent the escalation of needs to acute services including hospital and social care, through early intervention and a bespoke package of specific support including the installation of aids to enable safe and confident independent living.



City of Lincoln Council

Wellbeing Lincs provides an amazing service of support for those who have had difficulties in their lives, allowing them to enjoy life in comfort and with dignity. The first year has been a great success, and I'm sure that the service will continue to be successful for many years to come."

Clr Rosie Kirk

Portfolio Holder for Reducing Inequality,
City of Lincoln Council



Each one of us could be subject to a change in circumstances that would make life more difficult in an instant, and that's why we need a service like Wellbeing Lincs operating in the county. We are proud to be part of a partnership that makes such a positive difference to people's lives, and continues to go from strength to strength providing support to those who really need it."

Simon Colburn

Assistant Director for Health and Environment,
City of Lincoln Council



South Kesteven District Council

“This county-wide service is making a real difference to people across South Kesteven who can access vital help at a time when they really need it. It is important to help adults to gain the confidence they need to live independently and by creating individual support plans for each referral, the partnership can ensure they do that for as long as possible.”

Cllr Robert Reid

Cabinet Member for Communities, Health and Wellbeing, South Kesteven District Council



Boston Borough Council

“We are thrilled to be working in partnership with the other districts delivering Wellbeing Lincs. The commitment demonstrates how health and wellbeing boards working flexibly and proactively to improve outcomes in people’s health, care and wellbeing.”

Cllr Paul Skinner

Portfolio holder for Regulatory Services, Boston Borough Council



Resettlement

A fundamental part of Wellbeing Lincs’ support for adults to live fulfilled, confident and independent lives within the home of their choice, is the Resettlement Service.

This ensures the safe and timely discharge of patients from hospital and care settings, settling them back into their own homes.

The service is available all year round for eligible clients, including weekends and bank holidays, between 10am and 10pm.

Responders meet vulnerable individuals at their home to provide basic support on their return home.

Some service users have no family or friends to be able to meet them and they have found this service to be invaluable.

We help with:

- Ensuring the home is warm and lit,
- Notifying care services that the person is home and clarifying when the next visit is going to be,
- Helping unpack,
- Clarifying arrangements for storage and taking of medications,
- Checking the service user has food or arrangements for a meal,
- Making a cup of tea,
- Notifying any family and friends that they are home ,
- Assessing risks in line with the client’s needs and their ability to adjust back into a home setting.
- Resettlement clients will be referred for a full Wellbeing Lincs assessment, as required, to meet any ongoing support needs.



Response

Wellbeing Lincs also operates a Response Service to provide a reliable response in situations where there is no-one else conveniently located or able to help in a hurry.

Regardless of which telecare provider a customer uses, they can choose the Wellbeing Lincs' Response Service to be called up, to respond to non-medical emergencies at their home and provide reassurance – any time of day or night.

It is available around the clock, by subscription, to any user of any telecare provision, regardless of whether they have accessed the broader Wellbeing Lincs service or not. It helps people to remain independent in their own homes while it is safe to do so.

Wellbeing Lincs' Responders are trained to respond to non-medical emergencies, such as:

- a fall which doesn't require immediate medical attention and subsequent care needs (non-injury, minor-injury or no-injury fall);
- situations when a responder is needed, but no immediate family or friends are available (support)/ reassurance;
- minor flooding or the trigger of a fire or smoke alarm which do not require fire and rescue services to attend (eg burnt food), environmental;
- bogus callers and anti-social behaviour, to give reassurance and support while waiting for the police to respond.

This service does not replace emergency services which, when needed, would be called directly by the telecare monitoring service.

As with all other segments of Wellbeing Lincs this service is person-centred and the health and wellbeing of the service user is paramount at all times.

755 Callouts for response

99% Response calls answered < 60 seconds.

300+ Response cases where need for ambulance was avoided

£60,000 Saving to NHS as Response averted need for ambulance in those cases

Reasons for the 755 Response Service call outs:

- **No response req'd – 242**
- **No-injury fall – 336**
- **Support whilst ambulance attending – 64**
- **Ambulance stood down on arrival – 3**
- **Environmental – 28**
- **Reassurance – 109**

The responder was wonderful that day – I could not have ask for anyone better to have been with her. Living 170 miles away this service was peace of mind, control room staff was very caring.

Brenda

- Welton

Aged 80, Brenda was found in a very stressed condition as she had jammed her motorized wheelchair between internal door frames at her home. It took some time to free the wheelchair but the response officer who attended was able to do it and calm Brenda down before checking the wheelchair was fully charged and safe to use again.

Eileen

- Bardney

Because of her circumstances, Eileen has to be visited by two response officers. On one visit the ambulance service was already in attendance but when the Wellbeing staff reassured 90-year-old Eileen and encouraged her to take fluids and made her comfortable in bed, the ambulance staff were able to leave and carry on with their calls.

Tom and Pauline

- Spilsby

They got in touch after midnight, very distressed about wires that had come out of a telecare unit. They said they could not go to bed until things had been checked. A response officer attended and spent almost an hour sorting out a mixture of telecare, telephone and power socket wires. Everything was then tested and the couple, in their 80s, were reassured and went to bed.

Thomas

- Lincoln

It took the Wellbeing responder just eight minutes to respond to a call that 90-year-old Thomas had suffered a fall. He was found sitting on the floor and was lifted before being changed into clean clothing and reassured. He later phoned to thank everyone for the speed of their response and the kind and professional way he had been dealt with.

Mary

- North Kyme

Ninety-four year old Mary was found lying face down in a pool of blood on her kitchen floor. The ambulance service was called and while they were on their way, the response officer was able to control the bleeding and use his first aid training which resulted in a better outcome than might otherwise have been the case.

Paul

- Alford

A response officer found Paul (73) trapped on his knees and wedged in by furniture. The ambulance service was phoned immediately and stayed on the line. When Paul stopped breathing he was pulled out onto his back and began breathing again. The ambulance crew then arrived and Paul was rushed to hospital.



Lifeline Services

Although Wellbeing Lincs doesn't provide a telecare – or lifeline service as they are sometimes known – it does assist customers in making an informed choice of provider.

Telecare is a personal alarm and monitoring service, designed to assist with safe, confident living at home.

As well as being called up by the telecare provider, the customer can instigate a response by pressing the pendant button to contact the centre, where someone will talk, offer reassurance and guidance, and initiate any necessary response.

This might be to notify a named responder, who may be a family member, friend or neighbour; the Wellbeing Response Service; any other nominated response service; or to contact the emergency services where appropriate.



For Bill having a Lifeline opened up a 24/7 response service as well as a reminder when to take medication.

Aids and Adaptations

Aids and adaptations can be integral to helping people to live safely and independently, by making everyday tasks in their home simpler.

Wellbeing Lincs makes it easy to access simple equipment that can make the world of difference to home life. These are called SADLs – small aids for daily living.

A wide range of SADLs is available help make life safer. This may be a kettle tipper to make it easier to pour hot water, or a chair raiser to ease comfort, rising and sitting – or grab rails, chair raisers, hand rails, toilet frames, shower seats and key safes.

A customer's need is established through the Trusted Assessment, with options to buy equipment through Wellbeing Lincs or sourced from other suppliers and fitted.

Wellbeing Lincs can also provide minor adaptations to the home and help to arrange more major adaptations. Any installation is carried out free of charge.

The service operates two vans which cover the entire county with friendly, helpful, DBS-checked handymen who attend at the client's convenience to install the items evaluated and ordered by the initial Trusted Assessor.

Adaptations help people to stay safe by reducing the likelihood of falls and accidents around the home. During an initial assessment, the Trusted Assessor looks at how a client moves around their home and identifies adaptations and equipment that could improve access to and within the home.

Minor adaptations are small changes to a home to make it easier to live safely and independently, such as a shower rail, grab rail or ramped door access.



Most SADLs are fitted within 7 days (non-urgent)



320 non-urgent SADLs and installations fitted within 7 days



562 small aids or adaptations provided / installed



Case study

George - Gonerby

Knowing and trusting the excellent support provided by Wellbeing Lincs as a previous client, George didn't hesitate to call on them again.

In his early 90s, after a recent fall and with an ongoing health issue, a need for minor aids was identified to support confidence in the bathroom.

Within just one day, his needs were assessed and advice was given for a shower seat, grab rail and pull-down handrail, with further support scoped out to assist him in achieving safe, confident and fulfilled independent living at home.

Satisfied SADLs customers

- Thankful for all the support, very happy with help with grab rails and an assisted bin pull.”
- Wanted to thank Donna and Geoff for the excellent service she had received, and to say she is very happy with the end products.”
- Thanks for advising on the Carbon Monoxide detector and detecting the issues with a gas heater that made it go off. Thanks too for the super hand rails.”
- Once again, I would like to say thank you very much to the Wellbeing team for their prompt and reactive help in relation to adaptations to enable my Dad to continue living independently. This spans from across all the helpful people I have spoken with on the phone, the very helpful home visits and the follow-up work carried out.”
- Many thanks for such a quick service all round and a professional fitter with a great sense of humour. An excellent job. We're very appreciative.”



Partnerships and Networks Development

The Wellbeing Service is all about relationships and there's a dedicated team committed to building these within the communities to broaden two-way understanding both among agencies and professionals that could refer in and for developing sources of support and outreach for service users.

The Partnerships and Networks Team focus on developing and maintaining networks, partnerships and pathways to enable Wellbeing Lincs customers to receive the support they need to improve outcomes, wellbeing and independence, to prevent people's needs escalating and to reduce demand on services such as hospital and social care.

Additionally the team attend events across the county raising the profile of Wellbeing Lincs, ensuring agencies and the public are aware of all elements of Wellbeing Lincs Service and how to refer into the service.

Over the initial year, from April 2018 more than 300 different agencies have referred into Wellbeing Lincs – responsible for more than 40% of the 6,449 referrals.

Additionally the team has developed relationships with 727 different services or organisations which are within the directory of contacts supporting the Generic Support work.



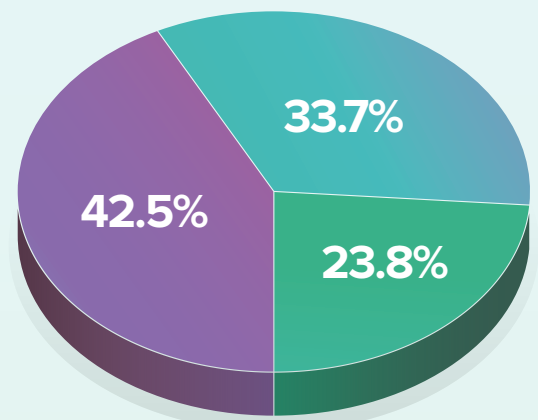
300+ different agencies referred into Wellbeing Lincs

727 organisations involved in Generic Support work

4,000 unique users over a year accessing www.WellbeingLincs.org

20,000 information leaflets distributed to raise awareness of the service

Origin of referrals for Wellbeing support



professional, caring or charitable agencies

self-referral

family & friends

A partnership based on joint working has developed with Lincolnshire Fire & Rescue to the benefit of Wellbeing Lincs and service users county-wide.

Partnership working is a vital part of Lincolnshire Fire & Rescue's strategy for identifying and supporting vulnerable people across the County, just as it is for Wellbeing Lincs.

A Service Level Agreement is in place that identifies how the two organisations can work together with a common aim of offering vital, specialist interventions to allow individuals to remain in their own homes, for longer and be safer whilst doing so.

The joint working arrangement sees the two organisations periodically sharing their knowledge with dedicated staff, with a view to enhancing skills of the two teams. Simple and easy-to-follow referral pathways have been developed, reducing the time for critical interventions to be delivered once identified.

Recent developments of the joint working protocols have seen Wellbeing Lincs staff using local Fire Stations, which is a natural progression of the partnership working. Although in the early stages of the new arrangements, local crews had given very positive feedback about the Wellbeing Lincs staff working from the stations.

Arrangements will continue to be reviewed with a view to exploring wider collaborative/partnership working opportunities to further support our communities.



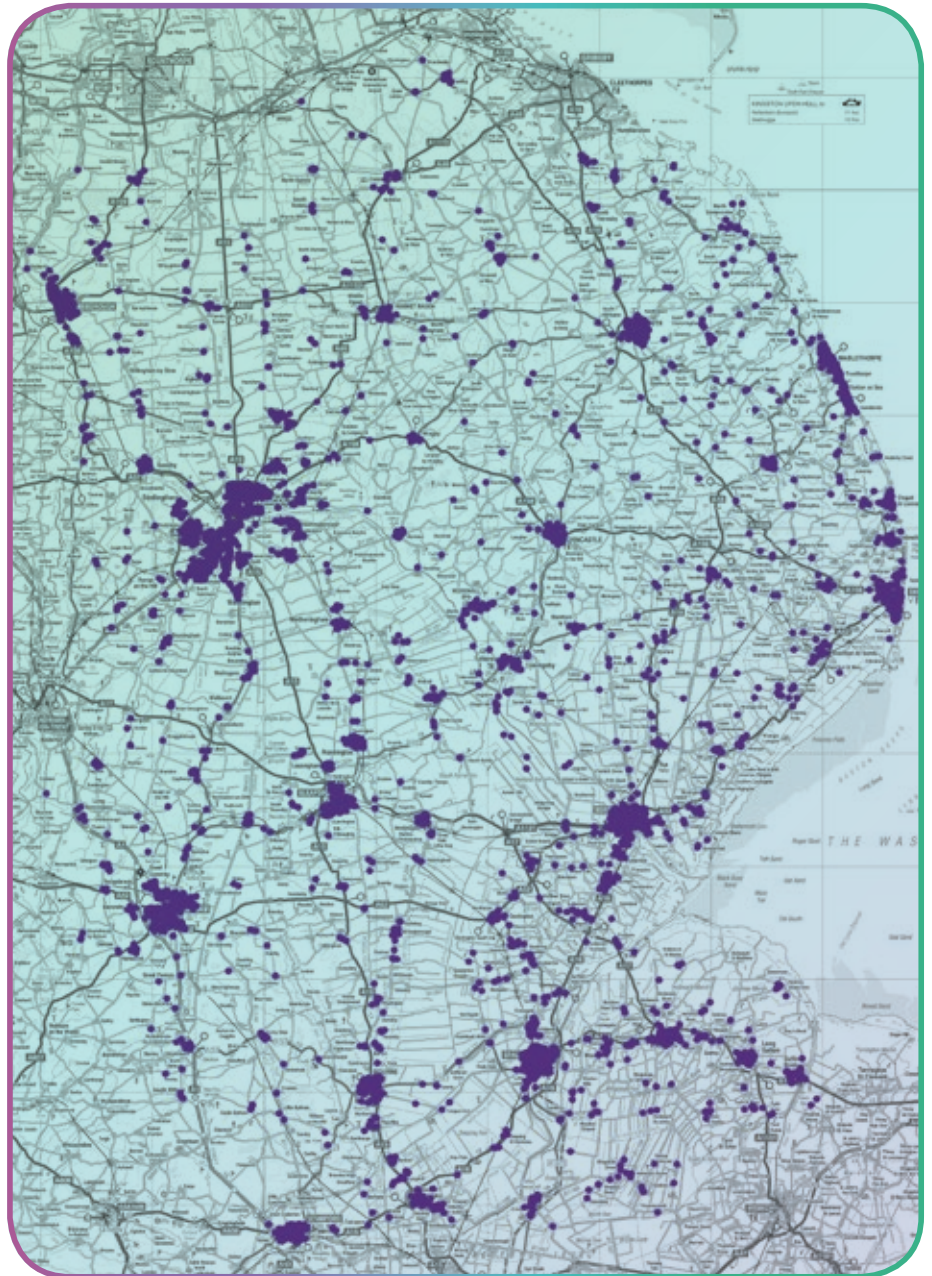
Continuous improvement

Detailed monitoring, analysis and intelligence are used to drive continuous improvement.

An Insight and Trend Analyst ensures a continued focus on continuous improvement, that our service develops in line with the evidence base and continues to provide a valuable contribution to the wider housing, health and care system.

Monthly contract management meetings and open book accounting ensure a regular, transparent flow of information between Lincolnshire County Council and Wellbeing Lincs; maintaining ongoing constructive challenge. The Insight and Trend Analyst maps the location of referrals - shown alongside - to ensure equitable service access.

Officers are embedded into emerging Primary Care Neighbourhood Working arrangements and hospital discharge teams to identify and support those people most likely to benefit from the service.



Insight & Trend Analyst

The Insight and Trend Analyst uses data collected by the service, as well as external datasets, to monitor referral trends and generate reports regarding specific demographics.

For example the relationship between deprivation and referral likelihood has been explored, finding that deprivation has a greater effect upon referral likelihood for the younger population.

A possible explanation for this is that the barriers associated with living independently increase generally with the onset of age, therefore, for the younger population circumstance (disability, receipt of means-tested benefits, poor quality housing, etc.) plays a greater role.

Reflection on the year

With a focus on preventing or delaying a customer's need to access NHS or Adult Social Care services for as long as it's safe to do so, Wellbeing Lincs provides customers with a holistic assessment of their needs followed by a period of tailored support.

Commissioned for up to 10 years and launched on the April 1, 2018, Wellbeing Lincs has had a busy first year!

Developing and maintaining true partnership working requires all partners to be fully committed to the aims and objectives, as well as to engage in a constructive way. As something of a first for Lincolnshire, all seven district councils came together collaboratively to ensure the effective delivery of a partnership service across all of Lincolnshire.

The Service has definitely faced a number of challenges through the first year, including navigating through TUPE procedures, bringing together staff from several organisations as well as mobilising a new delivery model for the Wellbeing Service.

Through the hard work and dedication of our staff, plus robust planning, we have been able to overcome most of the challenges; however we also need to recognise there is still work to do.

The service is measured against a robust performance framework, designed to ensure our customers receive the best possible service. Although the service is achieving or over-performing against the majority of our targets, work continues to reach this position for all our goals.

Key elements of this work involves using an in depth analysis of our service in order to identify where change is required, as well as a clear and effective governance through our Management Board, made up of representatives of the councils delivering the service.

David Postle

Wellbeing Lincs Service Manager
East Lindsey District Council





Wellbeing Lincs

Better wellbeing across Lincolnshire



Funded by Lincolnshire County Council, Wellbeing Lincs is delivered by the county's seven district, borough and city councils working in partnership.

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Agenda Item 6b



**Prosperous Communities
Committee**

14th July 2020

Subject: Housing Enforcement Policy Review

Report by:

Chief Executive

Contact Officer:

Andy Gray
Housing and Enforcement Manager

andy.gray@west-lindsey.gov.uk

Purpose / Summary:

To provide Committee with an updated version of the Housing Enforcement Policy to approve.

RECOMMENDATION(S):

Committee are asked to:

- a) Approve the revised Housing Enforcement Policy; and**
- b) Grant delegated authority to the Chief Executive, in consultation with the Chairman of the Prosperous Communities Committee, to make minor housekeeping amendments to the Policy in the future.**

IMPLICATIONS

Legal:

The Council is required to set out in policy its approach to Housing Enforcement to ensure that it is in line with the relevant and appropriate guidance and consistent in regards to how it is implemented.

The policy and its content may be referred to in cases where formal action has occurred and seeks to ensure that the approach taken is transparent and clear.

Financial : FIN/35/21/SSc

There are no direct financial implications within this policy.

It should be noted that the Council, under this policy can charge for certain elements of the work that it undertakes and these items are set out in the appendices within the policy.

Some of these charges, on receipt, are ring fenced to support further housing enforcement work and are utilised to cover some of the associated staffing costs.

Staffing :

There are no direct staffing implications within the report.

Equality and Diversity including Human Rights :

The policy does not seek to discriminate on any grounds. Any formal action taken will contain the relevant legislative rights of appeal.

Data Protection Implications :

Climate Related Risks and Opportunities :

This policy contains a range of measures that contribute to environmental improvements that can be made to properties to ensure that they meet certain standards.

The condition of housing stock plays a key role in ensuring that matters relating to climate change are addressed. New legislation and powers relating to the Minimum Energy Efficiency Standards (MEES) are included within this policy and enable the Council to act to address issues relating to this.

Alongside this, many of the powers under the Housing Act 2004 (as well as other included legislation) seek to address hazards that are present, some of which relate to matters such as excess cold and damp and mould. The installation of improved measures to properties such as newer heating systems, fixed central heating or double glazing all improve the environmental impact that they have.

Section 17 Crime and Disorder Considerations :

Health Implications:

There is a range of evidence available that supports the notion that health is impacted by poor housing conditions. This is demonstrated via the Housing, Health and Safety Rating System (HHSRS) guidance developed to support the work officers undertake under the Housing Act 2004 mainly.

Improving property conditions inevitably improves health and the range of tools and powers available provide the Council with a broad framework to not only enforce this, but to advise and guide landlords and tenants in regards to the obligations they have.

Title and Location of any Background Papers used in the preparation of this report:

Coporate Policy and Resources Committee, agenda item 6: 4th December 2019. Enforcement of the Domestic Minimum Level of Energy Efficiency.
[http://democracy.sharedlincs.net/documents/g2368/Agenda%20frontsheet%2004th-Dec-2019%2018.30%20Corporate%20Policy%20and%20Resources%20Committee.pdf?T=0&\\$LO\\$=1](http://democracy.sharedlincs.net/documents/g2368/Agenda%20frontsheet%2004th-Dec-2019%2018.30%20Corporate%20Policy%20and%20Resources%20Committee.pdf?T=0&LO=1)

Covid 19 guidance for tenants and landlords

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/888843/Updated_Landlord_and_Tenant_Guidance.pdf

Risk Assessment :

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

1. Introduction

1.1. The Council is required to have in place a Housing Enforcement Policy and from time to time, as legislation is introduced or amended the policy requires revision.

1.2. This paper sets out the revised version of the policy and outlines the main changes made.

2. Overview

2.1. This policy, in line with the Corporate Enforcement Policy outlines the Council's approach to enforcement, explains what action we can and cannot take and the factors we will consider when undertaking these duties. The Council's actions will be transparent, accountable, proportionate, consistent and targeted only at cases in which action is needed.

2.2. It should be noted that the Council's ability to enact parts of this policy are restricted currently due to the Covid 19 pandemic. Specific guidance has been issued to landlords and tenants in relation to disrepair and this is being applied at the current time. The main restriction relates to the internal inspections of properties, which carries a significantly higher risk to staff than in any normal circumstance. Other methods for assessing matters under this policy are being developed to enable the service to continue to be delivered. The focus currently remains on high risk issues that could cause a threat to life.

3. Housing Enforcement Policy

3.1. The main amendments to the policy are summarised as follows:

3.1.1. Approach to Enforcement

- The presumption that the Council will deal with the issue informally at first instance has been reversed in the case of high scoring issues where the council has a duty to act (such as in respect of Cat 1 hazards, Electrical Safety Standards etc.). Officers have retained an element of discretion in exceptional circumstances where they consider that an informal approach may remedy the issue more effectively but it is clear that, in most serious cases, the Council will act formally to discharge their duty. (**Housing Enforcement Policy, para 5.4**)
- In cases of lower risk issues where the Council has a power to act (such as in respect of Cat 2 hazards), there are no significant changes in the way we will approach enforcement, and the same factors as previous will be considered by Council officers when determining whether to take informal or formal action on a case by case basis. (**Housing Enforcement Policy, para 5.5**)

- This approach has been upheld at Judicial Review where challenged at another authority

3.1.2. Inspections

- The approach to inspections was not previously included in the policy. The updated version outlines the way in which the Council are already operating in respect of triaging cases and inspecting properties with the greatest identified risk.
- The position in respect of inspecting properties owned and managed by Registered Social Landlord's has also been clarified. This will only happen where we have a statutory duty to do so. (**Housing Enforcement Policy, 6.3**)

3.1.3. Recovery of costs and expenses

- The current policy gives indication that the Council may charge in some cases. The amended version reverses the assumption and outlines that there will be an associated charge in cases where a relevant notice has been served (**Housing Enforcement Policy, 7.3**)

3.1.4. Banning Orders

- The Council has a separate policy in place for this, which has now been added to the main Housing Enforcement Policy. (**Housing Enforcement Policy, 7.9**)

3.1.5. Electrical Safety Standards

- New legislation in effect from July 2020. This creates a new statutory obligation for landlords in relation to electrical safety. (**Housing Enforcement Policy, 8.3**). This matter is detailed further within the revised Civil Penalties Policy.

3.1.6. Minimum Energy Efficiency Standards (MEES)

- An additional matrix has been added to the policy for calculating non-compliance penalties. (**Housing Enforcement Policy, Appendix D – page 24**).

4. Recommendations

Committee are asked to:

- a) Approve the revised Housing Enforcement Policy; and
- b) Grant delegated authority to the Chief Executive, in consultation with the Chairman of the Prosperous Communities Committee, to make minor housekeeping amendments to the Policy in the future.

Housing Enforcement Policy

Housing and Environmental Enforcement

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1. Background

1.1 The Council aims to ensure that all residents of West Lindsey have a home that is safe, secure, dry and not overcrowded. This policy, alongside the Corporate Enforcement Policy and secondary policies such as the Banning Order policy and Civil Penalties policy, outlines how the Council will use appropriate enforcement powers to ensure that all owners comply with their statutory obligations.

2. Definition for the purpose of this Policy

Term	Meaning
Proportionality	Relating enforcement action to the risks posed by the condition or situation and the likely benefits achieved by compliance.
Consistency	Taking a similar approach in similar circumstances to achieve similar ends. Enforcement action will be similar regardless of the tenure and location.
Targeting	While ensuring we respond to any unsafe housing and nuisance, we will pro-actively use enforcement action in high risk situations of occupation, and areas with the highest level of unsafe, empty dwellings, disrepair and poverty.
Transparency	Helping all members of the community, who we come into contact with, to understand their rights and responsibilities.
Hazard, category 1	Defined in Section 2 of the Housing Act 2004. A deficiency which has been calculated under the Housing Health and Safety Rating System to be highly likely to cause serious harm.
Hazard, category 2	Defined in Section 2 of the Housing Act 2004. A deficiency which has been calculated under the Housing Health and Safety Rating System to be likely to cause harm.
Statutory Nuisance	Defined in Section 79 of the Environmental Protection Act 1990. A certain type of defect which is prejudicial to health and/or a nuisance.

3. Policy Statement

3.1 The Council will use all available and appropriate legislation to ensure that the housing stock in West Lindsey is safe, maintained in good repair and well managed. The Council will also use appropriate legislative powers to improve housing standards, reduce the impact of empty homes, and to ensure dwellings do not fall under the definition of a statutory nuisance. Where we take enforcement action to gain compliance with the law, it will be proportionate, consistent, targeted, transparent and in line with Statutory Obligations.

4. Statutory Obligations

- 4.1** The Council has a statutory duty to take action to remove Category 1 Hazards as per the Housing Health and Safety Rating System (HHSRS) and housing conditions that fall under the definition of a statutory nuisance. The Council must also run a licensing scheme for certain types of high risk houses in multiple occupation (HMO). The Council has an obligation to take action where they have grounds to believe a landlord is in breach of their duties in respect of electrical safety.
- 4.2** Various acts of Parliament also give the Council discretionary powers to resolve unsatisfactory conditions in houses, HMOs and flats, and to reduce the impact of long term empty properties. This policy summarises how the Council will satisfy its legal duties and responsibilities.
- 4.3** The Council is fully committed to being fair, independent and objective. In particular, all officers will serve the community equally and fairly, in accordance with our generic Equality Policy.
- 4.4** The Council's overall approach to enforcement is set out in the Corporate Enforcement Policy

5. Approach to Enforcement

- 5.1** In deciding the course of enforcement it will take, the Council will have regard to circumstances including, but not restricted to, those below:
- The statutory obligations of the Council
 - The seriousness of the offence
 - The general record of the offender
 - The consequences of non-compliance
 - The frequency of the offence
 - Public interest and concern
 - The likely effectiveness of the various enforcement options
 - Whether the landlord is a member of a private sector accreditation scheme
 - Whether grant funding has been paid to provide or repair the item or element concerned
 - The views of tenants and occupiers
 - The views of other organisations including the police, fire and rescue service, social services etc.
 - Whether the property needs to be licensed under a mandatory, additional or selective licensing scheme.
 - Whether empty homes have been identified as a local priority.
 - Whether the tenant has made a written request to the landlord for works to be completed and the landlord has failed to do so in a reasonable timescale
 - The effect on a tenant's security of tenure of serving a hazard awareness notice or improvement notice

- 5.2** Enforcement decisions must be consistent, balanced, and fair and relate to common standards to protect public health and safety, economic wellbeing or the environment. Each case is unique and must be considered on its own merits.
- 5.3** Officers taking any action will distinguish between legal requirements and matters which are recommended as good practice.
- 5.4** In cases where a high risk to tenants or visitors has been identified, the Council will in most circumstances work formally through the service of relevant statutory notices or orders to discharge their duty to act. Exceptions to this may arise where the case officer considers that the hazard can be dealt with more effectively through informal means.
- 5.5** Where a lower risk has been identified, the Council will retain the power to act where they have the legislative ability to do so. In the case of hazards determined under the Housing Health and Safety Rating System (HHSRS), the Council is able to exercise its power to deal with Category 2 hazards in cases where they are deemed to be significant and scored at either a 'D' or an 'E' under that system, or may consider an alternative informal approach.

6. Enforcement Options

6.1 Informal Action

- 6.1.1** Informal action in respect of lower risks may include the offering of advice; verbal warning and requests for action; written correspondence or the removal of the landlord from an accreditation scheme.

The circumstances in which informal action may be appropriate include:

- Where informal action has resulted in compliance in the past
- Where the owner is likely to comply
- Where non-compliance will not result in a significant risk to occupiers or the public, or the violation is of a minor technical nature
- Where the Council considers that informal action will be more effective than formal action

- 6.1.2** Any informal written documents asking owners to comply with legal requirements will:

- Contain all the information needed to understand what work is required and why the work is necessary;
- Show the law which has been broken, or which would be broken if action was not taken, and measures that will satisfy the legal requirements, and explain that the owner may choose other ways to achieve the same effect;
- Clearly show any recommendations of good practice, to show that they are not a legal requirement

- 6.1.3** If informal methods of enforcement are unsuccessful, formal action will be taken where the Council has the power to do so.

6.2 Formal Enforcement

6.2.1 Formal action may include:

Action under the provisions of Part 1 of the Housing Act 2004 to:

- Serve an improvement notice under sections 11 and/or 12
- Serve a suspended improvement notice under section 14
- Make a prohibition order under sections 20 and/or 21
- Make a suspended prohibition order under section 23
- Serve a hazard awareness notice in accordance with sections 28 and/or 29
- Take emergency remedial action under section 40
- Make an emergency prohibition order under section 43
- Make a demolition order under section 46

6.2.2 Other formal action available may be in the form of;

- The refusal to grant or the revocation of a licence under Parts 2 & 3 of the Housing Act 2004. All matters relating to selective licensing under Part 3 of the Housing Act 2004 and the factors affecting decisions to grant a licence or otherwise will be laid out in the designation of any scheme that is made.
- The making of management orders under Part 4 of the Housing Act 2004
- The making of orders under the provisions of the Housing Act 1985, as amended
- The service of an abatement notice under the Environmental Protection Act 1990
- The service of Statutory Notices under the provisions of other legislation, including but not limited to the Prevention of Damage by Pests Act 1949 and the Local Government (Miscellaneous Provisions) Act 1982
- The making of a Compulsory Purchase Order under the Housing Act 1985 or other legislation
- Works in default of completion by an owner, agent, person responsible, manager or occupier
- Simple caution
- Prosecution
- Issuing of financial penalties
- Publication of offences, where appropriate
- The application to make a Banning Order, or Rent Repayment Order.
- The addition on to the Rogue Landlord Database
- The service of remedial notices under the provisions of various regulations, including but not limited to the Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 and the Smoke and Carbon Monoxide Alarm (England) Regulations 2015.

6.2.3 Demolition and Compulsory Purchase Orders will only be made by decision of the relevant Council Committee.

6.3 Premises Inspections

6.3.1 The Council keep the housing conditions in the district under review, with a view to identifying any action which may be required. In line with this, the Council will conduct inspections on premises, where it is appropriate to do so.

6.3.2 Circumstances in which it may be appropriate for an officer to inspect include the following:

- Where the Council have information to indicate there may be a high level risk to the occupiers of a property
- Where the Council believe an offence has been committed and an inspection is necessary as part of an investigation
- To determine whether a property requires a licence under Part 2 or 3 of the Housing Act 2004
- As part of a proactive inspection regime , or targeted inspections where a landlord has failed to meet their obligations at other properties
- To ensure private rented sector properties comply with housing legislation
- To determine whether a statutory nuisance exists at the premises

6.3.3 The Council is unlikely to inspect in reactive disrepair cases where deficiencies contributing to a lower level of risk have been reported, and in such cases is likely to liaise with the landlord and occupier without conducting an inspection. If the reported issues deteriorate, or no action is taken by the landlord to address the hazards, the case officer will consider whether it is appropriate to conduct an inspection.

6.3.4 Where the landlord of a property is a Registered Social Landlord (RSL) and is improving their stock to make it decent, the Council will not conduct inspections unless it has a statutory duty to do so. In most cases, the Council will liaise with the RSL to make them aware of reported problems and seek assurance that the relevant actions have or will be taken.

6.3.5 Prior to taking formal action under Part 1 of the Housing Act 2004, property owners and occupiers will be given 24 hours' notice of the Council's intention to carry out an inspection. Notable exceptions to this include:

- Where the Council believes it may be required to use Emergency Powers in respect of a hazard which exists at a property.
- Where giving prior notice of an inspection would defeat the purpose of entry, and a warrant for entry is therefore required.

- 6.3.6** In cases where officers are investigating specific offences they will not give prior notice to the owner in most cases, unless they have a statutory duty to do so.
- 6.3.7** Officers conducting inspections are able to take equipment to take measurements and photographs, and samples of any articles and substances where necessary. Officers are also able to make recordings and may wear body worn cameras, the use of this equipment is governed by the Body Worn Cameras Policy.
- 6.3.8** Officers conducting inspections are also able to take other persons with them where necessary, including additional officers or staff from appropriate third party agencies.

6.4 Level of Enforcement using HHSRS

- 6.4.1** The Council assesses each hazard based on the risk to a potential occupant in the most vulnerable group for that hazard under the Housing Health and Safety Rating System. However, in deciding what action to take about identified hazards, the Council will have regard to the following:
- The current occupiers
 - Regular visitors
 - How often the tenants or occupants change
 - The risk of excluding vulnerable groups of people from the private rented sector or owner occupation
 - The size, type and location of the property
 - The likelihood that there will be a deterioration of conditions in the next twelve month period.
- 6.4.2** Where a suspended order or notice is served, the situation will be reviewed on a regular basis depending on the risk the hazard presents. In all cases the suspended order or notice will be reviewed at least once a year.
- 6.4.3** In determining what course of action to take, including whether to vary or revoke an improvement notice or prohibition order the Council will have regard to matters including, but not restricted to, the following:
- The views of the person receiving the notice (the recipient)
 - The views of tenants
 - The views of Fire and Rescue Service, where appropriate
 - The risk that the hazard presents
 - How confident officers are that the recipient will respond
 - The amount, quality and speed of completion of any works taken to deal with deficiencies and hazards specified in the notice or order

- Whether the recipient has previously complied with informal and formal actions
- The cost of any works compared to the benefit that they give
- Any more unexpected works which become clear during the course of remedial works

7. Additional Information on Enforcement Action

7.1 Works in Default

- 7.1.1** Where there is a failure to comply with a Statutory Notice the Council may, if it is in the interest of the tenants or others, carry out any outstanding works in default. Where there is a statutory duty to undertake works in default, they will be carried out.
- 7.1.2** The Council will recharge the cost of carrying out such works with the Council's costs and officer time included, and if necessary recover these as a charge against the property or through the Council's recovery services. This could include enforced sale of the property to recover a Local Land Charge under the Law of Property Act 1925 where this is considered to be in the public interest.

7.2 Management Orders

- 7.2.1** The Council may make a Management Order under the provisions of Part 4 of the Housing Act 2004, relating to licensable properties as defined by Parts 2 & 3 or long term empty dwellings. It may apply to the First Tier Tribunal (Property Chamber) for an interim management order in other prescribed circumstances.
- 7.2.2** When Management Orders are used, the Council effectively takes over management of the HMO, house or flat. They will normally only be used as a last resort and if no other enforcement power is effective.
- 7.2.3** The Officer must discuss considering a Management Order with the Chief Operating Officer, or equivalent post, or their duly appointed representative. Only the Chief Operating Officer, or equivalent post in line with the Constitution can make the decision to make a Management Order.

7.3 The Recovery of Costs and Expenses

- 7.3.1** The Council will charge for notices and orders served where they have a statutory power to do so, particularly in respect of those served under Part

1 of the Housing Act 2004.¹ Charges are based on the cost to the Council of determining the most appropriate course of action, drafting and serving the notices. Action taken by the council to recover costs and expenses will be in accordance with the legislative provisions of the relevant Acts. Appendix A provides a list of chargeable items.

7.4 The Licensing of Houses in Multiple Occupation

7.4.1 A House in Multiple Occupation (HMO), is defined in the Housing Act 2004 as a building, or part of a building, that:

- is occupied by more than one household who share or lack a bathroom, toilet or kitchen;
- is occupied by more than one household and which is a converted building - but not entirely self-contained flats (whether or not some amenities are shared or lacking) , or
- is converted self-contained flats, but does not meet as a minimum standard the requirements of the 1991 Building Regulation and at least one third of the flats are occupied under short tenancies.

7.4.2 Part 2 of The Housing Act 2004 requires **the following types of HMO to be licensed:**

- occupied by five or more people in more than one household, who
- share amenities such as bathrooms, toilets and cooking facilities, and
- rent or other consideration is payable

7.4.3 An application for a HMO licence under Part 2 of the Housing Act 2004 must be made in writing on a form supplied by West Lindsey District Council, or online on the council's website, and must be accompanied by specified documents. The council may serve a Temporary Exemption Notice where a person having control of, or managing, a licensable HMO notifies the council of their intention to take steps to make the property no longer a licensable HMO.

7.5 Standards for Licenced HMOs

7.5.1 Prior to licensing a house in multiple occupation, the local housing authority must be satisfied that:

- The house is reasonably suitable for occupation by the number of persons and households specified in the application or the licence;

¹ With the exception of hazard awareness notices, which do not carry a fee.

- The licence holder is a fit and proper person and is the most appropriate person to hold the licence, which will usually be the person having control;
- The manager of the house is the person having control of the house or their agent or employee, and is a fit and proper person;
- The management arrangements for the house are satisfactory.

7.5.2 When deciding whether to grant or refuse a licence, the council will have regard to:

- The requirements of the Housing Act 2004 Part 2 and any Statutory Instruments made under it, including:
- The prescribed standards for the provision of bathrooms, WCs, kitchens and laundry amenities.
- Any contravention of the law by the applicant, proposed licence holder or manager
- Whether any persons involved in the management of the HMO are competent, fit and proper, and whether the management structures and financial arrangements are adequate

7.5.3 The Council may impose licence conditions:

- Where they are mandatory under Schedule 4 of the Housing Act 2004
- To control the use or occupation of the HMO or certain parts of it
- To secure the provision and maintenance of amenities to ensure that the HMO is reasonably suitable for the numbers of households and persons in the licence
- To ensure satisfactory management of the HMO and management of antisocial behaviour.

7.5.4 A HMO licence will usually be granted for a period of five years, however a shorter duration may be granted, having regard to the matters above and any concerns that a Category 1 or Category 2 hazard may be present under the Housing Health and Safety Rating System.

7.5.5 An inspection and assessment of the HMO will be made under the Housing Health and Safety Rating System during the licence term, and the Council will use its enforcement powers under Part 1 of the Housing Act 2004 and Section 5 of this policy to deal with any deficiencies or hazards found.

7.5.6 An HMO licence may be varied or revoked:

- with the agreement of the licence holder,
- where there has been a breach of the licence conditions
- where the licence holder or manager is no longer considered to be a fit and proper person

- where the building ceases to be an HMO, or
- where the council would not then issue a licence for the HMO if an application were made at that time, due to structural reasons.

7.5.7 The Council has produced separate Houses in Multiple Occupation Standards, which provides further information for landlords of the criteria that will need to be met to operate HMO's in the District.

7.6 Empty Properties

7.6.1 The Council recognises the effect long-term empty properties have on an area by attracting anti-social behaviour and having a negative impact on the local community and values of neighbouring properties. Empty properties are also a wasted resource, reducing the supply of housing in the local area.

7.6.2 The Council seeks to balance incentive-based measures such as grants available under the Housing Assistance Policy and Long Term Empty Property council tax charges with the enforcement options outlined in this policy, in order to bring empty properties in the district back into use.

7.6.3 Engagement and voluntary compliance from empty property owners will initially be sought, and the Council will engage with owners to try and find agreeable solutions. However, where there is inadequate cooperation or engagement from the owners of long term and/or problematic empty properties, the Council will use appropriate powers to achieve a satisfactory outcome, and has a range of enforcement options available:

- **Empty Dwelling Management Order (EDMO)** – Part 4 of the Housing Act 2004 gives the Council powers to bring empty properties back into use through the making of Empty Dwelling Management Orders, which allow the Council to acquire management and use the property to meet local needs for a period of 7 years, with the costs recovered through rental income.
- **Compulsory Purchase Order (CPO)** – The Council is able to use CPO powers in circumstances where there appears to be no other prospect of a suitable property being brought back into use. Properties which are subject to a CPO will be sold on and subsequently monitored, to ensure they are brought back into use.
- **Enforced Sale** – section 103 of the Law of Property Act 1925 allows the Council to exercise a power of sale in respect of outstanding debt secured by a legal charge – for example, where expenses have been incurred where the Council has conducted works in default of a notice at a property. If the debt remains outstanding, the Council has the power to sell the property and recover the debt from the proceeds.

7.6.4 Alongside measures to bring empty properties back into use, the Council also has additional powers to limit the impact empty properties can have on the local area:

- **Local Government (Miscellaneous Provisions) Act 1982** – Power to undertake works necessary to secure an empty property (s.29)
- **Environmental Protection Act 1990** – Power to serve a notice requiring the owner to take steps to secure a property, or allow the Council to board it up in an emergency (s.80)
- **Building Act 1984** - Power to serve a notice requiring the owner to take steps to secure a property, or allow the Council to board it up in an emergency (s.78)
- **Prevention of Damage by Pests Act 1949** – Power to serve notice to require an owner to take steps to clear the land of vermin or remove waste likely to attract vermin (s.2 - s.7)
- **Town and Country Planning Act 1990** – Power to serve notice to require an owner to remedy unsightly land or external appearance of a property (s.215)

7.6.5 Officers will consider the most appropriate enforcement option on a case by case basis, with regard given to: local need; effectiveness; cost efficiency; impact of the affected property, and; the level of cooperation of the property owner.

7.7 Civil Penalties

7.7.1 The Housing and Planning Act 2016 makes provision for the Council to seek to impose a penalty as an alternative to prosecution. The offences within the act where a civil penalty can be imposed are:

- Failing to comply with an improvement notice under section 30
- Offences relating to the licensing of a house in multiple occupation under section 72
- Offences relating to licensing of a house under Part 3 (selective licensing) under section 95
- Offences relating to the contravention of overcrowding notices (section 139)
- Failure to comply with the Management of Houses in Multiple Occupation (England) Regulations 2006 in respect of HMOs (section 234)

7.7.2 The same criminal standard of proof is required to impose a civil penalty as it would be in a prosecution. This means that prior to taking formal action, the Council will be satisfied that if the case were to be prosecuted, there would be a realistic prospect of conviction, having regard to the Crown Prosecution's Service Code for Crown Prosecutors.

7.7.3 The West Lindsey District Council Civil Penalties Policy will be used to inform the decisions that the Council will make in regards to determining whether to issue a civil penalty as an alternative to prosecution, and what level of penalty would be appropriate.

7.7.4 A civil penalty will not be applied if a person has already been convicted of that offence or where criminal proceedings have already been instigated. Income received from a civil penalty will be used to maintain the Council's statutory functions in relation to the private rented housing sector.

7.8 Rent Repayment Orders

7.8.1 The Housing and Planning Act 2016 confers power on the Council to make an application to the First-Tier Tribunal for a rent repayment order where a landlord has committed one of the following offences:

- Failure to obtain a property licence for a House in Multiple Occupation (section 72(1) of the Housing Act 2004)
- Failure to obtain a property licence for a house in a designated Selective Licensing area (section 95(1) of the Housing Act 2004)
- Failure to comply with an Improvement Notice (section 30 of the Housing Act 2004)
- Failure to comply with a Prohibition Order (section 32 of the Housing Act 2004)
- Breach of a banning order made under section 21 of the Housing and Planning Act 2016
- Using violence to secure entry to a property (section 6 of the Criminal Law Act 1977)
- Illegal eviction or harassment of occupiers of a property (section 1 of the Protection from Eviction Act 1977)

7.8.2 A rent repayment order will require the landlord to repay an amount of rent paid by the tenant, or pay the Council an amount in respect of a relevant award of Universal Credit or Housing Benefit paid over the course of the offence.

7.8.3 In circumstances where the Council considers that they are able to evidence that a relevant offence has been committed to the criminal standard of proof, they will consider application for a rent repayment order where they are eligible. The Council may also help a tenant apply for a rent repayment order where legislation permits.

7.8.4 The Council's approach to rent repayment orders is on a case by case basis and is in line with the specific guidance produced in relation to this.

7.9 Banning Orders

7.9.1 The Housing and Planning Act 2016 enables the Council to apply to the First tier Tribunal to import a banning order on a landlord or managing agent, following conviction for a 'banning order offence', which will prevent their continued operation within the private rented sector for a specified length of time.

7.9.2 The Council's Banning Order policy outlines the factors which will be considered in determining whether to make an application for a banning order, and in making a recommendation to the Tribunal as to the length of time a banning order should be imposed for.

7.10 Protection from Eviction and Harassment

7.10.1 Where the Council has reason to believe that an illegal eviction is or has taken place, we will act accordingly to investigate the potential offence and take any necessary enforcement action under the Protection from Eviction Act 1977. Where an accusation of harassment is made, under the same Act, the Council will seek to investigate this to determine whether an offence has been committed. Where an offence is established to the requisite standard, the appropriate enforcement action will be taken.

8. Other Obligations

8.1 Redress Schemes for Letting Agents and Property Managers

8.1.1 Under the Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc.) (England) Order 2014, there is a legal requirement for all lettings agents and property managers in England are a member of a Government-approved redress scheme. Where the Council is satisfied that a person is involved in lettings and management as a business and is not registered with a scheme, the Council may issue a fine.

8.1.2 The proposed fine in regards to this order is detailed in Appendix B.

8.2 Smoke and Carbon Monoxide Requirements

8.2.1 The Smoke and Carbon Monoxide (England) Regulations 2015 require that private sector landlords ensure that at least one smoke alarm is installed on every storey of their rented property and that a carbon monoxide alarm is installed in any room containing a solid fuel burning appliance. This is the minimum standard for private rented sector properties and the Council may require additional measures under other legislative provisions, such as Part 1 of the Housing Act 2004, or the conditions of a licence granted under Part 2 or Part 3 of the same Act.

8.2.2 The Council will accept the following evidence of a lack of relevant alarm as reasonable grounds of a breach:

- Inspection by a Council officer
- Confirmation from a relevant professional
- Provision of photographic evidence

8.2.3 With regard to the Enforcement Options and Council's approach to enforcement set out in section 6, the Council has the power to issue a remedial notice in cases of non-compliance, where the matter is not otherwise addressed by alternative action under Part 1 of the Housing Act 2004 or relevant licence conditions, and the landlord must comply with the notice within 28 days. If they do not, the council will carry out remedial action (where the occupier consents) to ensure the requirements in the regulations are met.

8.2.4 The Council will issue a civil penalty of up to £5,000 where a remedial notice is served and has not been complied with, and has set out a statement of principles for its Penalty Charge Notice (PCN), which is shown in Appendix C.

8.3 Electrical Safety Standards

8.3.1 The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 require that landlords ensure the electrical installations in private rented sector properties are safe for continued use, and carry out periodic testing to evidence this.

8.3.2 The Regulations apply to all new relevant tenancies from 1st July 2020, and all existing tenancies from 1st April 2021, and require that landlords carry out electrical testing no more than every five years and provide copies to tenants and to the Council on request.

8.3.3 Where the Council believes that a landlord has breached their duties under the Regulations, they may do one, or a combination of, the following:

- Serve a remedial notice on the landlord, requiring them to take action in respect of the breach
- Carry out urgent remedial action where a report indicates it is required
- Carry out remedial action where a landlord is in breach of a remedial notice
- Issue a financial penalty of up to £30,000 in respect of a breach of the Regulations.

8.3.4 The West Lindsey District Council Civil Penalties Policy will be used to inform the decisions that the Council will make in regards to determining whether to issue a financial penalty and what level of penalty would be appropriate.

8.4 Energy Efficiency

8.4.1 The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 establish a minimum standard for domestic privately rented property, subject to certain requirements and exemptions:

- From the 1st April 2018, landlords of relevant domestic private rented properties may not grant a tenancy to new or existing tenants if their property has an Energy Performance Certificate (EPC) rating of band F or G.
- From 1st April 2020, landlords must not continue letting a relevant domestic property which is already let if that property has an EPC rating of F or G (as shown on a valid EPC for the property).

8.4.2 Where a landlord wishes to continue letting property which is sub-standard, they will need to ensure that energy efficiency improvements are made which raise the EPC rating to a minimum of E. Under prescribed circumstances within the Regulations, the landlord may claim an exemption from prohibition on letting a sub-standard property. Where a valid exemption applies the landlord must register the exemption on the national Private Rented Sector Exemptions Register.

8.4.3 The minimum standard will apply to any domestic privately rented property which is legally required to have an EPC and which is let on certain tenancy types. Landlords of property for which an EPC is not a legal requirement are not bound by the prohibition on letting sub-standard property.

8.4.4 The Council will check that properties in the district falling within the scope of the Regulations meet minimum levels of energy efficiency.

- 8.4.5** Formal action taken by the Council may include service of a compliance notice for further information or requiring remedial action, a financial penalty notice and/or a publication penalty where a breach of the Regulations has been established.
- 8.4.6** The Council have outlined the maximum penalties available per breach, and the considerations which will be taken into account in setting the level of penalty in Appendix D.
- 8.4.7** The Council will have regard to guidance in the application of this legislation, the penalty amount and the publication of the penalty.

9. Arrangements to Implement the Policy

- 9.1** Officers implementing this policy will have regard to current national guidelines and local circumstances. At times of national crisis, such as a public health emergency, temporary regulations may come into force which may impact how local authorities carry out their housing enforcement functions, and impose changes which will supersede this policy. In such circumstances, where contrary guidance is issued, the Council will integrate current advice into their working practices.
- 9.2** Customers will be notified of the impact any such temporary regulations have on the Council's housing enforcement functions and where appropriate, provided a link to the relevant guidance.
- 9.3** Enforcement will only be undertaken by authorised officers. Only competent and suitably qualified and experienced officers will be so authorised, and their authority will reflect their competence, qualities and experience.

10. Standards

- 10.1** West Lindsey District Council aims to deliver a quality service. In matters relating to housing enforcement, officers will:
- Respond to all urgent requests for service within 2 working days
 - Acknowledge all non-urgent requests for service within 2 working days
 - Respond to all non-urgent requests for service within 10 working days
 - Give tenants and occupiers clear advice about the extent of any action which the Council is able to take, and provide copies of any notices sent to the landlords as specified in the appropriate legislation

- Advise landlords and property owners of their legal responsibilities and, if the Council is taking enforcement action, advise exactly what is expected of them and any right of appeal

11. Feedback on our service

- 11.1** The Council encourages and welcomes feedback on its services. If you wish to provide feedback you can do so by visiting:
www.west-lindsey.gov.uk/feedback

12. Links with Other Policies

- 12.1** This policy has been considered alongside the following;
- The Housing Assistance Policy;
 - The Corporate Enforcement Policy;
 - The West Lindsey Housing Strategy;
 - The Banning Order Policy
 - The Civil Penalties Policy
 - Houses in Multiple Occupation Standards

Appendix A – Fees and Charges

The Council will calculate a charge to the recipient of a notice as a consequence of taking Enforcement Action, or the applicant of a HMO licence, using the table below. These charges have been calculated taking account of officer time, mileage, photocopying, printing and postage or service costs. The increasing cost of a notice where there are multiple hazards, or determining a licence of a larger HMO, reflects the extra work and complexity of dealing with these cases.

All fees are exclusive of VAT and interest may be charged where applicable.

Item	Basic Fee	Increments	Maximum
Mandatory HMO licence application	£825 for up to five units / bedrooms	£50 per additional unit	n/a
Mandatory HMO licence renewal	£700 for up to five units / bedrooms	£50 per additional unit	n/a
Improvement Notice	£350		n/a
Emergency Remedial Action Notice (plus cost of works – see below)	Cost of works, plus officer time	n/a	n/a
Prohibition Order	£350	n/a	n/a
Emergency Prohibition Order	£350	n/a	n/a
Demolition Order	£350	n/a	n/a
Immigration Procedure Inspection	£70 per inspection		n/a
Mobile Homes Act 2013 – Compliance Notice	Hourly rate of relevant officers with on costs plus work in default costs of works	n/a	n/a
Mobile Homes Act 2014 – Emergency Remedial Action Notice	Hourly rate of relevant officers with on costs plus work in default cost of works	n/a	n/a
Civil Penalty - Housing and Planning Act 2016	Up to £30,000	See separate policy	£30,000
Financial Penalty - Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020	Up to £30,000	See separate policy	£30,000
Penalty Charge Notice (Smoke and Carbon Monoxide Alarm (England) Regulations 2015)	Up to £5,000. Issued as fine following non-compliance with Remedial Notice and subsequent remedial works		
Monetary Penalty - Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc.) (England) Order 2014)	Up to £5,000. See Appendix C	n/a	£5,000

Financial Penalty – The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015	As specified by s.40 of those regulations		£5,000
Works in default of any legislation or emergency remedial action	Cost of work plus hourly rate of officer with on costs	n/a	n/a
Selective Licensing Fee (Gainsborough South West Ward)	WLDC - £375 CO-Reg - £120		

Appendix B

Smoke and Carbon Monoxide Alarm Statement of Principles

This statement of principles is in relation to the “*The Smoke and Carbon Monoxide Alarm (England) Regulations 2015*”, which can be found here

<http://www.legislation.gov.uk/id/uksi/2015/1693>

The Penalty Charge Notice (PCN) recognises the failure on the landlord’s part to comply with legislation. In determining the PCN amount the following has been taken into consideration:

- The administrative and professional costs incurred by the local authority in regards to the remedial works, the serving of formal notices, any informal steps taken and in determining reasonable grounds.
- The costs incurred by the local authority in completing the relevant remedial works required
- The failure on the landlords behalf to complete the required works within the period given.
- Previous unspent conviction or WID specifically in relation to the owners role as a landlord
- Previous remedial action under Smoke Alarm and CO legislation or by the Fire and Rescue Service
- The type or condition of property in which the offence has been committed
- The risk of harm relating to the specific case

Payment of the Penalty Charge

- A landlord issued with a PCN is required to pay it within a specified period. This period will be confirmed on the PCN and will take into consideration the level of fine that has been applied. This period will usually be 28 days. Should the payment of the PCN for a first offence under this legislation be made within 14 days of its issue, the fine will be reduced by £200.
- If a landlord does not agree with the PCN issued they must apply to the local authority to review this, in writing, within 14 days of issue. The local authority will then confirm whether to confirm, vary or withdraw the notice and will serve a notice of decision on the landlord.
- If the local authority confirms or varies a PCN, it will inform the landlord that they can appeal to the First-tier tribunal.

Appendix C

Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc.) (England) Order 2014

To ensure the effectiveness of the requirement for lettings and property management agents to belong to a redress scheme, there must be a process for ensuring compliance and a fair and effective penalty where the requirement is not met.

The enforcement authority can impose a fine of up to £5,000 where it is satisfied, on the balance of probability, that someone is engaged in letting or management work without being a member of a redress scheme.

The two Government-approved redress schemes are:

- Property Redress Scheme (www.theprs.co.uk)
- The Property Ombudsman (www.tpos.co.uk)

The agreed level of fine will be based on the following principles:

- Single instance of non-compliance – Notice of Intent served to issue £1000 fine
- More than one non-compliance and/or complaint received about agents conduct – Notice of intent served to issue £2500 fine
- Multiple and persistent non-compliance and/or complaints received about agents conduct – Notice of Intent served to issue £5000 fine.

Each fine will be calculated on a case by case basis and regards will be given to:

- The previous conduct of the agent
- The number of persons affected by the breach
- The risk of harm from poor management of the properties
- The turnover/scale of the business

The Council will consider any representations made by the lettings agent or property manager during the 28 day period following the notice of intention to issue a fine, prior to making a determination as to (a) whether to impose a fine, and (b) the level of fine, if one is to be imposed.

Appendix D

Energy Efficiency (Private Rented Sector) (England and Wales) Regulations 2015

In circumstances where the Council is satisfied that a landlord has breached the Regulations, they are able to serve a financial penalty up to 18 months after a believed breach – including in cases where a person is no longer the landlord for the affected property.

The maximum penalties which can be imposed in respect of a breach are outlined below:

Breach		Maximum Penalty
(a)	Renting out a non-compliant property	If breach period is less than three months, the Council may impose a financial penalty of up to £2,000
		If the breach period is three months or more, the Council may impose a financial penalty of up to £4,000
(b)	Registering false or misleading information on the PRS Exemptions Register	The Council may impose a financial penalty of up to £1,000
(c)	Failure to comply with a compliance notice	The Council may impose a financial penalty of up to £2,000

The Council is able to impose multiple penalties in respect of a combination of breaches between rows (a), (b) and (c) but cannot impose two penalties on a landlord in respect of renting out the same non-compliant property for the two different lengths of time outlined in row (a). Where multiple penalties are imposed in respect of the same property, the total amount of the financial penalty may not be more than £5,000.

The Council will consider the severity of the offence, and the level of culpability in the offence having been committed in determining the appropriate level of penalty.

When determining the level of severity, the Council will consider:

- The harm, or potential for harm: i.e. the relative danger that persons have been exposed to, number of occupants, vulnerable occupants, identifiable risks to health or psychological distress
- The discrepancy between the legal requirement and the circumstances arising from the breach: i.e. where there is a significant shortfall between the prescribed standard and the achieved standard on an EPC

When determining the level of culpability the Council will consider:

- The track record of the offender: i.e. previous enforcement activity/historic involvement with the landlord
- The landlord's mind set in breaching the Regulations: i.e. evidence that the landlord was aware of their responsibilities or knowingly provided incorrect information in connection with exemptions under the Regulations

The below table provides a guide as to how these factors are weighed in calculating the final level of penalty:

	Low Severity	High Severity
Low Culpability	50%	75%
High Culpability	75%	100%

The percentages outlined are in relation to the proportion of the maximum financial penalty available for the relevant breach.

A person issued with a penalty notice has the right to request a review of the notice. This must be made in writing to the Council within one calendar month of the penalty notice having been served. Requests for review received after the prescribed time will be considered at the Council's discretion.

Where the Council has established a breach of the Regulations, they may also impose a publication penalty alongside, or as an alternative to, a financial penalty. This will involve publishing:

- the landlords name (where it is a company);
- details of the breach;
- the address in relation to which the breach occurred; and
- the amount of any financial penalty imposed

In making the decision to impose a publication penalty, and if one is to be imposed the length of time the information will be published for, the Council will consider the severity and culpability of the breach, as outlined above. Consideration will also be given to the Ministry of Justice guidance in respect of publishing sentencing outcomes.

Appendix E - References

Legislation

- Housing Act 1985
- Housing Act 2004
- Environmental Protection Act 1990
- Landlord and Tenant Act 1972
- Local Government (Miscellaneous Provisions) Act 1976
- Local Government (Miscellaneous Provisions) Act 1982
- Housing Act 1996
- Housing Grants, Construction and Regeneration Act 1996
- Local Government and Housing Act 1989
- Building Act 1984
- Defective Premises Act 1976
- Public Health Act 1936
- Public Health Act 1961
- Protection from Eviction Act 1977
- Prevention of Damage by Pests Act 1949
- Law of Property Act 1925
- Town and Country Planning Act 1990
- Acquisition of Land Act 1981
- The Caravan Sites and Control of Development Act 1960, as amended by the Mobile Homes Act 2013
- The Energy Act 2013
- The Housing and Planning Act 2016

Regulations and Orders

- The Licensing of Houses in Multiple Occupation (Prescribed Description) (England) 2006
- The Management of HMO (England) Regulations 2006
- The Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (England) Regulations 2007
- The Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006, amended 2012
- The Housing (Interim Management Orders) (Prescribed Circumstances) (England) Order 2006
- Compulsory Purchase of Land (Prescribed Forms) (Ministers) Regulations 2004, SI No. 2595
- The Construction (Design and Management) Regulations 2007
- The Housing Health and Safety Rating System (England) Regulations 2005

- Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc.) (England) Order 2014.
- The Smoke and Carbon Monoxide Alarm (England) Regulations 2015
- The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015
- The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020

Circulars and Guidance

- Housing Health and Safety Rating System Enforcement Guidance: Housing Act 2004 Part 1 - housing conditions
- Housing Health and Safety Rating System Operating Guidance: Housing Act 2004 - guidance about inspections and assessment of hazards given under section 9, DCLG 2006
- Examples to Support the Housing Health and Safety Rating System V2, ODPM March 2004
- Lacors Housing - Fire Safety, Guidance on fire safety provisions for certain types of existing housing, July 2008
- Compulsory Purchase and the Crichel Down Rules, ODPM Circular 6/2004
- Civil Penalties Guidance : <https://www.gov.uk/government/publications/civil-penalties-under-the-housing-and-planning-act-2016>
- <https://www.gov.uk/government/publications/the-private-rented-property-minimum-standard-landlord-guidance-documents>
- Rent Repayment Orders under the Housing and Planning Act 2016
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/60665/4/Rent_Repayment_Orders_guidance.pdf
- Guidance for landlords and Local Authorities on the minimum level of energy efficiency required to let domestic property under the Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015

Agenda Item 6c



**Prosperous Communities
Committee**

14th July 2020

Subject: Housing Act Civil Penalties Policy Review

Report by:

Chief Executive

Contact Officer:

Andy Gray
Housing and Enforcement Manager

andy.gray@west-lindsey.gov.uk

Purpose / Summary:

To request approval for the revised Civil Penalties policy and to update on the use of these powers to date.

RECOMMENDATION(S):

Committee are asked to:

- a) Approve the revised Civil Penalties Policy; and**
- b) Grant delegated authority to the Chief Executive, in consultation with the Chairman of the Prosperous Communities Committee, to make minor housekeeping amendments to the Policy in the future.**

IMPLICATIONS

Legal:

Section 126 of the Housing and Planning Act 2016 allows financial penalties to be imposed as an alternative to prosecution for certain offences. Schedule 9 of the Act amends the Housing Act 2004 including the providing of a new section 249a which covers financial penalties as an alternative to prosecution.

Financial :FIN/33/21/SSc

There are no direct financial implications in regards to the approval of the policy. It should be noted that the policy itself does seek to determine a financial penalty that is applied to a person who has committed an offence. The income collected from these penalties is ring fenced under the legislation to support work relating to housing enforcement and is used, at this stage, to cover the costs associated with a proportion of the officers that undertake that work.

Staffing :

There are no direct staffing implications.

Equality and Diversity including Human Rights :

Data Protection Implications :

Climate Related Risks and Opportunities :

The provision of the civil penalty itself does not directly have an impact on this. However the penalty could relate to a housing hazard which if not addresses could have a detrimental effect on the environment e..g poor energy efficiency or affordable warmth.

Section 17 Crime and Disorder Considerations :

Health Implications:

There is a range of evidence available that supports the notion that health is impacted by poor housing conditions. This is demonstrated via the Housing, Health and Safety Rating System (HHSRS) guidance developed to support the work officers undertake under the Housing Act 2004 mainly.

The act of issuing civil penalties acts as a way of addressing landlords or other parties who do not comply with their statutory obligations and seek to put properties into the sector that are not of the required standard. It also seeks to address issues caused by poor practice within the sector.

Title and Location of any Background Papers used in the preparation of this report:

The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020

<http://www.legislation.gov.uk/ukdsi/2020/9780111191934>

Risk Assessment :

Income derived from Civil Penalties – there is no guarantee that payment of a civil penalty will be made by the person it has been issued to. As a result the Council would need to seek a court order for payment, which will incur additional costs.

Mitigation – the Council has processes in place in regards to the recovery of debt and it is expected that the cost of current legal processes for lower level offences would be minimised and enable this action to be taken at no additional cost.

The First Tier Tribunal – the appeal of Civil Penalties and Rent Repayment Orders are considered by the First Tier Tribunal. This tribunal has the power to quash, confirm, increase or reduce the civil penalty and its decisions are currently untested.

Mitigation – any arising case law will be considered and cases will be developed to the same burden of proof as per our current criminal investigations.

Call in and Urgency:**Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?**

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

1. Introduction

- 1.1.** The Housing and Planning Act 2016 made provisions for Local Authorities to issue civil penalties for certain offences under the Housing Act 2004.
- 1.2.** The Council introduced its first policy to enable this in May 2018, revised it in March 2019 and now due to the introduction of an additional offence, is required to update and include this.
- 1.3.** This report provides information on the additional powers and gives an overview of other changes made which are felt necessary in order to improve the policy.

2. Overview of Civil Penalties

2.1. The table in appendix 1 shows how the Council has used its civil penalty powers to date. It should be noted that the issuing of a penalty is resource intensive and requires the same burden of proof as a prosecution (for which it is an alternative). There is a right of appeal available via the First Tier Tribunal and unlike a prosecution in court the details of the person/s issued with penalties is not publicly available.

2.2. In summary:

- 19 Civil Penalties have been issued since August 2018, with a further 7 cases where proceedings to instigate penalties have been commenced
- 5 (First Tier Tribunal challenges have been placed. 2 of which were dealt with via a consent order. A further three were upheld. In two cases the penalty amounts were lowered slightly.
- £16,120 has been fully paid
- £17,000 is secured on payment plans
- £33,000 is secured against assets and going through the debt recovery process
- This results in £66,120 being fully paid, paid via payment plans or secured against assets.

Also to note:

- £11,800 requires further debt recovery work
- £18,500 pending debtor invoices being raised
- The majority of penalties issued are linked to the Selective Licensing Scheme

3. Policy Amendments

3.1. The updated policy is attached as appendix 2. The main amendments are as follows:

3.1.1. The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 came into effect on June 1st 2020. This regulations requires all landlords to have a valid electrical safety certificate in much the same way as a gas safety certificate is required. The difference between the two is that the Local Authority can now deal with breaches relating to this regulation via a civil penalty.

- This has been incorporated into the scoring matrix within the policy (**Civil Penalties Policy, Appendix 1, Table 2**)
- A basic offence level of £1000 is proposed to cover administrative type breaches, which can then escalate if a more serious breach occurs (**Civil Penalties Policy, Appendix 1, Table 2 – Row 6**).

3.1.2. The Council is learning with each case in relation to this policy therefore a number of general changes have been made to the scoring matrix for determining the civil penalty amounts.

- Provision has been made to ensure that penalties are lower where there are no aggravating factors. This ensures that penalties are not increased unnecessarily in these instances. (**Civil Penalties Policy, Appendix 1, Table 3 – Column 2**).
- Table 1 has been amended to reflect these changes and ensures that where there are aggravating factors an automatic additional penalty of £500 is added. This increases depending on the number of aggravating factors (**Civil Penalties Policy, Appendix 1, Table 1**)
- Two additional penalty bandings have been added to Table 1. £500 is added as the new lowest band and £2,500 has been added to between £1,000 and £5,000. This allows greater differentiation between cases at the lower end of the scales. (**Civil Penalties Policy, Appendix 1, Table 1**)
- The worked examples have been changed to reflect the overall changes made (**Civil Penalties Policy, Pages 5-6**).

4. Recommendations

Committee are asked to:

- a) Approve the revised Civil Penalties Policy; and

- b) Grant delegated authority to the Chief Executive, in consultation with the Chairman of the Prosperous Communities Committee, to make minor housekeeping amendments to the Policy in the future.

Civil Penalties Policy

Housing and Environmental Enforcement
Civil Penalties Policy

1. Introduction

- 1.1.** The Council is committed to improving the housing standards within West Lindsey and ensuring that properties within the private rented sector are well managed, free from hazards and safe for those that occupy them.
- 1.2.** The Council recognises that the majority of landlords operate in a legal and professional manner and work to ensure that their properties meet the required standards.
- 1.3.** However, alongside this, there are criminal and irresponsible landlords who poorly manage and maintain property and in some cases knowingly flout the regulations and laws that they are due to abide by.
- 1.4.** The Government is continuing in its efforts to crack down on rogue landlords and the measures within the Housing and Planning Act 2016 have been put in place to enable local authorities to enhance their abilities to deal with them. Within the Act the following provisions have been made:
 - Civil penalties of up to £30,000 as an alternative to prosecution for certain offences (came into force on 6 April 2017)
 - Extension of rent repayment orders to cover illegal eviction, breach of a banning order, failure to comply with an improvement notice and certain other specified offences (came into force on 6 April 2017)
 - Database of rogue landlords and property agents who have been convicted of certain offences or received multiple civil penalties
 - Banning orders for the most serious and prolific offenders
- 1.5.** In order for the Council to issue civil penalties it must have a policy in place. This policy sets out our approach to issuing penalties and provides guidance on how the level of fine will be set.
- 1.6.** On the 1st June 2020, the Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 (the 'Regulations') also came into force, allowing local authorities to issue financial penalties up to a maximum of £30,000 in respect of a breach of those regulations. This policy and associated scoring matrixes also apply to financial penalties issued in respect of breaches of Regulations, unless otherwise specified.

2. Expectations

- 2.1.** Guidance issued by Government makes clear that it expects local housing authorities to use their new powers robustly in order to clamp down on rogue landlords.
- 2.2.** The maximum penalty of £30,000 has been set at a level to ensure that it is significant enough for those landlords who flout the law to think seriously about their behaviours in relation to property standards and management. The guidance is also clear that the maximum penalty of £30,000 should only be reserved for the very worst offenders.

- 2.3.** In determining whether to prosecute or issue a civil penalty the Council will need to ensure that the same criminal standard of proof is obtained. The Council will satisfy itself that if the case were to be prosecuted in the magistrate's court that there would be a realistic prospect of conviction. In order to do so the Council would take into consideration its Corporate Enforcement Policy and its Housing Enforcement Policy, alongside seeking legal advice and other guidance. If either of these sanctions are not appropriate then in line with the Corporate Enforcement Policy other measures may be considered.
- 2.4.** Government guidance suggests that prosecution, in respect of offences committed under the Housing Act 2004, should be the appropriate option for the most severe cases or for those that are repeat offenders. The Council will generally look to issue a civil penalty except in these aforementioned circumstances and each case will be determined on its own merits.
- 2.5.** It should be noted that for certain offences within the Housing Act letting agents, property agents and managing agents can also be prosecuted and therefore under this policy can be issued with a civil penalty. The term "landlord" within this policy refers to all of these groups. The level of civil penalty issued can be different for each party in regards to the same offence and will consider the circumstances specific to the individual party.
- 2.6.** It should be noted that the Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 do not enable the Council to prosecute as an alternative to issuing a financial penalty in respect of a breach of those regulations.

3. Offences

- 3.1.** There are only certain offences, relating to certain sections of the Housing Act 2004, where the use of a civil penalties will be permitted. These are as follows:

Section 30 – Failure to comply with an Improvement Notice

Section 72 – Offences in relation to licensing of Houses in Multiple Occupation (HMO)

Section 95 – Offences in relation to licensing of houses under Part 3 (inc. Selective Licensing)

Section 139 – Offences of contravention of an overcrowding notice

Section 234 – Failure to comply with management regulations in respect of HMOs

- 3.2.** Financial penalties can also be issued where there has been a breach of the Electrical Safety Private Rented Sector (England) Regulations 2020

4. Considerations

4.1. The Government recommends that the Council consider the following to ensure that the level of civil penalty given is appropriate:

- **The severity of the offence:** the more serious the offence the higher the penalty should be
- **The culpability and track record of the offender:** a history of non-compliance or deliberate action should increase the penalty amount
- **The harm caused to the tenant:** the greater the harm or potential for harm, the higher the penalty should be
- **The punishment of the offender:** the penalty should be set at a level to reflect that offence could be dealt with in a court of law and should have an impact upon the recipient
- **Whether it will deter the offender from repeating the offence:** the level of the penalty should be set as to help ensure that the offender does not offend again
- **Whether it will deter others from committing the offence:** the civil penalty will not be in the public domain. However, there is a likelihood that there will be an awareness of penalties issued through informal channels. The level of the penalty should seek to demonstrate that impact that non-compliance can have.
- **Whether it will remove any financial benefit the offender may have obtained as a result of committing the offence:** the offender should not benefit as a result of committing an offence i.e. it should not be cheaper to offend, than to properly manage and maintain a property.

5. Level of Civil Penalty to be Issued

5.1. Any penalty issued must consider the above factors in the determination of its level. If it is determined that a civil penalty should be issued then the Council will determine the level of the penalty based on

- the cumulative sum of penalties for each offence (Table 1)
- plus the sum of penalties for any additional offences (Table 2)
- plus a level of penalty determined by an impact scoring matrix (Table 3)

5.2. All 3 tables referred to are shown in appendix 1. The final penalty amount is calculated using table 1, once consideration has been given to tables 2 and 3.

5.3. Table 2 gives offence specific penalties, which would be the minimum penalty amount for that offence (column A). Columns B and C enable additional penalties to be added depending on the specific offence.

5.4. Table 3 adds an additional penalty for impact in regards to the offence, based on the factors set out by the Government in considering the level of

fine to be issued. The additional amount attributed to this score is shown in Table 1, column 3. Where the circumstances of a case falls between the factors outlined in Table 3, the Council will make a determination as to which set of factors best reflects the overall nature of the offence.

5.5. The maximum penalty that can be issued will not exceed £30,000.

Worked Examples

Example A - a landlord has failed to licence a property in a selective licensing area. The property is in good condition, the landlord was notified at the start of the scheme but there has not been significant contact with them since. The landlord only has the one private rented property, and receives little income. A licence application was made promptly when they were reminded of the scheme.

	Penalty Amount	Cumulative Amount (£)
Failure to obtain a property licence	£2,500 (Table 2, column A)	£2,500
Impact Score = 0 Severity = Low No of properties managed = 1 Culpability and track record – none Financial Incentive – little or no income Deterrence and prevention – High Confidence	NA	£2,500
Total Penalty		£2,500

Example B – a landlord is non-compliant with an improvement notice which seeks to address 3 Category 1 Hazards. The landlord owns 5 properties and has had previous enforcement action taken against them. The tenant is elderly and vulnerable.

Example B	Penalty Amount	Cumulative Amount (£)
Non-compliance with an improvement notice	£2,000 (Table 2, column A)	£2,000
2 or more Category 1 Hazards	£3,000 (Table 2, column B)	£5,000
Impact Score = 170 Severity = High No of properties managed = 4-7 Culpability and track record – 1 previous notice Financial Incentive – Moderate income received Deterrence and prevention – Medium confidence	£5,000	£10,000
Total Penalty		£10,000

Example C – a landlord commences a tenancy on a property after 1st July 2020 which has an ‘Unsatisfactory’ graded electrical report, due to three Code 2 observations recorded. He has not carried out required remedial works within the specified timeframe. The landlord owns no other properties, but has previously had enforcement action taken against them at this address. The tenant is vulnerable.

Example C	Penalty Amount	Cumulative Amount (£)
Breach of Electrical Safety Standards Regulations	£1,000 (Table 2, column A)	£1,000
Three or more Code 2 defects	£3,500 (Table 2, column B)	£4,500
Impact Score = 150 Severity = High No of properties managed = 1 Culpability and track record – 1 previous notice Financial Incentive – Moderate income received Deterrence and prevention – Low confidence	£5,000	£9,500
Total Penalty		£9,500

6. Additional Factors

- 6.1. Once the Council has decided to issue a civil penalty the recipient will be notified and given 28 days to make representations about the matter. After this period of time the Council will consider any representation and decide whether to impose a penalty and, if so, the amount of the penalty. A final notice is then issued giving the recipient 28 days to make payment.
- 6.2. The Council can, following representations withdraw a notice or reduce the amount specified for payment within the notice. Any decisions made in this regard will be considered on a case by case basis and reflect the considerations set out within Government guidance and this policy.
- 6.3. In determining the level of penalty the financial position of the landlord will be considered. This will include a review of any income they receive and any assets they own. It is the responsibility of the offender to disclose information to the Council if they wish for this to be taken into consideration to enable the Council to review its decision.
- 6.4. In many cases landlords own more than one property or asset, which they may be able to sell or borrow against. Subject to consideration of individual mortgages and other financial matters the Council is unlikely to consider claims of financial hardship from those landlords with multiple properties or assets.

- 6.5.** Where a civil penalty is issued, the Council will give consideration to the pursuit of a rent repayment order and/or making an entry into the rogue landlord database in the circumstances in which either apply.
- 6.6.** Any person issued with a civil penalty has a right of appeal to the First Tier Tribunal. The tribunal can determine whether to confirm, vary (increase or reduce) or cancel the civil penalty that the Council has issued.
- 6.7.** If a civil penalty is unpaid the Council will refer the case to the county court for an order of that court to seek its recovery.
- 6.8.** The Council will consider a landlords ability to pay in regards to whether a form of payment plan should be offered. Any payment plan would be relative to the amount of penalty issued, the offenders ability to pay and would not exceed 12 months. Where a payment plan is defaulted upon the Council would seek to recover the penalty via a charging order.
- 6.9.** Income received from the issuing of financial penalties will be retained by the Council and used for the purpose of meeting the costs and expenses incurred in relation to carrying out its enforcement functions in relation to the private rented sector.
- 6.10.** Where multiple penalties are issued to a landlord, which are considered to be within the same course of conduct the Council will consider the totality of the penalty in its final decision. Where totality is applied the decision will be explained and justified.

Appendix 1

Table 1: Civil penalty level for relevant offences

(Column 1 + Column 2 + Column 3 = Column 4)

- 1	2	3		4
<i>Offence specific penalties</i>	Further penalties (if any)	Table 3 impact matrix score	Level of penalty	Cumulative total
<i>Total for each penalty shown in Table 2, column A</i>	Total for each penalty shown in Table 2, columns B and / or C	20 - 30	£500	Level of civil penalty to be applied (maximum £30,000)
		40 - 80	£1,000	
		90 - 120	£2,500	
		130 - 170	£5,000	
		180 - 230	£10,000	
		240	£20,000	

Table 2: Offence specific penalty and other penalties

Offences		A	B	C			
Housing Act 2004 Offences Page 103	Section 30	Non-compliance with improvement notice.	£2,000	There are 2 or more category 1 hazards.	£3,000	Where there are 3 or more high scoring hazards. ¹	£1,000
	Section 72	Failure to obtain a property licence.	£2,500				
		Breach of conditions – The HMO is licenced under this section and there is a breach of licence conditions (penalty per breach).	£1,000				
	Section 95	Failure to obtain a property licence.	£2,500				
		Breach of conditions – The property is licenced under this section and there is a breach of licence conditions (penalty per breach)	£1,000				
	Section 139	Non-compliance with an overcrowding notice.	£500	Penalty per additional person.	£200		
Section 234	Failure to comply with management regulations in respect of HMOs (penalty per breach).	£500					
Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 – Regulation 3		Breach of a duty of private landlords in relation to electrical installations (penalty per breach)	£1,000	There is one identified Code 1 defect, or three or more identified ‘relevant defects’. ²	£3,500	There is one or more identified relevant defect(s).	£2,500

¹ A high scoring hazard is defined as a hazard achieving a score rating of E of higher using the HHSRS

² A relevant defect or the purpose of this matrix is defined as a defect which would result in an ‘Unsatisfactory’ grading on an Electrical Installation Condition Report (EICR). Namely, a defect given a C1, C2 or F1 observation code.

Table 3: Impacts scoring matrix

Answer each of the questions 1 – 5 below and apply the score shown in the column header.

<i>Score</i>		<i>0</i>	<i>20</i>	<i>30</i>	<i>40</i>
1	Severity of harm or potential harm caused x 2 (the relevant column score is double)	Low No identified risk Previous/current occupant not in vulnerable category. No impact assessed	Moderate Moderate level risk(s) to relevant persons. Previous/current occupant not in vulnerable category. Low impact assessed	High High level risk(s) to relevant persons. Previous/current occupant in vulnerable category. Occupants affected frequently or by occasional high impact occurrences.	Severe High level of risk(s) to relevant persons. Previous/current occupant in vulnerable category. Multiple individuals at risk. Occupants are severely and/or continually effected.
2	Number of properties owned/managed	1	2-3	4-7	8+
3	Culpability and Track record	No previous enforcement history. Minimal prior contact. Clear evidence of action not being deliberate	1 or more previous enforcement notice served. Clear evidence of action not being deliberate	1 or more enforcement notice served. Offender ought to have known that their actions were in breach of legal responsibilities	Significant evidence of historical non-compliance Actions were deliberate or offender knew or ought to of known that their actions were in breach of their legal responsibilities
4	Removal of financial incentive	Little or no income received	Low income received	Moderate income received	High income received
5	Deterrence and prevention	High confidence that penalty will deter repeat offence.	Medium confidence that penalty will deter repeat offence.	Low confidence that penalty will deter repeat offence.	No confidence that penalty will deter repeat offence.

Appendix 1 – Civil Penalty Overview

No.	Offence		Notice of Intent Date	Amount	Final Notice Date	Amount	
	Provision	Description					
1.	s.95(1) HA04	Unlicensed Selective Licensing	26/06/2018	£5,000	13/08/2018	£2,500	
2.	s.95(1) HA04	Unlicensed Selective Licensing	26/06/2018	£5,000	13/08/2018	£2,500	
3.	s.95(1) HA04	Unlicensed Selective Licensing	03/07/2018	£15,000	26/09/2018	£11,000*	
4.	s.95(1) HA04	Unlicensed Selective Licensing	03/07/2018	£15,000	10/12/2018	£11,000*	
5.	s.95(1) HA04	Unlicensed Selective Licensing	03/07/2018	£15,000	10/12/2018	£11,000	
6.	s.95(1) HA04	Unlicensed Selective Licensing	03/07/2018	£10,000	Withdrawn		
7.	s.95(1) HA04	Unlicensed Selective Licensing	28/08/2018	£11,000	27/09/2018	£11,000	
8.	s.95(1) HA04	Unlicensed Selective Licensing	16/04/2019	£7,500	03/06/2019	£2,500	
9.	s.30(1) HA04	Breach of Improvement Notice	18/04/2019	£8,000	12/07/2019	£8,000	
10.	s.95(1) HA04	Unlicensed Selective Licensing	30/05/2019	£7,500	16/09/2019	£3,500	
11.	s.95(1) HA04	Unlicensed Selective Licensing	26/06/2019	£6,750	Withdrawn		
12.	s.30(1) HA04	Breach of Improvement Notice	26/06/2019	£9,000	Withdrawn		
13.	s.95(1) HA04	Unlicensed Selective Licensing	16/07/2019	£3,500	12/09/2019	£3,500*	
14.	s.95(1) HA04	Unlicensed Selective Licensing	08/08/2019	£3,500	11/10/2019	£120	
15.	s.95(1) HA04	Unlicensed Selective Licensing	08/08/2019	£6,750	19/09/2019	£4,500	
16.	s.30(1) HA04	Breach of Improvement Notice	08/08/2019	£7,200	19/09/2019	£4,800	
17.	s.95(1) HA04	Unlicensed Selective Licensing	10/10/2019	£12,500	03/01/2020	£7,500*	
18.	s.95(1) HA04	Unlicensed Selective Licensing	10/10/2019	£7,500	03/01/2020	£7,500*	
19.	s.95(1) HA04	Unlicensed Selective Licensing	21/10/2019	£7,500	06/02/2020	£2,500	
20.	s.95(1) HA04	Unlicensed Selective Licensing	21/10/2019	£7,500	06/02/2020	£2,500	
21.	s.95(1) HA04	Unlicensed Selective Licensing	21/10/2019	£7,500	06/02/2020	£7,500	
22.	s.95(1) HA04	Unlicensed Selective Licensing	23/10/2019	£7,500	Pending	Pending	
23.	s.95(1) HA04	Unlicensed Selective Licensing	23/10/2019	£7,500	Withdrawn		
24.	s.95(1) HA04	Unlicensed Selective Licensing	10/01/2020	£3,500	25/02/2020	£3,500	
25.	s.95(1) HA04	Unlicensed Selective Licensing	20/01/2020	£12,500	Pending	Pending	
26.	s.30(1) HA04	Breach of Improvement Notice	29/01/2020	£13,000	Pending	Pending	
27.	s.95(1) HA04	Unlicensed Selective Licensing	18/02/2020	£12,500	Pending	Pending	
28.	s.30(1) HA04	Breach of Improvement Notice	19/02/2020	£12,000	Pending	Pending	
29.	s.95(2) HA04	Selective Licensing Condition Breach	19/02/2020	£6,000	Pending	Pending	
30.	s.95(2) HA04	Selective Licensing Condition Breach	20/02/2020	£2,000	Pending	Pending	
Total (Notice of Intent):				£254,700	Total (Final Notice):		£106,920
*Appeal made to First tier Property Tribunal against Final Notice to impose a financial penalty							

Prosperous Communities Committee Work Plan (as at 6 July 2020)

Purpose:

The table below provides a summary of reports that are due on the Forward Plan for the remainder of the Civic Year.

Recommendation:

1. That members note the contents of this document.

Title	Lead Officer	Purpose of the report
14 JULY 2020		
Housing Act Civil Penalties Policy Review	Andy Gray, Housing and Enforcement Manager	To provide an update on and seek approval for a revised Civil Penalties Policy
Housing Enforcement Policy Review	Andy Gray, Housing and Enforcement Manager	To seek approval for an updated Housing Enforcement Policy including legislation updates
Progress of health related work	Diane Krochmal, Housing Strategy & Supply Manager	To provide an annual update report on progress of health related work
Safer Streets Fund - Delivery	Grant White, Enterprising Communities Manager	To approve the delivery of CCTV upgrades and expansion subject to Safer Streets Funding being secured.
8 SEPTEMBER 2020		
20 OCTOBER 2020		
Progress and Delivery Report; April - September 2020/21	Ellen King, Senior Performance Officer	This report presents progress against the delivery of the Council's key performance measures for the period April - September 2020/2021.
1 DECEMBER 2020		
Separate Paper & Card Collection	Robert Gilliot, Waste and	To introduce a separate paper and card collection to

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Recycling Team Manager improve the quality and quantity of materials collected. Residents receive an additional bin for paper which is collected on a monthly basis.

26 JANUARY 2021

Prosperous Communities Revenue Base Budgets 2021/22 to 2025/26	Sue Leversedge, Business Support Team Leader	the report sets out details of the Committees draft revenue budget for the period 2021/22 and estimates to 2025/26.
Proposed Fees and Charges 2021/22 Prosperous Communities	Sue Leversedge, Business Support Team Leader	to proposed fees and charges to take effect from 1 April 2021

16 MARCH 2021

Strategic Visitor Economy Strategy	Wendy Osgodby, Senior Growth Strategy & Projects Officer	Support for the Visitor Economy is embedded within West Lindsey District Council's Corporate Plan, under the theme 'A prosperous and enterprising district' as follows: Vision: 'Creating local wealth through the visitor economy' Objectives: -Increasing number of visitors / length of stay -Increasing expenditure by visitors -Developing leisure, culture and recreational offer -Increasing the quality and number of businesses / jobs in the sector Therefore, it is clear that support for developing our Visitor Economy sits at the centre of our strategy for the future of the district.
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Agenda Item 8a

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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