



Housing and Neighbourhoods Committee

Date: Thursday, 23 September 2021
Time: 18:30
Venue: Supper Room
Address: Town Hall, Hall Plain, Great Yarmouth, NR30 2QF

AGENDA

Open to Public and Press

1 **APOLOGIES FOR ABSENCE**

To receive any apologies for absence.

2 **DECLARATIONS OF INTEREST**

You have a Disclosable Pecuniary Interest in a matter to be discussed if it relates to something on your Register of Interests form. You must declare the interest and leave the room while the matter is dealt with.

You have a Personal Interest in a matter to be discussed if it affects

- your well being or financial position
- that of your family or close friends
- that of a club or society in which you have a management role
- that of another public body of which you are a member to a greater extent than others in your ward.

You must declare a personal interest but can speak and vote on the matter.

Whenever you declare an interest you must say why the interest

arises, so that it can be included in the minutes.

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| 3 | <u>MINUTES</u> | 4 - 10 |
| | To confirm the minutes of the meeting held on the 15 July 2021. | |
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| 4 | <u>FORWARD PLAN</u> | 11 - 11 |
| | Report attached. | |
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| 5 | <u>ACTIVE NORFOLK STRATEGY UPDATE</u> | |
| | A presentation will be given at the meeting. | |
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| 6 | <u>PHYSICAL ACTIVITY DEVELOPMENT UPDATE</u> | 12 - 28 |
| | Report attached. | |
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| 7 | <u>2021-22 PERIOD 4 HOUSING REVENUE ACCOUNT BUDGET
MONITORING REPORT</u> | 29 - 35 |
| | Report attached. | |
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| 8 | <u>PRIVATE SECTOR HOUSING ADAPTATION AND
IMPROVEMENT POLICY</u> | 36 - 74 |
| | Report attached. | |
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| 9 | <u>COMMUNITY GRANTS 2020-21 AND UPDATE ON THE
COMMUNITY INVESTMENT FUND 2021-22</u> | 75 - 82 |
| | Report attached. | |
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| 10 | <u>ROUGH SLEEPING ACCOMMODATION PROGRAMME BID -
HOUSING FIRST SCHEME</u> | 83 - 88 |

Report attached.

11 ANY OTHER BUSINESS

To consider any other business as may be determined by the Chairman of the meeting as being of sufficient urgency to warrant consideration.

12 EXCLUSION OF PUBLIC

In the event of the Committee wishing to exclude the public from the meeting, the following resolution will be moved:-

"That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 1 of Part I of Schedule 12(A) of the said Act."

**13 CONFIDENTIAL APPENDIX - ROUGH SLEEPING
ACCOMODATION PROGRAMME BID - HOUSING FIRST
SCHEME**

Details



GREAT YARMOUTH
BOROUGH COUNCIL

Housing and Neighbourhoods Committee

Minutes

Thursday, 15 July 2021 at 18:30

1 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Cameron & Williamson.

2 DECLARATIONS OF INTEREST

There were no declarations of interest declared at the meeting.

3 MINUTES

The minutes of the meeting held on 10 June 2021 were confirmed.

4 MATTERS ARISING

There were no matters arising on the above minutes which were not covered elsewhere on the agenda.

5 FORWARD PLAN

The Committee received and considered the Forward Plan.

RESOLVED:-

That the Committee note the Forward Plan.

6 HOUSING REVENUE ACCOUNT OUTTURN 2020/21

The Committee received and considered the report from the HRA Service Accountant.

The HRA Service Accountant reported the draft outturn position for the Housing Revenue Account for the 2020/21 financial year, which had been used to inform the production of the statutory account for audit and subsequent approval, details of the more significant year-end variances compared to the current budget for 2020/21 and details of the 2020/21 budget under-spend requested to be carried forward to 2021/22.

RESOLVED:-

That the Housing and Neighbourhoods Committee recommend to Full Council the following:

- (i) The outturn position for the Housing Revenue Account for 2020/21 as included in the report and appendices,
- (ii) The updated 2021/22 HRA revenue and expenditure budget as detailed at Appendix C of the report; and
- (iii) The updated 2021/22 HRA capital programme and associated financing of the as detailed within the report and at Appendix D.

7 SHELTERED HOUSING REVIEW

The Committee received and considered the report from the Tenancy Services Manager.

The Tenancy Services Manager highlighted the salient areas of the report. The review would explore the whole of the sheltered housing offer to tenants both before/during the pandemic and future proof the provision by adapting and refining to the needs of our prospective tenant cohort and the wider community. We would ensure our tenants, the Tenancy Services Team and other stakeholders, including Norfolk County Council Adult Social Services

and Age Concern were consulted to understand what service they would like to see delivered moving forward and to understand future needs and demand. We would consider:

- What elements of the service have worked well (pre and during the current COVID pandemic) and areas that could be improved,
- Tenants preferred communication and support method/frequency,
- Range of services that are desired by sheltered tenants linked to service costs reflecting the self-funding nature of the sheltered housing service,
- Review of current and future demand and need for sheltered housing over the short and long term (10-20 years) including care needs and the types of homes and services needed to meet these needs.,
- Whether the existing types, sizes and locations of sheltered housing properties meet current and future needs and demand,
- What types of communal provision are required within sheltered housing schemes – for example laundry rooms,
- How communal rooms can be effectively operated to ensure all rooms maximise capacity to provide benefits to tenants and the wider community; and
- What other service providers are delivering as part of their sheltered housing offer and best practice in relation to sheltered housing delivery.

The findings would shape the recommendations we make in our final report proposed to be reported to Housing & Neighbourhoods Committee in early 2022, to ensure tenants received the most effective service to support independent living moving forward.

Councillor Wainwright reported that he welcomed the report which was long overdue and asked for further detail regarding the type of detailed consultation which would be undertaken with tenants. The Tenancy Services Manager reported that consultation would mainly be carried out in person by the Tenancy Support officers.

Councillor Wainwright asked if Members could see sight of the questions prior to the consultation. The Tenancy Services Manager reported that he had no problem with this request but would need management support before doing so.

Councillor Smith-Clare asked for clarification regarding paragraph 2.1 of the report, 4th bullet point, relationship with tenants; understanding the need as tenants often battled mental health issues and social isolation in private. The Tenancy Services Manager reported that understanding the need was a crucial driving factor behind the review.

Councillor Price asked if undertaking the consultation in person would be too resource heavy. The Tenancy Services Manager reported that the majority of sheltered housing tenants had a good relationship with their Tenancy Support Officer and this should not be overly resource intensive.

Councillor Price asked if Ward Councillors who had sheltered housing within their

ward would have any input into the review. The Housing Director reported that the consultation questions would be circulated to all Members.

Councillor Martin reported that the warden service had been the heart of a sheltered housing community and that since their departure, communal rooms were under utilised, as few events were run by tenants and she asked what the plans were for these communal rooms moving forward. Councillor Hammond reiterated the need for communal rooms to be up and running again as we came out of the pandemic to help alleviate social isolation and foster a sense of community once again.

The Tenancy Services Manager acknowledged that the communal rooms were the heart of the community and that support would be offered to re-invigorate them moving forwards.

RESOLVED:-

That the Committee approve the approach to the Sheltered Housing Service review set out in the report.

8 GYBC TENANCY POLICY 2021

The Committee received and considered the report from the Housing Strategy, Policy and Performance Officer.

The Housing Strategy, Policy & Performance Officer reported that the Tenancy Policy provided the basis of the Council's approach to the provision of tenancies and mutual exchanges. The policy had been reviewed and updated to reflect both operational and legislative changes.

RESOLVED:-

That the Committee adopt the updated Tenancy Policy.

9 USE OF RETAINED RIGHT TO BUY RECEIPTS UPDATE

The Committee received and considered the report from the Housing Strategy, Policy and Performance Officer.

The Housing Strategy, Policy and performance Officer reported that the updated Use of Retained Right to Buy receipts Policy was approved by the committee on 4 February 2021. In accordance with the policy, this report contained an annual summary of the spend committed to Retained Right to Buy receipts and details of the types and locations of home acquired. As this was the first update report, two years of information had been included in the report for Members information.

Councillor Wainwright reported that this was a good report and emphasised that there was a need to purchase properties across the borough with a view to adapting them for disabled needs.

RESOLVED:-

That the Committee note the report.

10 COUNCIL HOUSING COMPLIANCE AND PERFORMANCE 2020-21

The Committee received and considered the report from the Housing Director & Resident Engagement Officer.

The Housing Director reported that the report set out the Council's compliance with the regulatory requirements for its landlord function and provided an overview of complaint handling during 2020/21. It provided a benchmark for the Council's performance and supported the ongoing oversight by the Committee of the Council's landlord compliance and performance.

Councillor Martin referred to appendix 1, page 64 of the report, ASB; residents who did not have smartphones and were unable to access the app to report incidents of ASB, often had to make numerous calls to the Council and were not called back even when they left voicemails which was unacceptable. Residents just wanted to make one direct call to report incidents of ASB which were then logged.

The Housing Director reported that residents who had smartphones were assisted with downloading and using the app but unfortunately, housing only had access to one noise recording machine to lend to tenants who did not have a smartphone. The Chairman thought this was unacceptable and that funds should be identified to purchase at least one other machine. The Housing Director reported that this was an internal decision but she was aware that Environmental Health were purchasing some new machines and she would look into this matter.

Councillor Jeal highlighted the number of complaints he had received recently regarding damp issues and that tenants must be reminded of the need to open windows to allow fresh air to circulate to combat damp. Councillor Candon agreed with Councillor Jeal that damp complaints were rising.

Councillor Wainwright reported that he was unaware that a noise reporting app existed and it would be prudent if members were informed of apps and how tenants could download them moving forwards.

RESOLVED:-

That the Committee note the report.

11 COUNCIL HOMES PROGRAMME JULY

The Committee received and considered the report from the Housing Delivery Manager.

The Housing Delivery Manager reported the Council's approach to the development of infill sites through the Council Homes programme and sought approval for the draw

down of expenditure to be incurred in the delivery of the new Council Home schemes at Charter Close, Gorleston and The Close, Bradwell as detailed in the report.

RESOLVED:-

That the Committee:-

- (i) Note the report, progress to date and the forthcoming workshop on infill sites; and
- (ii) Approve the development of the sites at Charter Close and The Close and the expenditure as set out in the confidential appendix.

12 ANY OTHER BUSINESS

Councillor Flaxman-Taylor reported that she had attended a meeting of the Health & Wellbeing Board where Jessamy Hayes had announced a new specialist housing plan for Independent Living which had a national funding pot of £29 million and she requested that officers look to set up a scheme in the Borough to access some of this funding to support the over 55's population. The Housing Delivery Manager reported that she was in regular contact with Jessamy Hayes and the funding pot was on her radar.

13 EXCLUSION OF PUBLIC

RESOLVED:-

That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 3 of Part I of Schedule 12(A) of the said Act.

14 COUNCIL HOMES PROGRAMME CONFIDENTIAL APPENDIX

The Committee noted the confidential Appendix.

The meeting ended at: 20:30

PRESENT:

Councillor Grant (in the Chair); Councillors Candon, Flaxman-Taylor, Galer, D Hammond, Jeal, Martin, Price, Talbot, Smith-Clare and Wainwright.

Mrs P Boyce (Strategic Director), Mrs N Turner (Housing Director), Mr J Gibbs (Tenancy Services Manager), Mrs D Patterson (HRA Service Accountant), Mrs C Spooner (Housing

Strategy, Policy & Performance Officer), Ms C Wilkins (Housing Delivery Manager) & Mrs C Webb (Executive Services Officer).

Forward Plan for Housing and Neighbourhoods Committee

Housing and Neighbourhoods Committee 2				ELT Date	Pre Meet Date	Agenda Published	Committee Date
1	21-072	Community Investment Fund Update	Strategic Director (PB) / Dean Wilson (Neigh	18/08/2021	15/09/2021	16/09/2021	23/09/2021
2	21-099	Period 4 Budget Monitoring (HRA)	Financial Services Manager	08/09/2021	15/09/2021	16/09/2021	23/09/2021
3	21-117	Revised Private Sector Housing Adaptation & Improvement Policy	Independent Living Service Manager	01/09/2021	15/09/2021	16/09/2021	23/09/2021
4		Active Norfolk Strategy Update	Strategic Director (KB)		15/09/2021	16/09/2021	23/09/2021
5	21-134	Physical Activity Development	Strategic Director (KB)	01/09/2021	15/09/2021	16/09/2021	23/09/2021
6	21-131	Rough Sleeping Accommodation Programme Bid	Housing Director	08/09/2021	15/09/2021	16/09/2021	23/09/2021
7	21-038	Resident Engagement Strategy	Director of Housing	25/08/2021	10/11/2021	11/11/2021	18/11/2021
8	20-199	Empty Homes Update	Director of Housing	25/08/2021	10/11/2021	11/11/2021	18/11/2021
9	21-017	HMO Guesthouse Programme	Director of Housing	20/10/2021	10/11/2021	11/11/2021	18/11/2021
10	20-200	Temp Accommodation Strategy Update	Director of Housing	20/10/2021	10/11/2021	11/11/2021	18/11/2021
11	21-083	Rent Income Policy	Director of Housing	20/10/2021	10/11/2021	11/11/2021	18/11/2021
12	21-085	Right to Buy Policy	Director of Housing	20/10/2021	10/11/2021	11/11/2021	18/11/2021
13	21-084	Leasehold policy	Director of Housing	20/10/2021	10/11/2021	11/11/2021	18/11/2021
14	21-103	Period 6 Budget Monitoring Report HRA	Financial Services Manager	03/11/2021	10/11/2021	11/11/2021	18/11/2021
15	21-091	Acquisition of Transitional Housing Scheme Update	Housing Director	03/11/2021	10/11/2021	11/11/2021	18/11/2021
16	21-142	Middlegate Regeneration Scheme	Housing Director	03/11/2021	10/11/2021	11/11/2021	18/11/2021
17	21-143	Green Homes Grants	Housing Director	05/01/2022	12/01/2022	13/01/2022	20/01/2022
18	21-144	District Direct - information & outcomes	Housing Director	05/01/2022	12/01/2022	13/01/2022	20/01/2022
19	21-113	Period 10 Budget Monitoring Report - HRA	Financial Services Manager	23/02/2022	02/03/2022	03/03/2022	10/03/2022
20	21-145	Primary Care Mental Health Services - Steam Café	Housing Director				TBC
21	21-146	CCTV investments - update	Strategic Director (PB)				TBC
22	21-147	Asset-Based Community Development - Community Centres	Housing Director				TBC
23	21-148	Locality Strategy Action Plan & Community Involvement	Strategic Director (PB)				TBC
24	21-149	Anti-social Behaviour Strategy & Action Plan - update	Housing Director				TBC
25	21-141	Wellesley Recreation Ground - update	Strategic Director (KB)				TBC

URN: 21-134

Subject: Physical Activity Development Update

Report to: Housing and Neighbourhoods Committee, 23rd September 2021

Report by: Kate Blakemore, Strategic Director

SUBJECT MATTER

The Council currently works in partnership with Active Norfolk to deliver its Active GY Framework and wider sports development through the appointment of a jointly funded Physical Activity Development Officer since October 2020.

As part of this arrangement a collaboration agreement has been signed up to by both parties, which requires twice yearly review meetings. This report provides committee members with an update following the first review meeting which was held on 25 May 2021.

Highlights of the subsequent outcomes as a result of this partnership working and dedicated resource include:

- Reinvigorated Active GY Stakeholder Group
- Active GY Framework annual action plan with actions being assigned and delivered by all partners who attend the GY Stakeholder Group
- The highest proportion of the Tackling Inequalities Fund monies awarded to Active Norfolk being spent in Great Yarmouth (£48K of the £80K funding allocation for Norfolk)

RECOMMENDATION

That this committee

- 1) Note the contents of the report

1. Background

- 1.1 Local authorities have a central role to play in the provision of community sport and recreation facilities. From local parks to leisure centres, local councils enable a huge range of leisure activities and sport to happen.

- 1.2 Research shows that exercise is one of the key determinants of health along with the strength of our personal social network – recent research suggests that it is more important to health outcomes than levels of smoking or obesity. Community sporting activities contribute to both.
- 1.3 Great Yarmouth Borough Council has recognised this, making a once in a life time investment into a new Leisure Centre on its seafront, allocating capital funding to support the development of the Wellesley Recreation site into an outdoor physical activity hub, to the development of its Active GY Framework and its innovative approach to working with Active Norfolk.
- 1.4 Active Norfolk is the Active Partnership for Norfolk and is one of 43 Partnerships created by Sport England. Active Norfolk is hosted by Norfolk County Council and its role is to provide a strategic approach to the development of sport and physical activity in Norfolk, aiming to support Norfolk residents to lead healthy and active lives.
- 1.5 Over the last few years the Council has worked closely with Active Norfolk to better support its residents to become more physically active. As a result, Active Norfolk took a lead role in reviewing our Sports, Play and Leisure Strategy creating the Active GY Framework (see Appendix 1). As part of this collaborative approach discussions commenced on the potential benefits that a shared, dedicated resource for Great Yarmouth could bring, and as a result a shared Physical Activity Development Officer for Great Yarmouth was jointly appointed in October 2020.

2. Introduction

- 2.1 This report provides an update on this shared working arrangement and the subsequent outcomes that have been delivered as a result of this.

3. Outcomes Overview

- 3.1 Active GY Group
 - Reinvigorated the stakeholder steering group for physical activity, now known as the Active GY Stakeholder Group. This included developing terms of reference for the group, providing a clear focus on the delivery of the Active GY Framework. As a result, an annual action plan was created to support the delivery of the Active GY Framework (see Appendix 2) with actions being led by all stakeholders from this group. An officer from NHS Norfolk and Waveney Clinical Commissioning Group is chairing this group.
- 3.2 Project Support to ensure physical activity opportunities are embedded in key Council projects, to include:
 - Marina Centre community engagement and opening event support
 - Middlegate Estate Regeneration Masterplanning

- Local Cycling and Walking infrastructure Plans
- Wellesley Recreation Site

3.3 Tackling Inequalities Funding. This is a fund held by Active Norfolk, allocated by Sport England. The Physical Activity Development Officer has worked to develop several projects that have been able to draw down funding, such as

- The provision a range of subsidised circus skill activity days for all ages & families by Out There Arts.
- Delivery of a vulnerable adolescent mental health programme of yoga and mindfulness through M.A.P
- African dance group providing free sessions to children, delivered by Afroluso Dance
- Community based free exercise classes in rural areas, delivered by Go Geronimo
- A grant was awarded to Go Acorn to support their facility and venue costs to maintain their offer to older people, including exercise classes.
- A bush craft activity with focus on walks, hiking & orienteering delivered by Back to Basic
- Work readiness programme supporting people through physical activity to improve their own health & well-being to become ready for further training, employment or volunteering delivered by Sentinel Leisure Trust

3.4 Funding for Great Yarmouth currently totals £48k (£80k was allocated for Norfolk). There is a further phase of funding scheduled to run until March 22, of which Active Norfolk has applied for an additional £88k.

3.5 Other activities have included:

- Supporting the promotion and update of Cycling UK grants and campaign's
- Mediating parkrun return post Covid lockdown (previously set up GY parkrun)
- Creating an Early Years survey looking at need, opportunity and barriers for young families
- Out Active GY Framework into the Early Childhood Advisory Board action plan
- Introductory conversations with Youth Offending Team to consider the role that physical activity has in supporting their work
- Collaborating around the system and locality level concept of a formal Exercise Referral Scheme commissioned by Norfolk and Waveney Clinical Commissioning Group
- Promotion and education of the Active Practice Charter to local Primary Care Networks.
- Event development in the form of a timetable of ideas to provide both community and commercial physical activity events across the Borough

4. Review Meeting

- 4.1 On the 25 May 2021 a review meeting was held between Active Norfolk and Council Officers to review the effectiveness of this role. Whilst as a direct result of this jointly funded post there has been positive outcomes, the opportunity was used to consider what we could do further to strengthen this work.
- 4.2 It was agreed that due to Covid we had yet to understand the full benefits of the postholder being embedded within the Council, as they had only limited ability to work directly from the locality. It is hoped that over the next six months as there is a return to more frequent office based working that this would enable this post holder to further their understanding of what is being delivered and by who across the Council, and better navigate the existing networks we have in place.

5. Financial Implications

- 5.1 Great Yarmouth Borough Council allocated £19,000 investment to support this shared post for 20/21. £25,000 has been allocated for 21/22. Active Norfolk contribute to the remaining funds required for this post and in addition provide matched in-kind investment to provide strategic oversight and line management to this post holder.

6. Legal Implications

- 6.1 There is a collaboration agreement in place that has been signed by both Active Norfolk and the Council which provides legal comfort to both parties in terms of this arrangement.

Area for consideration	Comment
Monitoring Officer Consultation:	Via ELT consultation
Section 151 Officer Consultation:	Via ELT consultation
Existing Council Policies:	Annual Action Plan, Active GY Framework
Financial Implications (including VAT and tax):	As outlined in the report
Legal Implications (including human rights):	As outlined in the report
Risk Implications:	N/A
Equality Issues/EQIA assessment:	N/A
Crime & Disorder:	N/A
Every Child Matters:	N/A

Reducing Inactivity – Cross Cutting

Strategy and Policy	Marketing and Promotion	Insight and Evaluation	Workforce	Communities, Environment and Infrastructure	Provision & Engagement
Organisational commitment from key partners to achieving the relevant commitments made in the Active Great Yarmouth Framework	Create a network of physical activity champions that support the promotion physical activity and the Active Great Yarmouth commitments	Identify resources from across partners to support the development of GY specific insight across multiple populations – develop a GY insight report that supports future decision making.	Training of physical activity champions/advocates from across the Borough to promote physical activity, support behaviour change and create a culture of activity in GY	Respond to insight to develop a plan for increasing engagement with local facilities, including the development of local activity programmes	Develop a programme at the new Leisure Centre that engages underrepresented groups and reflects priorities identified within Framework
Ensure physical activity is considered and embedded into Borough Council and partner strategies and corporate projects	Support the development of an annual Active Great Yarmouth campaign to positively promote physical activity and local opportunities	Conduct an assessment of all potential physical activity spaces to understand how accessible, engaging and well utilised they are – to include parks, green spaces, beaches, purpose built facilities, walking/cycling infrastructure	Develop an employer incentive scheme that encourages active employees through discounted provisions, time for volunteering and participation, rewarded behaviour.	Work with parish councils to understand the potential for CIL investment to support local communities to be more active	Develop a concession scheme for the Borough that allows reduced rate access to facilities and services that promote physical activity
Realise the commitments made in the Sport, Play and Leisure Strategy 2015-2029	Support the development of an up to date activity finder that gives information about appropriate opportunities to be active for different groups	Develop an understanding of engagement with physical activity amongst tourists to Great Yarmouth		Embed physical activity into plans for new developments, Healthy High Streets initiative and the development of new road infrastructure	Pursue opportunities to scale up provision that works – e.g. All to Play For, GOYA, Get Set To Go
Influence Active Design principles in local planning and infrastructure policy					Develop Great Yarmouth wide plans to further engage people in walking, running and cycling as priorities to support a social movement
Develop a Local Cycling and Walking Infrastructure Plan and link with the local plan development	Support a calendar of existing national and local campaigns to promote local physical activity messages and opportunities e.g. World Mental Health day				
Work with local employers to embed physical activity into workplace policy and practice	Develop a consistent narrative for physical activity and sport that helps workforce and the general public to be clear about: > What is meant by 'physical activity' > The core messages of how much > The wide-ranging benefits of physical activity > what is available locally				Develop a programme of activity to encourage off-season use of facilities and assets that promote physical activity e.g. leisure centre, Waterways, Winter Gardens

Improving Early Years Development

Strategy and Policy	Marketing and Promotion	Insight and Evaluation	Workforce	Communities, Environment and Infrastructure	Provision & Engagement
Build an understanding of opportunities to embed physical activity into the implementation of early years services	<p>Work with early years settings to promote the Chief Medical Officer recommendations for physical activity, opportunities to be active and active travel to families</p> <p>Collaborate with early years services to promote physical activity across a wide range of settings and target the whole family e.g. through childminders, children's centres, nurseries, pre-schools</p>	Undertake consultation to understand what might change the behaviour of young, particularly vulnerable families, in relation to physical activity	Ensure that those working with young people and parents/guardians are supported to embrace the role that physical activity can play to support school readiness, physical and mental health and wellbeing	<p>Create traffic exclusion zones and promote active travel to early years and school settings</p> <p>Develop a Play Festival that encourages families to explore their local community through non-traditional activity</p>	<p>Support and develop a programme of parent-led activity sessions in communities</p> <p>Engage with a tech company to create a digital platform for GY that encourages greater walking and engagement with local community amongst families e.g. develop a Parks/Seafront app</p> <p>Work with leisure operator and partners to develop a programme of holiday based activities that utilise existing assets in the Borough</p> <p>Work with leisure operator and partners to develop a programme of early years provision in purpose-built and community based facilities</p>

Raising Aspirations

Strategy and Policy	Marketing and Promotion	Insight and Evaluation	Workforce	Communities, Environment and Infrastructure	Provision & Engagement
<p>Advocate the education leaders to embed PE, physical activity and sport into strategies to achieve school improvement priorities</p> <p>Embed physical activity into strategies to prevent young people offending</p> <p>Work with Department of Work & Pensions to embed physical activity into organizational policy and practice</p>	<p>Develop a campaign that promotes local opportunities for local people to be active and encourages greater ownership of assets, particularly in the lead up to Marina Centre re-launch</p> <p>Work with schools to promote the Chief Medical Officer recommendations for physical activity, opportunities to be active and active travel</p> <p>Raise awareness of the benefits of physical activity and sport in reducing offending to the youth offending, justice sector and local communities</p>	<p>Consult with target communities to understand opportunities to engage them with positive activities, skills and training</p> <p>Map opportunities for young people at risk of ASB across the Borough to engage in physical activities and related skills and training</p> <p>Conduct a training needs analysis of the skill requirements to support local tourism/physical activity workforce e.g. lifeguards, apprenticeships, holiday camps</p> <p>Develop a police pathway that directs young people engaging in risky behaviours into physical activity</p>	<p>Train those with a responsibility for raising aspirations in the promotion of physical activity and supporting behaviour change i.e. schools, DWP, criminal justice system, VCSE sector</p> <p>Work with partners to create an annual workforce development plan for GY that responds to local employer needs in relation to physical activity and tackles unemployment</p> <p>Train community champions/advocates to channel challenging behaviours into positive actions that pay back into communities</p>	<p>Increase use of school facilities to engage in physical activity out of school hours</p> <p>Support schools to have effective pathways into local community activities</p> <p>Identify resources to support ABCD approaches to create additional opportunities to be active in local communities</p>	<p>Work with schools to ensure PE and School Sport Premium is targeted towards those young people that need it most</p> <p>Work with schools and colleges to develop a Borough wide programme of extra-curricular activities that engage young people</p> <p>Develop a safer street games initiative in residential areas to make activities and games accessible and decriminalized.</p> <p>Work with young people to develop a programme of activity that engages those displaying early risk-taking behaviour and offers positive distractions.</p> <p>Develop a coordinated approach to volunteering to increase and retain those engaged, and ensure the volunteering workforce is more diverse and representative of Great Yarmouth communities</p> <p>Roll out a time-credits initiative that works with partner organisations to provide volunteering opportunities and reward engagement</p> <p>Create links between physical activity providers and youth justice system to encourage greater engagement with existing positive activities</p>

Improving the lives of people living with LTC

Strategy and Policy	Marketing and Promotion	Insight and Evaluation	Workforce	Communities, Environment and Infrastructure	Provision & Engagement
<p>Embed physical activity into the strategies, commissioning processes and service/pathway design in relation to health and social care services</p> <p>Embed physical activity into the strategy for supporting the development of Primary Care Networks</p>	<p>Work with the health system to promote the Chief Medical Officer recommendations for physical activity, opportunities to be active and active travel to those at risk of developing and with existing long term conditions</p> <p>Work with the health system to develop key messages around physical activity, self-care and prevention</p> <p>Support all GP practices, James Paget and other clinical services to actively promote physical activity opportunities to their patients through appropriate resources</p>	<p>Work with the health system, particularly Primary Care Networks, to understand local need in relation to long term conditions</p> <p>Build on existing consultation with people with LTCs to ensure that future provision meets need</p> <p>Develop an understanding of workforce needs to support the development of training and promotion of physical activity to patients</p> <p>Embed physical activity, where appropriate, into performance management/evaluation expectations when commissioning services</p>	<p>Roll out a programme of physical activity awareness training across the frontline health and social care workforce, including social prescribers</p> <p>Support the training of commissioners/service providers/system advocates to build confidence in embedding physical activity into service design</p> <p>Develop a workforce plan that supports the existing physical activity delivery workforce (paid and unpaid) to confidently work with those with LTCs</p>	<p>Support the health system to develop effective pathways into local community activities</p> <p>Develop a plan to utilise the existing assets (gyms) within doctors' surgeries</p>	<p>Develop a robust exercise referral/long term condition specific programme with the health system that supports local need and reflects national guidelines</p> <p>Develop a programme of preventative activity that supports Population Health Management approaches within Primary Care Networks and ensure those at risk of LTCs are identified a proactively engaged in appropriate activity</p> <p>Work with health system to embed physical activity provision, where appropriate, into clinical services such as physiotherapy, diabetes treatment, cardiac/pulmonary rehab</p>

Improving the mental health of the population

Strategy and Policy	Marketing and Promotion	Insight and Evaluation	Workforce	Communities, Environment and Infrastructure	Provision & Engagement
<p>Embed physical activity into the strategies, commissioning processes and service/pathway design in relation to health and social care services</p> <p>Ensure that physical activity and sport are integrated into locality working around health and social care transformation</p>	<p>Work with partners to advocate the benefits of physical activity in relation to mental health outcomes across the life-course</p> <p>Support all GP practices, James Paget and other clinical services to actively promote physical activity opportunities to their patients through appropriate resources</p>	<p>Work with partners to engage with people with poor levels of mental health and develop understanding of barriers and enablers and opportunities to promote physical activity</p>	<p>Roll out a programme of physical activity awareness training across the mental health workforce and appropriate VCSE partners, that includes opportunities to promote physical activity in addition to traditional treatment</p> <p>Develop a workforce plan that supports the existing physical activity delivery workforce (paid and unpaid) to confidently work with those with mental health conditions, including dementia</p>	<p>Develop a programme to engage local residents with their natural/outdoor environment to support mental health outcomes</p>	<p>Work with partners to build physical activity provision into services that's support people with poor mental health</p> <p>Engage secondary schools and colleges to secure a commitment to develop physical activity as a tool to support mental health needs in young people.</p>

Reducing Social isolation

Strategy and Policy	Marketing and Promotion	Insight and Evaluation	Workforce	Communities, Environment and Infrastructure	Provision & Engagement
Embed physical activity into strategy and services that support those at risk of social isolation e.g. older people, adolescents, people living with an LTC, lone parents, carers, ethnic minority groups and vulnerable households.	<p>Advocate physical activity as a tool to reduce social isolation in its broadest sense</p> <p>Campaign to support the most isolated members of GY community to engage in local positive activities</p>	<p>Develop an engagement plan, working across partners, to consult with those at risk of isolation to identify need and opportunities to engage</p> <p>Consultation to build insight and understanding of BAME needs, interests and opportunities to use physical activity as a tool to support integration</p>	<p>Provide cultural sensitivities training to physical activity providers (paid and unpaid)</p> <p>Support the growth of physical activity providers that are equipped to work with underrepresented groups – including those with disabilities, pregnant woman and older adults</p>	<p>Identify and audit the potential dementia, disability and older people friendly facilities, walking routes and other infrastructure and promote through appropriate channels.</p> <p>Work with care home/care providers to create active communities and embed physical activity into service delivery to address social isolation of residents</p> <p>Utilise the new Marina Centre assets to create social activities for potentially isolated residents</p>	<p>Develop a programme of activity that supports greater engagement in rural communities of the Borough</p> <p>Support the development of activities that engage older populations and seek to address social isolation, utilising existing assets such as Marina Centre, libraries, Acorn Centre, Venetian Waterways etc</p> <p>Explore a programme of intergenerational activity that links care homes, older populations, schools and early years settings</p> <p>Embed physical activity at the heart of broad approaches to social prescribing across Great Yarmouth</p>

Workstream	#	Aim/ Commitments	Purpose	Action 21/22	Expected Outcomes	Lead Officer/ Partner Support	GYBC Corporate Plan
1: Reducing Inactivity	1.1	Gather organisational commitment for the Physical Activity Framework from partners	<ul style="list-style-type: none"> To have clear representation from partners as to which commitments they are able & willing to support 	<ul style="list-style-type: none"> Using an online platform to record partner sign-up to multiple commitments across all 6 workstreams Partners will be able to access a pledge page to agree areas of support & access a digital toolkit with printable certificate; email banners; logo; graphics 	<ul style="list-style-type: none"> Each commitment will be supported by 2 or more organisations showing the collaborative approach to developing & improving the Borough's use of physical activity to support wider social outcomes 	<ul style="list-style-type: none"> Andy Oakley Active GY steering group 	All
	1.2	Influence design in local planning & infrastructure that supports physical activity & active travel	<ul style="list-style-type: none"> To be pro-active in embedding the principles of physical activity early within new projects & plans, so that it efficiently incorporates consideration for resident health & wellbeing Prevent the need to retro fit physical activity principles into key areas of work at an after thought 	<ul style="list-style-type: none"> Engage in the Local Cycling & Walking Improvement Plan (LCWIP) process Feed use of recreational space into Middlegate Project Support Healthy High Streets agenda 	<ul style="list-style-type: none"> Significant investment & development in the infrastructure for walking & cycling Improved access & uptake of walking & cycling participation Community asset development of Middlegate estate: repair/ repurpose/ replace Incorporate clear physical activity principles to support population health through Healthy High Streets process 	<ul style="list-style-type: none"> David Glason Andy Oakley <p>NGB's: UK Cycling</p> <p>NCC: Pushing Ahead</p> <p>Independent: Fathom</p>	All
	1.3	Engage & promote walking, running & cycling as priorities	<ul style="list-style-type: none"> As some of the most accessible means to increasing resident's physical activity levels, focusing on opportunities to increase these activities will yield the biggest results 	<ul style="list-style-type: none"> Engage in the Local Cycling & Walking Improvement Plan (LCWIP) process Support NCC Pushing Ahead project with a GYB focus Targeted campaigns promoting walking, running & cycling using local resources 	<ul style="list-style-type: none"> Increase in levels of reported physical activity across the Borough, with reference to walking, running & cycling 	<ul style="list-style-type: none"> Project dependent Andy Oakley 	Environment & Housing & Communities
	1.4	Work with all levels of government to leaver funding to support local communities to become active	<ul style="list-style-type: none"> Access to the correct funding at the necessary time will allow key projects to best support the local community 	<ul style="list-style-type: none"> Review opportunities & raise awareness of funding from all levels of government: National, Regional, County, Local Authority & Parish, that can align with local need 	<ul style="list-style-type: none"> Monetary investment into the Borough, ie: TIF Implement the Holiday Activities & Food Programme NHS Charities Fund 	<ul style="list-style-type: none"> Andy Oakley Network groups NCC GYBC Active Norfolk 	All

1: Reducing Inactivity	1.5	Create a network of physical activity champions & advocates within partner organisations	<ul style="list-style-type: none"> • Increase support & promotion for physical activity by organisational partners that supports the reach to all residents of the Borough • Identified physical activity champions within each organisation forms a strong link & point of contact for other members of that organisation • Multiple cross-sector champions can form a support network that enables better sharing of local opportunities for staff & residents 	<ul style="list-style-type: none"> • Following a partner organisations pledge, an identified member of their staff will be sought to sign up as a physical activity champion. Their role as a point of contact is to support, promote & raise awareness of physical activity in all its forms, as a tool to support both internal staff needs; & also their organisations' service users. • T-shirt & snood to be provided 	<ul style="list-style-type: none"> • Widened discussion & understanding of the benefits of physical activity, for both organisation staff & their service users • Consistent messaging & information for multiple organisations • A data base of signed up champions 	<ul style="list-style-type: none"> • Andy Oakley • Shelly Ames • AGY steering group 	Housing & communities
	1.6	Delivery of annual physical activity campaigns	<ul style="list-style-type: none"> • A reoccurring annual campaign offers the opportunity to showcase new & existing provisions to support physical activity • To act as a catalyst to encourage uptake on physical activity & reduce sedentary behaviour • Support raising of brand awareness for Active Great Yarmouth 	<ul style="list-style-type: none"> • Develop Great Yarmouth annual campaign of physical activity • Align with calendared campaigns throughout the year. Ie: M/H; diabetes, etc • Link to development of a physical activity brand 	<ul style="list-style-type: none"> • Peak engagement in participation during campaign time • Raised brand awareness • Increased positive physical activity data received from Sport England 	<ul style="list-style-type: none"> • Andy Oakley • GYBC- David Wiles • Active Norfolk- Kristen Hall 	Housing & Communities
	1.7	Support the development of locality insight across multiple population groups	<ul style="list-style-type: none"> • To understand physical activities role to better inform decision making across all partners and where required used to help access funding. 	<ul style="list-style-type: none"> • Identify existing data & insight from partners • Support current work that is compiling mixed data that supports advocating physical activity; & where physical activity can support broader social outcomes • Share Active Norfolk data sets 	<p>Clear data insight for:</p> <ul style="list-style-type: none"> • Early Years • Socially isolated groups • BAME Communities • Long term conditions • Mental health needs 	<ul style="list-style-type: none"> • AGY steering group- Shelley Ames • Public Health- • Tracey Andrews- Children Services • Rachel Cooke- Active Norfolk 	All
	1.8	Assess physical activity space for the Borough, to make most effective use of green space/outdoor recreational spaces	<ul style="list-style-type: none"> • To hold a clear & current Playing Pitch Strategy (PPS) that acknowledges all asset changes over the last 7 years • To take stock & understand current GYBC assets including green, blue & structural facilities • To consider private opportunities 	<ul style="list-style-type: none"> • Refresh of the Playing Pitch Strategy (PPS) 	<ul style="list-style-type: none"> • A PPS will support accessing County & National funds needed to develop & enhance Borough assets & projects. 	<ul style="list-style-type: none"> • Kate Watts • Andy Oakley • Appointed consultants • Sam Hubbard 	Housing & Communities & Environment

Workstream	#	Aim/ Commitments	Purpose	Action 21/22	Expected Outcomes	Lead Officer/ Partner Support	GYBC Corporate Plan
2: Improving Early Years	2.1	Embed physical activity into early years' service strategies & policies	<ul style="list-style-type: none"> To support the proactive integration of physical activity at an early age To support early years' service to promote the benefits of physical activity 	<ul style="list-style-type: none"> Influence services to adopt physical activity into their working Embed physical activity framework into newly developed strategies 	<ul style="list-style-type: none"> All services & setting to have physical activity acknowledged in their work Reduction in overweight data- Reception Yr. 	<ul style="list-style-type: none"> C/S- Phillip Beck ECAB members 	Housing & Communities
	2.2	Work with early years services to promote key messages of physical activity across a broad range of settings	<ul style="list-style-type: none"> Advice, support & guidance from settings that engage families are more likely to reach those most in need 	<ul style="list-style-type: none"> Identify services & settings Promote CMO guidelines for 0-5yrs Promote local resources 	<ul style="list-style-type: none"> Early years tool kit to promote physical activity Consistent narrative with early years services & setting around the benefit of physical activity 	<ul style="list-style-type: none"> Early Years Education team- Gemma Lane Early Childhood & Families Service- Becky Marshal Camb's Community Services- Steph Edrich Active Norfolk CYP team- Jo Thompson 	Housing & Communities
	2.3	Ensure services & settings working with families of early years are trained in providing advice, support & guidance around physical activity	<ul style="list-style-type: none"> Providing UpToDate knowledge of options & opportunity allows for broader discussions Improve worker confidence in discussing physical activity 	<ul style="list-style-type: none"> Map services Promote 'Get Active' training 	<ul style="list-style-type: none"> All services & setting to have physical activity acknowledged in their work planning Consistent narrative with early years services & setting around the benefit of physical activity Reduction in overweight data- Reception Yr. 	<ul style="list-style-type: none"> Early Years Education team- Gemma Lane Early Childhood & Families Service- Becky Marshal Camb's Community Services- Steph Edrich Active Norfolk CYP team- Jo Thompson 	Housing & Communities

Workstream	#	Aim/ Commitments	Purpose	Action 21/22	Expected Outcomes	Lead Officer/ Partner Support	GYBC Corporate Plan
3: Raising Aspirations	3.1	Advocate education leaders to embed physical activity into school improvement priorities	<ul style="list-style-type: none"> Using the power of sport & physical activity to support broader outcomes of educators 	<ul style="list-style-type: none"> Support specialist workforce to engage primary & secondary schools Engage with Further Education 	<ul style="list-style-type: none"> Improved uptake & engagement with SGO & events Improvements in Active Lives Survey data Reduction in Yr.7 overweight data 	<ul style="list-style-type: none"> Jo Thompson-Active Norfolk Elliot Udell- School Games Officer Andy Oakley 	Housing & Communities
	3.2	Work with education providers to promote Chief Medical Officer recommendations	<ul style="list-style-type: none"> With access to nearly all children of school age education provider are best place to promote 	<ul style="list-style-type: none"> Support specialist workforce to engage primary & secondary schools Engage with Further Education 	<ul style="list-style-type: none"> Improved uptake & engagement with SGO & events Improvements in Active Lives Survey data Reduction in Yr. 7 overweight data 	<ul style="list-style-type: none"> Jo Thompson-Active Norfolk Elliot Udell- School Games Office Andy Oakley 	Housing & Communities
	3.3	Ensure PE & school sport premiums (SSP) target those most in need	<ul style="list-style-type: none"> SSP can support reduction in inequality through funding to improve equity of chance 	<ul style="list-style-type: none"> Support specialist workforce to engage primary & secondary schools 	<ul style="list-style-type: none"> Recorded uptake of SSP use to enable physical activity opportunities 	<ul style="list-style-type: none"> Jo Thompson-Active Norfolk Elliot Udell- School Games Officer Andy Oakley 	Housing & Communities
	3.4	Work with employability organisations to embed physical activity into policy & practice	<ul style="list-style-type: none"> To use physical activity to engage & support Employability organisations client groups 	<ul style="list-style-type: none"> Engage locality employability organisations in understanding the role of physical activity in supporting work readiness 	<ul style="list-style-type: none"> Incorporate clear physical activity principles to support employability organisations outcomes 	<ul style="list-style-type: none"> Anne Rawstron-DWP Andy Oakley 	Economy
	3.5	Assist in public volunteer co-ordination that supports engagement in physical activity of other residents	<ul style="list-style-type: none"> Use of local volunteers can help those in need of support to participate in an activity 	<ul style="list-style-type: none"> Support coordination of ascertaining volunteer interest in physical activity Maintain data base of physical activity volunteers 	<ul style="list-style-type: none"> To have a number of local volunteers able to support others into physical activity; whether through participation with, or supporting people to attend 	<ul style="list-style-type: none"> Lauren Randell-GYBC Laura Bloomfield-Voluntary Norfolk- 	Housing & Communities
	3.6	Train frontline practitioners, officers & educators, responsible for raising local aspirations in the promotion of physical activity	<ul style="list-style-type: none"> Frontline workers offering face to face contact are best placed to use their working relationship to advocate & promote physical activity 	<ul style="list-style-type: none"> Identify training opportunities, partner organisations & prioritise Arrange & deliver training 	<ul style="list-style-type: none"> Over half of each partner workforce trained in the benefits of physical activity & local opportunities to be active 	<ul style="list-style-type: none"> Andy Oakley Amy Storey-Active Norfolk AGY steering group 	Housing & Communities
	3.7	Map opportunities to divert young people from offending into engaging in physical activity, skills & training	<ul style="list-style-type: none"> To utilise the existing assets available to local young people in need of diversionary activities 	<ul style="list-style-type: none"> Collaborate with partners to identify suitable & appropriate provisions for vulnerable young people 	<ul style="list-style-type: none"> A developing directory of opportunities for vulnerable young people 	<ul style="list-style-type: none"> Claire Winchester-Youth Offending AGY steering group 	Housing & Communities

Workstream	#	Aim/ Commitments	Purpose	Action 21/22	Expected Outcomes	Lead Officer/ Partner Support	GYBC Corporate Plan
4: Long Term Conditions	4.1	<ul style="list-style-type: none"> Develop physical activity training offer & priority plan for frontline health & social care staff; as well as commissioners/ service providers 	<ul style="list-style-type: none"> To educate around the benefit & opportunities to engage people in physical activity for the purpose of improving their physical, mental, social & emotional health To proactively incorporate physical activity into new services as a supporting element 	<ul style="list-style-type: none"> Identify cohorts of staff for training, ie: ECCH, Primary care, CCG staff & commissioners; VCSE Develop & deliver training package Promote advocacy work 	<ul style="list-style-type: none"> Increased conversations recorded around physical activity by staff An increase in incorporation of physical activity to future provisions & planning 	<ul style="list-style-type: none"> Andy Oakley Amy Storey- Active Norfolk Shelley Ames- CCG Rebecca Blackstone- PCN AGY steering group 	Housing & Communities
	4.2	<ul style="list-style-type: none"> Work with the health system to develop & promote key messages around physical activity 	<ul style="list-style-type: none"> To support a consistent narrative with services around the benefit of physical activity Raise confidence in discussing physical activity with patients 	Collaborate with health care system via CCG; PCN; & VCSE to create a promotional plan based on: <ul style="list-style-type: none"> > CMO guidelines > LTC messages > Benefits of activity > Prevention, management & recovery > Active travel benefits 	<ul style="list-style-type: none"> Increase awareness & understanding of physical activity Visual promotion; verbal discussion; increased social media profile; common conversation Active Practice Charter sign-up 	<ul style="list-style-type: none"> Shelley Ames- CCG Andy Oakley Rebecca Blackstone- PCN ECCH- tbc 	Housing & Communities
	4.3	<ul style="list-style-type: none"> Develop a robust exercise referral programme 	<ul style="list-style-type: none"> To deliver a consistent Borough offer in line with County, for a prevention & rehabilitative programme supporting a range of long-term conditions 	<ul style="list-style-type: none"> Review current offer Develop case for a defined service Link to new/ future developments ie: Marina 	<ul style="list-style-type: none"> A referral programme with consistent pathways Suitable resources Data led priority LTC's identified 	<ul style="list-style-type: none"> Shelley Ames- CCG Lindsay Barker- GYBC Andy Oakley ECCH- tbc Leisure provider 	Housing & Communities

Workstream	#	Aim/ Commitments	Purpose	Action 21/22	Expected Outcomes	Lead Officer/ Partner Support	GYBC Corporate Plan
5: Mental Health	5.1	<ul style="list-style-type: none"> Develop physical activity training offer & priority plan for frontline mental health, social care & VCSE staff 	<ul style="list-style-type: none"> To educate around the benefit & opportunities to engage people in physical activity for the purpose of improving their physical, mental, social & emotional health 	<ul style="list-style-type: none"> Identify cohorts of staff for training, ie: NSFT; MIND; VCSE groups; ECCH, Primary care, CCG staff Develop & deliver training package Promote advocacy work 	<ul style="list-style-type: none"> Promotion of physical activity in addition to traditional treatments 	<ul style="list-style-type: none"> Andy Oakley Sam Watts- Active Norfolk MIND NSFT 	Housing & Communities
	5.2	<ul style="list-style-type: none"> Develop a programme/ campaign to engage people with their natural/ outdoor environment to support mental health 	<ul style="list-style-type: none"> Study's support both physical activity & natural environments as positive ways to enhance positive mental health 	<ul style="list-style-type: none"> Identify service providers to support programme development Work with partners to develop concept Support ownership of programme with relevant partners to ensure sustainability 	<ul style="list-style-type: none"> A sustainable outdoor programme of physical activity designed for mild to moderate mental health 	<ul style="list-style-type: none"> Andy Oakley GYBC- David Wiles Active Norfolk- Kristen Hall 	Housing & Communities

Workstream	#	Aim/ Commitments	Purpose	Action 21/22	Expected Outcomes	Lead Officer/ Partner Support	GYBC Corporate Plan
6: Social Isolation	6.1	<ul style="list-style-type: none"> Embed physical activity as a tool to reduce isolation in strategies for identified target groups 	<ul style="list-style-type: none"> Opportunities to use physical activity increases the range of ways an individual/ group may be supported out of isolation One tool of many to support social inclusion 	<ul style="list-style-type: none"> Influence uptake within partner strategy & policy Identify partners & associated community cohorts Train on benefit & opportunities 	<ul style="list-style-type: none"> Increased conversations around physical activity Increase confidence in advising around the benefits of physical activity 	<ul style="list-style-type: none"> AGY steering group Andy Oakley 	Housing & Communities
	6.2	<ul style="list-style-type: none"> Embed physical activity at the heart of broad approaches to social prescribing across Borough PCN's. 	<ul style="list-style-type: none"> Social prescribing provides direct access to those most in need & at risk of isolation 	<ul style="list-style-type: none"> Influence & embed physical activity principles in the narrative of social prescribing Support training & development opportunities 	<ul style="list-style-type: none"> Increased conversations around physical activity Increase confidence in advising around the benefits of physical activity Active Practice Charter sign up 	<ul style="list-style-type: none"> Rebecca Blackstone- PCN Andy Oakley 	Housing & Communities

URN: 21-099

Subject: 2021/22 Period 4 Housing Revenue Account Budget Monitoring Report

Report to: ELT
Housing and Neighbourhoods Committee – 23 September 2021

Report by: HRA Service Accountant

SUBJECT MATTER/RECOMMENDATIONS

It is recommended that Members:

Consider the 2021/22 Housing revenue and capital budget monitoring position as at the end of period 4.

1. Introduction

- 1.1. There is a statutory requirement to maintain a Housing Revenue Account (HRA) and that account must not show a deficit. The HRA is a separate (ring fenced) account of the Council covering income and expenditure relating to its role as landlord. Under the self-financing arrangements for local authorities, the HRA records the costs of management and maintenance of the Council's dwellings and the related income from rents and other charges. The Government provides guidance on what should be included in the HRA to protect Council tenants.
- 1.2. Although there is not a requirement for a similar separation of capital expenditure, the capital programme as it relates to the HRA is separately monitored. This report outlines the estimated forecasts for the full financial year 2021/22 as well as showing the position of the HRA as at the end of period 4.
- 1.3. The regular review and monthly monitoring of the HRA budgets provides a sound basis for the preparation of estimates for 2021/22 and of the HRA Business Plan.

2. Budget Monitoring at Period 4 (April – July 2021)

- 2.1. For budget monitoring purposes, the actual expenditure and income to the end of period 4 is compared to the profiled budgets for the same period. Key variations are identified and explained within Appendix 1, HRA Income and Expenditure 2021/22 and Appendix 2, HRA Capital programme expenditure.

- 2.2. The Housing Revenue Account currently has a revised 2021/22 forecast deficit of £2.805m, from an originally budgeted forecast deficit of £2.954m, resulting in a favorable movement of £149k.
- 2.3. The majority of capital programmes are currently on track to meet the profiled budget provision. Programmes are forecast to continue at a higher rate of productivity to complete the works highlighted by the stock condition survey and continue to improve overall stock condition.

3. Forecasts for 2021/22

- 3.1. To prepare updated forecasts detailed analysis has been undertaken of actual figures, known variations (as indicated in the budget monitoring analysis) and planned changes identified by the review work. The latest forecasts are set out below; table 1 shows the HRA Income and Expenditure forecast and table 2 shows the HRA Capital Programme and planned resourcing of the programme

Table 1 - HRA Income and Expenditure Forecast 2021/22

	Original Budget £000	Revised Forecast £000	Variance £000
Dwelling Rents	(21,495)	(21,495)	0
Other non-dwelling rents	(275)	(275)	0
Charges for services and facilities	(1,366)	(1,366)	0
Interest & investment income	(15)	(15)	0
Income Total	(23,151)	(23,151)	0
Repairs & Maintenance	9,257	9,175	(82)
Supervision and Management (Direct Employee)	2,580	2,562	(18)
Supervision and Management	3,126	2,963	(163)
Rents Rates & Taxes	284	338	54
Depreciation	3,738	3,738	0
Capital expenditure funded by the HRA	3,561	3,621	60
HRA Interest Payable	2,946	2,946	0
Provision for bad and doubtful debts	150	150	0
Employer's Pension Adjustment	513	513	0
Total Expenditure	26,155	26,006	(149)
Transfers (from)/to Earmarked Reserves	(30)	(30)	0
Leasehold Capital Contributions	(20)	(20)	0
Deficit/(Surplus) for the year	2,954	2,805	(149)
Bfwd HRA Reserves Balance (01 Apr)	8,563	8,563	0
Deficit/(Surplus) for the year	2,954	2,805	(149)
Cfwd HRA Reserves Balance (31 Mar)	5,609	5,758	149

- 3.2. The changes incorporated within the revised budget are overall predictions and continue to capture the full impact of the COVID-19 pandemic.
- 3.3. Revised forecasts include the revision of supervision and management recharges, reflecting a reforecast reduction overall.

- 3.4. Repairs and maintenance budgets continue to reflect a reduction in demand led revenue void spend, along with responsive repair works. Both of these budgets will continue to be monitored going forward.

Table 2 - HRA Capital Expenditure and Financing Forecast 2021/22

Capital programme	Original Budget £000	Revised Forecast £000	Variance
Kitchens & Bathrooms	2,869	2,869	0
Windows & Doors	647	647	0
Planned Maintenance	642	642	0
Energy Efficiency Improvements	1,173	1,173	0
Specific Planned Projects	756	756	0
Empty Properties	785	1,035	250
New Affordable Housing - Right to Buy receipts	3,648	3,648	0
New Affordable Housing – Additional Non 1-4-1 Provision	500	500	0
Decarbonisation	1,978	1,728	(250)
Neighbourhood Plans	91	91	0
Housing Transformation Budget	607	607	0
Key Safe Installation	0	60	60
Total Expenditure	13,696	13,696	60
Financing:			
Borrowing	4,150	4,150	0
Capital Receipts	2,227	2,227	0
Revenue	3,561	3,621	60
Depreciation	3,738	3,738	0
Leasehold Contribution	20	20	0
Total Financing	13,696	13,696	60

- 3.5. The Major void programme has been subject to increased demand year to date. This budget increase is forecast to be supported by reductions in expected spend within the Decarbonisation programme. Decarbonisation works will continue to be completed, but due to time pressures, are forecast to be completed following roofing completions resulting in slippage of some of the programme into next year.
- 3.6. Programmes continue to be on track, with works being completed on long term voids, with three dwellings currently undergoing renovation. Along with this, other programmes such as windows and doors and neighbourhood plans are on track, with the latter delivering the upgrade of communal doors and screen upgrades.

4. Right To Buy (RTB) Summary 2021/22

- 4.1. Table 3 provides the number of the RTB sales made year to date at period 4 against our anticipated budgeted sales. Further analysis will be undertaken in Quarter 2 to review the projected sales anticipated for the full year.

Table 3 – RTB Sales 2021/22

	Estimated Sales	Actual Sales
Qtr. 1	8	5
Qtr. 2	9	0
Qtr. 3	10	0
Qtr. 4	10	0
Total	37	5

5. Conclusion

- 5.1. The Housing Revenue Account currently has a revised 2021/22 forecast deficit of £2.805m, from an originally budgeted forecast deficit of £2.954m, resulting in a favorable movement of £149k.
- 5.2. The majority of the HRA revenue income & expenditure budgets are on track to meet 2021/22 budget provisions and will continue be monitored going forward.

6. Financial implications and Risks

- 6.1. The detail within the report highlights the significant variances for the year to date, including a full year impact to the HRA revenue and capital budgets
- 6.2. The HRA monitoring report aims to capture all impacts as a result of the COVID-19 pandemic. This includes a revised full year forecast to depict a more accurate outturn position overall.
- 6.3. The income and expenditure will continue to be monitored in detail during the year, including additional reviews of the HRA 40 year business plan throughout the year.
- 6.4. The HRA is dependent mainly on the rental income stream of the social housing rents, and we have a dedicated team monitoring tenant arrears on a regular basis.

7. Background Papers

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	
Section 151 Officer Consultation:	
Existing Council Policies:	
Financial Implications (including VAT and tax):	

Legal Implications (including human rights):	
Risk Implications:	
Equality Issues/EQIA assessment:	
Crime & Disorder:	
Every Child Matters:	

Appendix 1 - HRA Income and Expenditure 2021/22

	Profiled Budget to Period 4 £000	Expenditure to Period 4 £000	Variance £000	Comments
Dwelling Rents	(7,516)	(7,605)	(89)	Rent received from HRA Dwellings. Increase in revenue received following the increased acquisitions added to the stock in 2020/21. Income recovery is currently at 94%.
Charges for services and facilities	(489)	(455)	34	Income received from services and facilities. Enhanced tenancy management charge reflects a reduction in staff costs included within the charge.
Income Total	(8,005)	(8,060)	(55)	
Rents, Rates, Taxes and Other Charges	182	248	66	Increased insurance premiums as a result of the COVID-19.
Repairs and Maintenance	3,038	2,860	(178)	Planned large repair works are currently overspent by £96k. This overspend is forecast to be partly supported by revenue neighbourhood plan works. Revenue void repair works are currently overspent by £20k. This is a demand led budget requirement and will continue to be monitored. Asset management is underspent by £178k. This is due to asset team vacancies year to date.
Supervision and Management (Staff Pay)	817	780	(37)	Staff vacancies year to date within multiple housing teams. Services are working towards recruiting into these posts going forward.
Capital Expenditure funded by Revenue	117	216	99	Increased revenue to support capital expenditure. This is due to reduced capital receipts in year to finance the overall capital spend year to date.
Interest Payable and Similar Charges	977	836	(141)	Reduced borrowing required year to date, along with reduced interest rates received.
Expenditure Total	5,131	4,940	(191)	

Appendix 2 - Capital Expenditure 2021/22

Capital Programme	Profiled Budget to Period 4 £000	Expenditure to Period 4 £000	Variance £000	Comment
Planned Maintenance	204	153	(51)	Major repairs and maintenance works are currently £23k underspent. This budget is demand lead and remains as a works provision. Rewires are currently underspent by £78k, capital adaptations are overspent by £50k. Both budgets are forecast to meet provisions in year.
Energy and Efficiency Improvements	391	327	(64)	Heating budgets are currently underspent by £64k. These programmes have now been increased and are forecast to reach the programmed budget allocation.
Empty Properties	233	469	236	Major void works are ahead of schedule year to date. The Major void programme is forecast to exceed its original budget provision. An additional £250k is forecast to be moved from the EWI programme, to support increased demand.
New Affordable Housing	744	673	(71)	Two properties have been purchased off the open market year to date, as part of the planned scheme using Right to Buy retained receipts. Currently the programme is ahead of its receipt requirement.
Key Safe Installation	0	29	29	Additional works to replace key safes within Housing. Programme continuation from works started in 2020/21.
Housing Transformation Budget	70	0	(70)	Delay to programme has resulted in reprofile of spend.
Decarbonisation	579	333	(246)	External wall insulation (EWI) has reflected a £263k underspend, due to roofing works needing to be completed prior to the completion of EWI works. The EWI programmed budget is expected to be surplus for works to be completed in 2021/22. £250k is forecast to be used to support the Major Void programme.
Total	2,221	1,984	(237)	

Subject: Revised Private Sector Housing Adaptation and Improvement Policy

Report to: ELT 1st September 2021
Housing and Neighbourhoods Committee 23rd September 2021

Report by: Vicky George: Independent Living Service Manager

SUBJECT MATTER

This report outlines the revisions to the current Private Sector Housing Adaptation and Improvement Policy.

RECOMMENDATIONS

That Committee:

1. Approve the Private Sector Adaptation and Improvement Policy.

1. INTRODUCTION / BACKGROUND

1.1 The Housing Grants Construction and Regeneration Act 1996 confers a statutory duty on the Council to provide Disabled Facilities Grants to eligible applicants. The Regulatory Reform (Housing Assistance) Order 2002 requires Councils to publish a policy detailing the financial assistance available to privately owned dwellings, who is eligible to receive financial assistance and how the assistance will be delivered.

1.2 Great Yarmouth Borough Council's Private Sector Housing Adaptations and Improvement Policy sets out the:

- legislation governing the assistance available,
- national and local policy context,
- type of assistance available to applicants (both mandatory and discretionary)
- eligibility criteria for assistance; and the
- capital resource available to deliver the various types of assistance.

- 1.3 The current policy, which was revised in July 2019 following a Report to Housing and Neighbourhoods Committee, has been reviewed again and the recommended amendments and additions are set out in following section.

2. Summary of Key Policy Amendments

- 2.1 Section 2.2 Priorities: Updated to encompass support to people with cognitive and neurological impairment as well as a priority on meeting the needs of disabled residents by supporting delivery of one-off capital projects. For example, adapting temporary accommodation to support disabled homeless households.
- 2.2 Section 3 National Policy: Updated to reflect the most recent developments in National Policy that refer to the importance of adaptations in supporting disabled children and adults to live fulfilling lives.
- 2.3 Section 4 Local Strategic Context: Updated to include the Council's Plan and how this Policy contributes to the key strategic priority of improved housing and stronger communities. It also now references the Disabled Facilities Grant – A Protocol for Joint Working in Norfolk.
- 2.4 Section 6 Assistance Available: Lists the mandatory and discretionary assistance available to residents. Updates in this section are:

- Mandatory Disabled Facilities Grant (DFG) (Appendix 1). Using the powers conferred by the Regulatory Reform (Housing Assistance) Order 2002, the first £5,000 of an applicant's calculated means test contribution will be met by the DFG. This will enable more residents to access much needed adaptations who are currently dropping out of the process because they have a calculated contribution. The National Review of DFG highlights several issues with the current means test, suggesting that it is overhauled as it is limiting those eligible for help and excluding some people in greatest need, especially adults of working age and those with small occupational pensions and little or no savings for whom even a modest contribution would be too much to find. This finding is borne out by Council's own data. In previous two years 37 cases did not proceed as a result of a means tested contribution of less than £5,000.

Discretionary eligible cost has been added to allow a contribution to a personal wheelchair budget where this would negate the need to undertake adaptations to the property.

- Discretionary Disabled Facilities Grant Top Up Grant (Appendix 2) Using the powers conferred by the Regulatory Reform (Housing Assistance) Order 2002 a discretionary grant of up to £20,000 will be available to applicants who have been awarded a mandatory DFG and the cost of the works exceeds the statutory maximum grant of £30,000. The DFG review has highlighted that the maximum mandatory grant has been set at £30,000 since 2008. During that time the cost of building work has increased as well as the complexity of adaptations being delivered. More applicants now require two or more adaptations to meet their assessed needs. Providing a discretionary grant will enable more applicants to access essential works quickly that otherwise may not go ahead or be delayed while alternative sources of funding are identified from charities.
- Discretionary Equity Loan Scheme (Appendix 4) Has been aligned to the Norfolk and Waveney Equity Loan scheme (NWELS). This provides the Council with an alternative

loan scheme to (NWELS) that can be used when the NWELS recycled loan pot is fully committed. This will enable more residents to access Equity Loans to remedy serious hazards in their home or to relocate to a home that is adapted or can be adapted to meet their needs.

- Discretionary Be at Home Adaptations (Appendix 5). The upper limit of the grant available has been raised to £5,000 for essential works that facilitate hospital discharge or prevent imminent hospital admission. This grant is focused on carrying out minor adaptations quickly that remove an immediate risk. In addition, the grant now allows for minor adaptations to be carried out for patients who have been waiting for orthopedic surgery for more than 6-months. This is a new scheme that the Council piloting with the James Paget University Hospital.
- Discretionary Top Up Grants for Heating and Energy Efficiency Measures (Appendix 8). A new discretionary grant that provides a top-up to support government and other energy industry backed initiatives. This grant can be used to make up a shortfall in funding to increase take up of these initiatives, helping residents out of fuel poverty by improving insulation and heating systems.

The Appendices have been updated to provide detail on the assistance available.

- 2.5 Section 10: Key Service Standards: Updated to include the legislative service standards and those set out in the document, Disabled Facilities Grant – A Protocol for Joint Working in Norfolk, which sets out timescales that all Norfolk Councils and their partners aspire to meet for delivery of 95% of DFGs.

3. CURRENT SERVICE

- 3.1 The service is still recovering from the effects of the pandemic and continues to work in a Covid safe way, which has impacted delivery. In 2019/20 the Council received £1,188,068 and a further £118,350 in December for the delivery of DFG adaptations. It spent £1,118,076 and delivered 112 DFGs and 188 Be at Home adaptations. It carried forward a commitment of £382,854. In 2020/21 the Council received £1,188,068 and a further £159,977 in December. It spent £518,053 and delivered 43 DFGs and 160 Be at Home adaptations and carried forward a commitment of £253,899. The underspend from 2020/21 has been carried forward, which has provided a budget of £1.9 million for the current year.
- 3.2 As the service continues to recover from the effects of the pandemic the number of DFG completions remain low, which continues to impact on spend. In terms of demand in the system for DFG there are currently 48 applicants waiting for an OT assessment with further 18 currently being assessed by the OT. There are a further 45 cases where a recommendation for works has been received that are either at application stage, pending a survey or on site. Minor adaptation works provided by Be at Home continue to be delivered swiftly with minimal waiting time to enable patients to be safely discharged from hospital or to prevent an imminent hospital admission.
- 3.3 The service is working with colleagues at Norfolk County Council to address the level of recommendations being received and the time taken to provide them. The service is also

currently carrying two Technical Officer vacancies and will be recruiting to these as soon as possible. In addition, the contractor framework, which is used to price works is being reviewed to reflect rising costs in construction to ensure that the service retains existing contractors, and the team are looking to procure additional contractor capacity to deliver works.

4. FINANCIAL IMPLICATIONS

- 3.1 The Council receives an annual allocation from government via the BCF to deliver DFG. For 2021/22 that allocation is just over £1.3 million. In 2020/21 there was an underspend of £600,000 on that year's allocation as a result of work being stopped or delayed by the pandemic. This amount has been rolled forward giving total pot of £1.9 million. The discretionary top up grants for heating and energy efficiency measures are eligible through this Policy to be funded from DFG.
- 3.2 The Council also uses its own capital to provide loans to residents. These loans are repaid when the property is sold, and the money is recycled to help other residents. The loan portfolio comprises of £1 million, Norfolk and Waveney Equity Loan scheme (NWELS) and £1.9 million in the Council's own loan scheme. Currently there is £164,034 available in NWELS and £630,583 in the Councils loan schemes. There is also £400,000 for DFG top up grants and loans. This money was made available following the last review of this policy, which was agreed at Housing and Neighbourhoods Committee in July 2019.
- 3.3 The revenue budget for delivery of Disabled Facilities Grants and loans to the private sector sits in the General Fund and the service is provided by the Independent Living Team. The Independent Living Team operates a Home Improvement Agency that supports applicants through the entire Disabled Facilities Grant process from initial application to completion of the works. There is a fee for this service, which is set against the Disabled Facilities Grant. These fees provide income for the council, to off-set against the cost of providing the service. In addition, Norfolk and Waveney Clinical Commissioning Group provide annual funding of £30,000, which contributes towards the cost of a caseworker to help people through the Disabled Facilities Grant process and towards the cost of the delivery of the Handyperson service.
- 3.4 Monthly statistics of building materials and components produced by the Government Department for Business, Energy, and Industrial Strategy (BIES) show a year-on-year change (July 2020 and July 2021) of 20.1% overall in the cost of materials and components. In addition, contractors have supplied evidence of increasing costs. The framework contract does not allow for an automatic inflationary uplift, clause 23.3 states that the contractor cannot implement increases in charges without prior consultation with and approval of the Council. The contractor framework will need to increase to reflect the rising cost of building materials. Reflecting the current material prices, an uplift will be applied to the framework contract prices. Officers will continue to monitor and review building costs bi-annually to ensure the contractor framework reflects the current costs being incurred by the contractors.

4. RISK IMPLICATIONS

- 4.1 Introducing discretionary assistance is likely to increase the uptake of grants and therefore spend. However, level of spend is dependent on the capacity to deliver and as the service continues to work in a Covid safe way in order to protect the vulnerable client group spend will continue to be a challenge. Officers will monitor spend and if required the discretionary assistance available could be withdrawn should the demand for mandatory DFG increase and place pressure on the budget.
- 4.2 The additional discretionary spend will, in part be mitigated by the repayment arrangements for discretionary assistance above £5,000 whereby this element of the grant is repaid in full when the ownership of the property is transferred.
- 4.3 The increase in building material costs will impact the budget and is necessary to ensure the Council can continue to retain contractors to deliver this work. Reviewing the cost of materials bi-annually will allow the Council to adjust the framework accordingly.
- 4.4 Government has consistently increased the DFG budget since 2016 in recognition of the vital role it plays in supporting the health and care agenda. It appears unlikely that the budget will be reduced considering the launch of the National Disability Strategy and indicating that guidance, informed by the 2018 DFG Review will follow by the end of the year that will support delivery of the DFG.

5. LEGAL IMPLICATIONS

- 5.1 The Council has a statutory duty to provide Disabled Facilities Grants under the Housing Grants Construction and Regeneration Act 1996.
- 5.2 There is a requirement to publish a policy detailing the assistance provided in accordance with the Regulatory Reform (Housing Assistance) Order 2002.
- 5.3 The Equality Act 2010 prohibits discrimination against people with protected characteristics that are specified in section 4 of the Act. Disability is one of the specified characteristics.

6. CONCLUSIONS

- 6.1 The policy has been updated to reflect best practice and current thinking on delivery of DFG and discretionary assistance. Publishing this policy allows the Council to use the capital allocation to provide a wider range of housing adaptation and improvement solutions in support of resident's health and wellbeing, enabling them to remain living in their own homes.

Area for consideration Comment	Comment
Monitoring Officer Consultation	Through ELT
Section 151 Officer Consultation	Through ELT
Existing Council Policies See background papers	Private Sector Adaptation and Improvement Policy 2019
Financial Implications Within existing budgets	Included in section 3
Legal Implications (including human rights)	Included in section 5
Risk Implications	Included in section 4
Equality Issues/EQIA assessment	Considered – Disabled residents are covered by the Equalities Act 2011
Crime & Disorder	N/A
Every Child Matters	Considered – Adaptations for children are covered by this policy



PRIVATE SECTOR ADAPTATIONS AND IMPROVEMENT POLICY 2021

Author	Vicky George
Date	September 2021
Document Status	Draft

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1. Introduction

The quality and suitability of a person's home can have a major impact on their quality of life and general wellbeing. There are direct links between unsatisfactory housing and poor health particularly in older people, residents with disabilities or chronic illness and households with young children. Local authorities have a responsibility to deal with private sector housing that is in poor condition or needs adaptations to meet the needs of those with disabilities.

This policy sets out the financial and other assistance available to residents who are eligible to receive it and how it is delivered. The financial assistance set out in this policy covers both statutory Disabled Facilities Grants and other discretionary grants and loans the Council can provide.

2. Policy Aims and Priorities

2.1. Aims

The Council seeks to improve the health, wellbeing and safety of residents of the Borough who live in private sector housing, through the promotion and delivery of a range of assistance that supports residents to live independently and well by providing statutory Disabled Facilities Grants (DFG) and other discretionary assistance that helps to improve and maintain the condition of properties.

The Council will ensure that the available capital resources are focussed on meeting the needs of the most vulnerable. This focus needs to be set in the context of greater demands on DFG resources and increasing pressures on some of the most vulnerable households in relation to the costs of maintaining and heating their homes.

2.2. Priorities

The key priorities for this policy are to:

- facilitate disabled and people with mobility issues to live independently in their own homes.
- facilitate people living with cognitive, neuro-diverse and sensory impairments to live independently in their own homes.
- facilitate safe hospital discharge that enables people to receive on-going health care at home.
- prevent imminent hospital admission or the need for admission to care where health and care needs can be met safely at home.
- support the provision of measures that will help vulnerable households feel safe and secure in their own homes and contribute towards maintaining independent living.
- tackle housing conditions that represent a hazard to the occupier's health and wellbeing, focusing on the most vulnerable households to achieve a solution that will meet their longer-term needs.
- meet the needs of disabled residents by supporting the delivery of one-off capital projects.

2. Legislation Informing this Policy

Housing Act 1985

Under Section 8 of the act the council has a duty to consider housing conditions in its district and the needs of the district for the provision of further housing.

Housing Grants Construction and Regeneration Act 1996

Under this act the Council has a duty to provide Disabled Facilities Grants (DFG) to eligible applicants.

Regulatory Reform (Housing Assistance) Order 2002

This Order provides a wide-ranging power to provide 'assistance in any form' 'either directly or indirectly to enable a person:

- to acquire living accommodation (whether within or outside their area)
- to adapt or improve living accommodation (whether by alteration, conversion or enlargement)
- to repair living accommodation
- to demolish buildings comprising or including living accommodation
- where buildings comprising or including living accommodation have been demolished, to construct buildings that comprise or include replacement living accommodation.

Under this legislation the Council is required to publish a renewals policy stating how it intends to use its powers to offer assistance to enable improvements to private sector housing, and who is eligible to receive it.

Housing Act 2004

This Act introduced several new provisions, which included Under Part 1 of the Act the introduction of a new Housing Health and Safety Rating Scheme (HHSRS) to replace the Housing Fitness Standard. This gave Councils the powers to take enforcement action based on assessments carried out under the HHSRS. These assessments focused on hazards that are most likely to occur in housing. This has helped Councils target some of the poorest-condition properties that are often housing some of the most vulnerable residents.

The Housing Grants, Construction and Regeneration Act 1996: Disabled Facilities Grant (Conditions relating to approval or payment of Grant) General Consent 2008

This consent sets out when a Council may request repayment of a mandatory Disabled Facilities Grant the applicable amount that can be reclaimed and the factors the Council will have considered in deciding whether to require repayment.

Equality Act 2010

The Equality Act 2010 prohibits discrimination against people with the protected characteristics that are specified in section 4 of the Act. Disability is one of the specified characteristics.

The Care Act 2014

The Care Act 2014, which came into effect from 1st April 2015, is a significant piece of legislation that will determine the future direction and quality of care and support. It aims to:

- provide a single, clearer framework for the provision of care and support,
- promote a preventative approach with services built around an individual's wellbeing,
- give carers a right to assessment for support
- promote integration of health and social care
- make statutory provision for Safeguarding Adults Boards.

The Care Act includes local housing authorities and providers as important partners for health and social care. The statutory guidance sets out how and when housing provision and options should be included into the processes in place to support wellbeing and address care and support needs.

Services that support people to maintain and adapt their homes are key to preventing, reducing and delaying care and support needs and acknowledgement has been given to the vital work that Home Improvement Agencies support people to live safely and independently in their own homes

3. National Policy

National Policy consistently highlights the importance of housing and the fundamental role it plays in prevention, promoting independence health and wellbeing. Councils have several statutory obligations in respect of private sector housing including those relating to housing standards and eradication of risk through to the delivery of Disabled Facilities Grants.

Lifetime Homes, Lifetime Neighbourhoods

A National Strategy for Housing in an Ageing Society is about improving living standards for older people. The strategy recognises that housing, health and care need to be increasingly interdependent as no sector can deal with the challenges of an ageing population alone.

In relation to this document Chapters 5 and 6 are the most relevant, emphasising the importance and cost effectiveness of access to 'that little bit of help' which enables people to remain living in their home in comfort and safety. That help can be in the form of Handy Person services, which meet the needs of vulnerable and older people requiring minor repairs and small household jobs, through to the delivery of Disabled Facilities Grants to fund adaptations that enable disabled people and people with mobility issues to continue to live independently in their own homes.

Better Care Fund

The Better Care Fund (BCF) is a pooled budget that enables the NHS and local authorities to jointly commission health and social care services, to drive development of integration locally.

The BCF includes Disabled Facilities Grant (DFG) monies. The budget for DFGs is no longer ring-fenced therefore it is vital that the district council, whose statutory responsibility it is to deliver DFGs is linked into the process of developing and delivering the BCF with the lead

agencies within health and social care. To this end a locality plan has been jointly developed by Great Yarmouth Borough Council, Norfolk County Council and Norfolk & Waveney CCG.

DFG and Other Adaptations External Review¹

An external review of DFGs was carried out in 2018 to look at their operation and provide evidence-based recommendations to meet two key aims:

- to support people to live in suitable housing so they can remain independent for longer
- to develop the case for increased joined up action across housing, health and social care.

The review report (Dec 2018) makes 45 recommendations and it is now expected that Central Government will now issue guidance to local authorities by the end of the year.

Managing Transfers of Care – A High Impact Change Model²

The High Impact Change Model refreshed in 2019 is designed to support system partners to improve health and wellbeing, minimise unnecessary hospital stays and encourage consideration of new interventions. Change 9 of the model refers to housing and related services and highlights the importance of having effective mechanisms in place that address housing issues early in discharge planning, which maximise independence and support people to go home. Change 9 mentions the need for housing and homelessness services, home adaptations and equipment services to enable a safe effective discharge. The District Direct and Be at Home services have proven consistently that the Council is delivering on Change 9.

National Disability Strategy³

Published July 2021 this strategy sets out the action's government will take to improve the lives of disabled people. One of the key actions is creating more accessible, adapted and safer homes. In pursuit of this goal government are seeking to accelerate the delivery of home adaptations by improving local delivery of Disabled Facilities Grant. Therefore, following the Independent Review published in December 2018 (mentioned above), MHCLG and DHSC will, during 2021 jointly publish new government guidance for local authorities in England on the effective delivery of DFG.

National Strategy for Autistic Children, Young people and Adults: 2021 to 2026⁴

The governments refreshed national strategy for improving the lives of autistic people and the families and carers. The strategy seeks to improve autistic people's access to housing

¹ <https://www.gov.uk/government/publications/disabled-facilities-grant-and-other-adaptations-external-review>

² <https://local.gov.uk/our-support/our-improvement-offer/care-and-health-improvement/systems-resilience/refreshing-high/about>

³ <https://www.gov.uk/government/publications/national-disability-strategy>

⁴ <https://www.gov.uk/government/publications/national-strategy-for-autistic-children-young-people-and-adults-2021-to-2026>

that, meets their needs, by increasing the provision supported housing, enabling more people to access adaptations to their homes. Working with Foundations the National Body for Home Improvement Agencies, support will be offered to local authority DFG services and autism charities to raise awareness of how DFG can support autistic people.

4. Local Strategic Context

The policy contributes to the following local strategies:

Great Yarmouth Borough Council's Housing Strategy 2018-2023

Great Yarmouth Borough Council's Housing Strategy's commits to providing 'Decent Homes' across all housing tenures. The Housing Strategy Action Plan includes specific actions to work with commissioners to develop services to meet current and future needs of specific client groups and to work with partners from health and social care to offer solutions to enable people to remain at home.

Better Care Fund (BCF) & Disabled Facilities Grant (DFG) Locality Plan

A locality plan is jointly developed annually by Great Yarmouth Borough Council, Norfolk County Council and Norfolk and Waveney CCG in accordance with the BCF guidance.

The Locality Plan sets out the agreed approach to delivery of Disabled Facilities Grants and other schemes that support the Borough's residents to remain living independently within their own homes.

Great Yarmouth Borough Council's Corporate Plan 2020-2025

This policy plays a part in contributing to the Council's priority area of Improved Housing and Stronger Communities, which recognises that having access to a good quality home plays a fundamental part in a person's quality of life. The key outcomes of this priority include:

- Improve the health and wellbeing of residents through better access to facilities and an inclusive approach to addressing physical and mental wellbeing, and reduce health inequalities
- For residents to feel safe in their homes and communities and share a sense of pride in their immediate community and the wider borough.

Strategic priorities to meet these outcomes relevant to this policy include:

- Enable residents to remain in their own homes and live independent lives through a comprehensive adaptations programme and working closely with health partners.
- To continue to develop our partnership approach to early help and prevention services to support our most vulnerable residents.
- To support residents to live in high quality warm homes.

Norfolk DFG Protocol for Joint Working

This protocol sets out the principles of the shared ambition for delivery of Disabled Facilities Grants in Norfolk. It covers the:

- Shared responsibilities and aspirations to support people in Norfolk through the use of DFG's.
- Principles for joint working to deliver better outcomes for people needing DFG adaptations.
- The context and framework for cross-sector partnerships in Norfolk to shape and deliver DFG for people who need them.
- Shared success criteria to deliver and measure outputs.

The protocol has been signed by the 7 District Councils and Norfolk County Council.

4.1. Data informing the Policy

The mix of housing in Great Yarmouth includes 63% owner occupied, 18% Social rented and 17% Privately rented.⁵

Government data⁶ estimates that out of a total Great Yarmouth population of 99,417, 30,024 (30.2%) are 60 or over, 23,738 (23.9%) are 65 or over and 6268 (6.3%) are 80 or over. It is estimated that 7.1%⁷ of the total Great Yarmouth population assesses their health as bad (5.5%) or very bad (1.6%), which is higher than for Norfolk and England.

This policy draws on the findings of the Building Research Establishment (BRE) Borough wide Private Sector Housing Stock Model Study and Housing Health Impact Assessment. Their reports received in June 2017 gave the following headline figures:

- Total number of private sector dwellings - 37,210
- 19 % of dwellings have a HHSRS category 1 hazard (7,002)
- 20 % of dwellings in the private rented sector have a HHSRS category 1 hazard (1,808)
- 11% of dwellings have a HHSRS category 1 excess cold hazard (SAP rating below 33.5) (3,980)
- 8% of dwellings have a HHSRS category 1 falls hazard (3,111)
- Estimated cost to remedy all HHSRS category 1 hazards £26.8 million
- 3% of dwellings are in disrepair (Decent homes definition) (1,226)
- Number of low-income households living in private sector housing (2,763)

⁵ Office for National Statistics (ONS) Census Data (2011) from Norfolk Insight, Great Yarmouth District <https://www.norfolkinsight.org.uk/housing/report/view/11bece55ce704b33969aacc8036f8426/E07000145>

⁶ Office for National Statistics (ONS) Population Estimates (2017), from Norfolk Insight, Great Yarmouth District; <https://www.norfolkinsight.org.uk/population/report/view/b15822d80ec54439bb12134b7c857bb9/E07000145>

⁷ Office for National Statistics (ONS) Population Estimates (2017), from Norfolk Insight, Great Yarmouth District; <https://www.norfolkinsight.org.uk/health-and-social-care/report/view/8bb7569ba83b42678dfb5d02ec6d3688/E07000145>

- Number of households in fuel poverty (Low Income High Cost (LIHC)) (5,718)
- Number of dwellings below EPC band E (5,328)
- Average simple SAP rating 54 (EPC band E)

5. Capital Resource

The Council receives an annual allocation from the Better Care Fund to deliver DFGs based on Government's reflection on the level of need and previous spend on DFGs. If required, to meet the statutory obligation to deliver DFG in any year the Council will borrow to meet the demand above the level funded from the Better Care Fund.

In a typical year the Council supports over 300 private sector households with essential adaptations to their homes, allowing residents to remain living independently, be safely discharged from hospital or prevent them being admitted to hospital.

6. Assistance Available

The Council will provide both financial assistance and advice and information to applicants as set out below.

Financial assistance available to eligible applicants is contained in the appendices as follows:

- Appendix 1: Mandatory Disabled Facilities Grant
- Appendix 2: Discretionary Disabled Facilities Grant Top Up Grant
- Appendix 3: Discretionary Norfolk and Waveney Equity Loan Scheme
- Appendix 4: Discretionary Equity Loan
- Appendix 5: Discretionary 'Be at Home' Adaptations Scheme
- Appendix 6: Discretionary Handy Person Scheme
- Appendix 7: Discretionary Forget Me Not Grants
- Appendix 8: Discretionary Top-up Grants for Heating and Energy Efficiency Measures
- Appendix 9: Discretionary 'Be at Home' Alarms Scheme.

All assistance is subject to the applicant meeting eligibility criteria and for discretionary assistance will be subject to funding availability.

6.1 Practical Assistance and Advice

The Council provides a range of advice and information to assist owner occupiers, tenants renting privately and private sector landlords to support housing standards within the borough.

- **Independent Living Service**
The Council provides support to older or vulnerable people to enable them to remain in their own homes. The service delivers tailored advice and support, linking clients to independent advice and financial help to deal with repairs, improvement and adaptations needs. The service also provides advice and information on alternative sources of funding including supporting residents to apply for charitable funding.
- **Community Hubs**
Through the Community Hubs clients can be put in touch with a wide range of voluntary sector support agencies and projects.
- **Handy Person**
A trusted service to support residents to make small scale adaptations and undertake low level home maintenance works to ensure they can maintain their independence or to keep their homes at a suitable standard.
- **Environmental Services**
Advice and information to landlords and tenants plus as necessary enforcement action to ensure properties are safe and not presenting a risk to tenants.
- **Housing Advice**
Where a person's home cannot be made suitable for their needs or there is an identified housing need the Housing Options Team can provide advice and support on the options available. This team also deals with customers who are at risk of homelessness and administers the Council's Allocation Scheme.
- **District Direct**
A service where a Council Housing Officer works in the discharge hub in the James Paget University Hospital providing a range housing advice and support to patients to enable safe discharge or to prevent admission.

7. Repayment of Grant and/or Loan

7.1. Repayment of Disabled Facilities Grant

Housing Grant, Construction and Regeneration Act 1996: Disabled Facilities Grant (Conditions relating to approval or repayment of grant) General Consent 2008, allows for repayment of individual mandatory DFG's that exceed £5,000 up to the maximum statutory award of £30,000. The maximum amount that the Council can require to be repaid in respect of a mandatory grant is £10,000. However, where a discretionary grant is provided over above the £30,000 to facilitate works the Council is also able to require repayment of this amount.

The Council will secure the amount to be repaid by applying a limited charge to the property registered with Land Registry. The limited charge will last for 10 years from completion of the works and if the property is disposed through sale, assigned or transferred to another person the Council will seek repayment of the grant. In relation to discretionary grant, the limited charge will have no time limit and will require repayment of the grant when the property is assigned, transferred or sold.

The General Consent Order 2008 sets out the factors that the Council will have considered in deciding whether to require repayment, those are:

- i) The extent to which the recipient of the grant would suffer financial hardship where he to be required to repay all or any of the grant.
- ii) Whether the disposal of the premises is to enable the recipient of the grant to take up employment, or to change the location of their employment;
- iii) Whether the disposal is made for reasons connected with the physical or mental health or wellbeing of the recipient of the grant or of a disabled occupant of the premises; and
- iv) Whether the disposal is made to enable the recipient of the grant to live with, or near, any person who is disabled or infirm and in need of care, or who is intending to provide care of which the recipient of the grant is in need by reason of disability or infirmity.⁸

Having considered the above circumstances, the Council may at its discretion, considering all the facts available to it, make a decision that the recipient should not be required to repay some or all of the grant. In making decisions as to whether this discretion will be exercised the recipient may be asked for additional information, including financial information.

7.2. Repayment of Discretionary Loans

Where an equity share loan is provided the Council's interest is lodged on the property's title deeds with Land Registry. The cost of doing this is included in the loan.

Previously issued Council Loans that were registered as a charge with Local Land Charges are being registered with Land Registry through the application of a unilateral notice.

Repayment of the full amount of the loan is required:

- On sale or transfer of ownership of the property
- If the property ceases to be the applicant's principal residence
- If the property remains vacant for more than six months.

The Council may decide not to demand full repayment or may defer its demand for repayment under the following circumstances:

- i) Where the loan is in joint names and one of the applicants has died and the other named person is still in residence or the ownership of the property is transferred to a person who lives there as their only place of residence and who was in residence at the time of the applicant's death.

⁸https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/7811/general-consent2008.pdf

- ii) Where it is satisfied that the applicant is so elderly and infirm that they are disposing of the dwelling with the intention of going to live in a hospital, a hospice, a nursing care home where care will be provided.
- iii) Where the applicant has been forced to move due to racial or other harassment or domestic violence.
- iv) Moving to a property that facilitates a more appropriate care setting for the applicant.

All decisions are at the discretion of the Council when considering all the facts of the cases and whether the recipient would suffer financial hardship should they be required to repay all or any part of the loan. In making decisions as to whether this discretion will be exercised the recipient may be asked for additional information, including financial information.

8. Contacting the Independent Living Service, Comments, Compliments and Complaints

For further information or to apply for a DFG or a discretionary grant or loan detailed in this policy or assistance from the Handy Person Service contact the Independent Living Service. Feedback on the services outlined in this policy or any of the Councils Services can be given:

- By email: adaptations@great-yarmouth.gov.uk
- By telephone: 01493 846371
- In writing to: Independent Living Service, 105 Caister Road Great Yarmouth NR30 4DG

A complaint is defined as a situation where there is dissatisfaction with the service provided or dissatisfaction with a response to a request for a service

The Council operates a three-part complaints procedure. In the first instance the complaint is investigated and responded to by the relevant Team Leader/Manager. If the complainant is unhappy with that outcome the complaint moves to the second stage where it is re-investigated by the Head of Department. If the complainant is still dissatisfied with the response the complaint is taken to a third stage and dealt with by a Director or the Chief Executive. The complainant can refer their complaint to the Local Government and Social Care Ombudsman (LGO) <https://www.lgo.org.uk/>.

Comments, complaints or compliments about the services detailed in this policy can be made:

- By email: complaints@great-yarmouth.gov.uk
- By telephone: 01493 856100
- In writing to: Complaints, Member Services, Town Hall, Hall Plain, Great Yarmouth NR30 2QF
- In person: at the Town Hall or Greyfriars House

- Online www.great-yarmouth.gov.uk/commentscomplimentsandcomplaints

9. Applicants not covered by this Policy

Applicants living in the following properties are not included within the provisions of this policy:

- those owned by Registered Providers, unless the application is for a DFG
- those owned by property developers and speculators
- Council owned properties within the Housing Revenue Account⁹
- commercial premises
- second homes
- holiday homes
- buildings which when purchased by the applicant were in a state of repair or were unfit for human habitation.

10. Key Service Standards

Legislation states that the Council is required to :

- provide a decision whether or not to approve a DFG within 6 months of receiving a full application (this includes all necessary information, e.g. proof of home ownership or landlord consent)
- aim to complete the installation of the adaptations within 12 months from the date of the grant approval.

In addition to the legislative service standards, 'The DFG: A Protocol for Joint Working in Norfolk', sets out timescales that all Norfolk Councils and their partners aspire to meet for delivery of 95% of DFGs. They are:

- | | |
|---|--|
| • Initial enquiry to Occupational Therapist recommendation provided to adaptations service. | 20 working days (urgent cases 5 working days) |
| • Occupational Therapist recommendation to approval of works. | 50 working days (urgent cases 30 working days) |

⁹ These are covered by the Council's Adaptation Policy for Council Tenants.

- Approval to completion of works. 150 working days (urgent cases 55 working days)

These standards are aspirational as differences in how long activities can take will depend on the complexity of the job and the number of stakeholders involved. Some works will comfortably proceed within the timescales while others involving extension and or multiple works will take longer.

The level of customer satisfaction with the services provided will be monitored and the information used to help review the policy in future years to meet customer needs.

The policy and procedures will be reviewed at regular intervals to retain flexibility to ensure the service provided is improved upon and is able to adapt to changing social and economic trends.

11. Monitoring

The policy will be monitored against the following outputs:

Disabled Facilities Grants

- Number of referrals
- Number of approvals
- Number of completions
- Profile of spend against total budget
- Works under £10,000 number of calendar days from initial request to works complete in the quarter (All cases)
- Works over £10,000 number of calendar days from initial request to works complete in the quarter (All cases)

Handy Person Scheme

- Number of enquiries
- Number of jobs completed

Be at Home Adaptations

- Number of referrals
- Number of completions
- Number of bed days saved

Be at Home Alarms

- Number of referrals received
- Number of packs issued
- Number of bed days saved

Forget-me-not Grants

- Number of referrals
- Number of approvals
- Number of grants completed
- Total spend against total budget

DISABLED FACILITY GRANT (DFG)	
Purpose of assistance	To help with the cost of essential adaptations to give an occupant better freedom of movement into and around their home and to access essential facilities within it.
Maximum Grant	<ul style="list-style-type: none"> £30,000 for mandatory works subject to a statutory means test. If the Means Test demonstrates an applicant's income exceeds the threshold, the grant will be reduced by the amount the applicant is required to contribute.
Discretionary Assistance	<ul style="list-style-type: none"> The Council will pay the first £5,000 of the means tested contribution.
Eligible Persons	<ul style="list-style-type: none"> Any disabled person, as described by the Housing Grants, Construction and Regeneration Act 1996 s100. Applicants can be owner-occupiers, private tenants, or tenants of a Registered Provider. Tenants will be required to have a tenancy agreement and for their landlord to confirm that subject to tenancy breaches they can remain in the property for a minimum of 5 years.
Eligible Properties	<ul style="list-style-type: none"> Houses Flats Bungalows Mobile homes Residential boats
Eligible Costs	<ul style="list-style-type: none"> Works that are essential for access, personal care, bedroom, kitchen, safety and services as described in the Housing Grants Construction and Regeneration Act 1996 s 23 Works must be necessary and appropriate to meet the needs of the disabled person; and Works must be reasonable and practical to carry out having regard to the age and condition of the dwelling or building and the maximum grant available. Fees for costs and professional services in connection with the scheme. Cost of a five-year stair-lift, through floor lift or external lift warranty and wash-dry toilets warranty as part of the overall installation cost.
Discretionary Eligible Costs	<ul style="list-style-type: none"> Contribution to a personal wheelchair budget, to provide a wheelchair that would meet the assessed needs and where providing such financial assistance is more cost effective than providing some or all of the adaptations.

Assessment of costs of works	<p>For clients of the Home Improvement Agency, eligible costs will be determined by the tendered contract framework or through a competitive tender process for large scale works (where several works are required to adapt the property or where small extensions are required).</p> <p>For clients not using the Home Improvement Agency eligible costs will be determined by the submission of a minimum of two independent quotes for the recommended works, which will then be assessed for reasonable cost. These quotes should include, where appropriate, professional fees for example a structural surveyor.</p>
Scope of Works	<ul style="list-style-type: none"> • Improving access to the home and garden and to principal rooms within the home as described in section 23 of the Housing Grants Construction and Regeneration Act 1996. This includes dropped kerbs from the public highway subject to the Highways Authority approval. • Improving access to principal rooms within the home • Making the dwelling safe for use by the disabled person • Providing washing, toilet and cooking facilities where necessary • Improving or providing heating • Adapting controls to power, light and heating to make them easier to use • Cost of extended warranties on stair-lift, through floor lift, external lift and wash-dry toilets.
Scope of Works (Discretionary)	<ul style="list-style-type: none"> • Necessary works to facilitate the DFG such as carrying out essential repairs to enable the adaptation such as investigation and works to remediate damp in a bathroom being converted to provide a level access shower. • Necessary works to enable a live in carer to support the disabled person by providing sleeping, bathing or essential family space
Overview of the Process	<ul style="list-style-type: none"> • Applications for adaptations can be made to Norfolk County Council Adult Social Care, or directly to the Council's Independent Living Service • Applications are processed and if eligible a home visit is booked to gather the necessary information. • Where adaptations are identified the applicant will be invited to complete a financial assessment to identify if the client is eligible for a grant and if so, the level of any contribution the client will make. If the client's contribution exceeds the costs of the works required, no grant will be provided • A grant will only be approved if the applicant is eligible and where the works are both necessary and appropriate and reasonable and practical. • The complete application process can be found on the Council's website: www.great-yarmouth.gov.uk/disabledfacilitiesgrant
Repayment of Grant	Mandatory DFG grants of £5,000 or less do not have to be repaid.

	<p>Mandatory DFG grants exceeding £5,000 up to the maximum statutory award of £30,000 will be subject to repayment. The maximum amount the Council can require to be repaid is £10,000.</p> <p>Discretionary top-up grants to cover costs over £30,000 will be required to be repaid in full.</p> <p>The Council will secure the amount to be repaid by applying a limited charge to the property registered with Land Registry.</p> <p>For mandatory DFG up to £30,000 the limited charge will last for 10 years from completion of the works and will require to be repaid if the property is disposed through sale, assigned or transferred to another person during that time.</p>
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DISCRETIONARY DISABLED FACILITIES GRANT TOP UP GRANT	
Purpose of assistance	Where a client has been awarded a mandatory DFG, a discretionary support grant may also be provided where the cost of works exceeds the statutory maximum grant of £30,000.
Maximum Grant	Maximum discretionary grant available is £20,000 Subject to funds being available a discretionary grant may be provided if the cost of works exceeds £30,000.
Eligible Persons	<ul style="list-style-type: none"> Any disabled person, as described by the Housing Grants, Construction and Regeneration Act 1996 s100 The applicant must own the property.
Eligible Properties	<ul style="list-style-type: none"> Houses Flats Bungalows Mobile homes Residential boats
Eligible Costs	<ul style="list-style-type: none"> Works that are essential for access, personal care, bedroom, kitchen, safety and services as described in the Housing Grants Construction and Regeneration Act 1996 s 23 Works must be necessary and appropriate to meet the needs of the disabled person; and Works must be reasonable and practical to carry out having regard to the age and condition of the dwelling or building. Fees for costs and professional services in connection with the scheme. Cost of a five-year stair-lift, through floor lift or external lift warranty and wash-dry toilets warranty as part of the overall installation cost.
Scope of Works	<ul style="list-style-type: none"> All works (including discretionary) set out in Appendix 1: Disabled Facilities Grants
Overview of the Application Process	<ul style="list-style-type: none"> To be eligible for a discretionary support grant the applicant must already have completed a DFG application for the works required, please see Appendix 1 DFG, and all costs for the works must have been established. No further information is required from the applicant.
Repayment of Grant	Discretionary support grants will be required to be repaid in full.

	<p>The Council will secure the amount to be repaid by applying a limited charge to the property registered with Land Registry.</p> <p>The limited charge will remain in place until it is discharged (repaid) when the property is disposed through sale, assigned or transferred to another person.</p>
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DISCRETIONARY NORFOLK AND WAVENEY EQUITY LOAN SCHEME	
Purpose of assistance	This discretionary loan can be used in situations where relocation could be a more suitable solution for some applicants in preference to repair or adaptation of their existing dwelling or to fund works required to free their home of serious hazards, which would affect the health and safety of the occupants.
Maximum Loan	Subject to funds being available, loans up to a maximum £50,000 are possible with the advance being no more than 35% of the free equity in the property and secured on the property. This means the loan is secured on the property and no scheduled repayments are due.
Repayment of Loan	<p>Repayment of the full amount of the loan is required:</p> <ul style="list-style-type: none"> • On sale or transfer of ownership of the property • If the property ceases to be the applicant's principal residence • If the property remains vacant for more than six months. <p>The value of the loan will increase in line with the value of the property. The loan amount will never decrease below the original sum.</p>
Eligible Persons	<p>The scheme is open to owner occupiers residing in Norfolk or the Borough of Waveney and who are in receipt of one or more benefits including:</p> <ul style="list-style-type: none"> • Housing Benefit • Council Tax Benefit • Income-based Job Seekers Allowance • Universal Credit • Child Tax Credit (with a household income less than £16,040) • Working Tax Credit (with a disability element and a household income of less than £15,500) • Attendance Allowance • Disability Living Allowance • Personal Independence Payment • Industrial Injuries Disablement Benefit • War Disablement Pension • Pension Credit Guarantee
Eligible Properties	<ul style="list-style-type: none"> • Houses • Flats • Bungalows

Eligible Costs	<ul style="list-style-type: none"> • Works to remedy significant hazards in the home including the removal of Category 1 Hazards • Fees for Certificates and Professional Services in connection with the above. • Contribution towards the purchase cost of a suitable property and can include costs associated with moving such as solicitors' fees
Overview of the Process	Applications should be made directly to the Independent Living Service at Great Yarmouth Borough Council who administer and manage the scheme on behalf of the other district councils.

DISCRETIONARY EQUITY LOAN	
Purpose of assistance	This discretionary loan can be used in situations where relocation could be a more suitable solution for some applicants in preference to repair or adaptation of their existing dwelling or to fund works required to free their home of serious hazards, which would affect the health and safety of the occupants.
Maximum Loan	Subject to funds being available, loans up to a maximum £50,000 are possible with the advance being no more than 35% of the free equity in the property and secured on the property. This means the loan is secured on the property and no scheduled repayments are due.
Repayment of Loan	<p>Repayment of the full amount of the loan is required:</p> <ul style="list-style-type: none"> • On sale or transfer of ownership of the property • If the property ceases to be the applicant's principal residence • If the property remains vacant for more than six months. <p>The value of the loan will increase in line with the value of the property. The loan amount will never decrease below the original sum.</p>
Eligible Persons	<p>An applicant must either:</p> <ul style="list-style-type: none"> • Own the property or • Be a private tenant responsible for carrying out the works as set out in the tenancy agreement <p>And have lived in the property as their only or main residence for at least 24 months and be in receipt of a qualifying benefit, including:</p> <ul style="list-style-type: none"> • Housing Benefit • Council Tax Benefit • Income-based Job Seekers Allowance • Universal Credit • Child Tax Credit (with a household income less than £16,040) • Working Tax Credit (with a disability element and a household income of less than £15,500) • Attendance Allowance • Disability Living Allowance • Personal Independence Payment • Industrial Injuries Disablement Benefit • War Disablement Pension • Pension Credit Guarantee

Eligible Properties	<ul style="list-style-type: none"> • Houses • Flats • Bungalows
Eligible Costs	<ul style="list-style-type: none"> • Works to remedy significant hazards in the home including the removal of Category 1 Hazards • Fees for Certificates and Professional Services in connection with the above. • Contribution towards the purchase cost of a suitable property and can include costs associated with moving such as solicitors' fees
Scope of Works	<p>This could include:</p> <ul style="list-style-type: none"> • Electrical/gas safety work • Plumbing • Boiler replacement • Leaking roof • Emergency structural repairs (non-insurable) • Relocation.
Overview of the Application Process	<ul style="list-style-type: none"> • Applications should be made directly to the Independent Living Service at Great Yarmouth Borough Council. • Once confirmation that both the applicant and the dwelling that they live in are eligible for assistance a technical officer from Independent Living Services will inspect the property and raise a schedule of eligible works. • The applicant will be asked to supply a minimum of 2 estimates covering the scope of the scheduled works plus any additional costs such as agent or structural engineer fees. The applicant will also need to provide information on all borrowings secured against the property such as a mortgage, the approximate amount left to repay and confirm that the property title is registered. If the property is not registered with Land Registry the applicant will have to instruct their own solicitor to have the property title registered before the loan application can proceed. • Independent Living Services will carry out an initial assessment to see if the amount of loan required does not exceed £50,000 and/or is no more than 35% of the free equity in the property. • Once satisfied that the loan amount requested is unlikely to exceed the maximum limits set out in the step above Independent Living Services will confirm the title registration with Land Registry and instruct an independent surveyor to value the property. • Existing lenders will be contacted and their agreement to a further charge on the property sought. • Once the valuation is received and other lenders consent to the charge is obtained, along with confirmation of the amount of outstanding mortgage/loan outstanding, Independent Living Services will draw up the Loan Agreement in duplicate for the applicant to sign and the council to sign and seal. • Independent Living Services will check with Land Registry that no further charges have been placed against the property during this process. If a further charge has been

	<p>placed upon the property this will delay or prevent the Equity Loan from being registered.</p> <ul style="list-style-type: none"> • Once confirmation is received from Land Registry that no additional charges have been placed upon the property Independent Living Services will register the Equity Loan and the relevant funds can be released. • One copy of the Loan Agreement will be sent to the applicant for them to retain and the other will be retained by the Council.
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DISCRETIONARY 'BE AT HOME' ADAPTATIONS	
Purpose of Assistance	To either enable timely hospital discharge or provide a proactive prevention service that prevents hospital admission.
Grant Available	<ul style="list-style-type: none"> Grants of up to £5,000 are available for works that have been identified as both necessary and urgent by a health or social care professional Assistance via this route is capped at £5,000 in any twelve-month period.
Eligible Persons	<p>Residents of the borough who are:</p> <ul style="list-style-type: none"> Hospital discharge cases identified by District Direct or other hospital referral routes. At risk of an imminent admission to a hospital or care setting. At risk of a fall that will result in an emergency service attendance. Waiting more than 6 months for non-elective surgery for a condition that is impacting a person's mobility. <p>Applicants must be referred by a health or social care professional using the 'Be at Home' Referral Form.</p>
Eligible Properties	<ul style="list-style-type: none"> Houses Flats Bungalows Mobile homes Residential boats
Scope of Works	<ul style="list-style-type: none"> Improving access to the home – providing grab rails, additional banister rails lowering thresholds Making the dwelling safe – removing trip hazards, installing security measures Providing washing, toilet and cooking facilities where necessary Improving or repairing heating Adapting controls to power, light and heating to make them easier to use Moving or relocating furniture to facilitate necessary works Decluttering or clearance to facilitate necessary works One-off garden tidy and clearance to facilitate access
Overview of the Process	Applicants must be referred by a health or social care professional using the 'Be at Home' Referral Form.

DISCRETIONARY HANDY PERSON SCHEME	
Purpose of assistance	The Handy Person service provides clients with help to do small jobs around the home that will help them to continue to live independently in safety, comfort and warmth.
Maximum Value of Works	The service will undertake works up to the value of £300 including the cost of materials, which will normally be supplied by the customer.
Eligible Persons	Borough residents who are over 60 or who are disabled and are at least 18 years old.
Eligible Properties	<ul style="list-style-type: none"> • Houses • Flats • Bungalows • Mobile homes • Residential boats
Eligible Costs	<ul style="list-style-type: none"> • Residents who are over 60 or disabled and not on an income related benefit will be charged an hourly rate for the service of £30. This is the hourly rate for 2021/22 and is subject to annual review. • Residents who are over 60 or disabled and; on an income related benefit will be charged a subsidised hourly rate for the service of £15. This is the subsidised hourly rate for 2021/22 and is subject to annual review. • Up to date and full details of the charges can be found on the Council's website: https://www.great-yarmouth.gov.uk/handyperson
Scope of Works	<p>The scheme assists clients with a range of small jobs such as:</p> <ul style="list-style-type: none"> • Replacing tap washers and ball valves • Fixing grab rails, removing trip hazards • Easing doors and windows or changing door handles • Replacing light bulbs • Bleeding radiators • Unblocking waste pipes and refitting rainwater pipes • Fitting smoke detectors and security locks • Replacing broken light fittings or socket covers. • Fixing curtain poles and hanging curtains • Clearing gutters on single storey dwellings • One off garden tidy and clearance to facilitate access <p>The handy person operative will also carry out a comprehensive home safety audit to identify any other issues, provide advice and information or to refer on to other services as appropriate.</p>

<p>Overview of the Application Process</p>	<ul style="list-style-type: none"> • Residents call the Independent Living Service • Residents are requested to provide proof that they are on an income related benefit to the Handyperson operative when they attend to carry out the work to get the subsidised rate • Following completion of the work the customer will receive an invoice for the works carried out.
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Appendix 7

DISCRETIONARY 'FORGET-ME-NOT' GRANTS	
Purpose of Assistance	<ul style="list-style-type: none"> To assist people living with Dementia and those caring for them in the maintenance of a safe, decent and warm home To prevent admission to and aid discharge from hospital or residential care.
Maximum Grant	<ul style="list-style-type: none"> £500
Eligible Persons	<ul style="list-style-type: none"> A resident with a diagnosis of dementia or likely diagnosis of dementia
Eligible Properties	<ul style="list-style-type: none"> Permanent and legal residence within the borough of Great Yarmouth
Scope of Works	<p>Works will include small-scale works such as:</p> <ul style="list-style-type: none"> Additional lighting in the home Decorating in such a way to provide contrast to the walls and skirting boards Adding signage to rooms and cupboard doors installing glass fronted cupboard doors Fitting memory cues, photos frames to the wall, clocks and notice boards Essential repairs to remedy category one hazards Essential minor improvements and adaptations Home Safety and Security works Energy Efficiency measures where alternative home energy assistance is unavailable Works to prevent unreasonable delay to the release of a patient from hospital or care home Works to prevent a relevant person being admitted to hospital or care home.
Overview of the Application Process	The resident or their partner, family or representative call the Independent Living Service.
Conditions	<p>The applicant must have lived in the relevant property for 12 months at the time of the initial enquiry and intend to remain in occupation for 5 years</p> <p>The grant will not be used to effect repairs/works that are the responsibility of a private or Registered Provider landlord.</p> <p>The grant will not be used to effect repairs/works/adaptations that can be funded through other means such as Disabled Facilities Grants.</p>

DISCRETIONARY TOP UP GRANTS FOR HEATING OR ENERGY EFFICIENCY MEASURES	
Purpose of Assistance	To provide top up grants to support government and other energy industry funded carbon reduction or energy efficiency initiatives, such as Warm Homes, Green Home Grant, Local Authority Delivery Schemes or similar.
Maximum Grant/Loan	The maximum grant available is £5,000
Eligible Persons	<p>Must have a valid application for one of the government or energy industry backed schemes. The resident is vulnerable and meets one or more of the following:</p> <ul style="list-style-type: none"> i) in receipt of Incapacity Benefit ii) is aged 65 and over, or has a child under 5, or is pregnant iii) is on the Energy Companies' Priority Services register iv) has a health or vulnerability condition that can be exacerbated by living in a cold home, as referenced in the National Institute for Health Excellence (NICE) guideline on "Excess winter deaths and illness and the health risks associated with cold homes". This guidance identifies people with the following health conditions as being particularly vulnerable to cold: <ul style="list-style-type: none"> a) people with cardiovascular conditions b) people with respiratory conditions (in particular, chronic obstructive pulmonary disease and childhood asthma) c) people with mental health conditions, and d) people with disabilities e) people who are terminally ill f) people with suppressed immune systems (e.g., from cancer treatment or HIV) <p>Written confirmation from a GP, hospital consultant or other medical professional of qualifying condition will be required.</p>
Eligible Properties	<ul style="list-style-type: none"> • Houses • Flats • Bungalows • Mobile homes
Scope of Works	<p>Works may include:</p> <ul style="list-style-type: none"> • First time installation of gas fired central heating • First time installation of oil-fired central heating where no mains gas is available. • First time installation of air-source heat pumps • Loft insulation • Cavity wall insulation • Solid wall insulation • Replacement of an inefficient gas boiler

	<ul style="list-style-type: none"> • Replacement of broken boiler - gas or oil <p>Or other such works as determined by the government or energy industry backed scheme.</p>
Overview of the Application Process	Applications for assistance can be made directly to the Independent Living Service

DISCRETIONARY 'BE AT HOME' ALARMS	
Purpose of Assistance	To facilitate safe hospital discharge or prevent imminent hospital admission.
Eligible Persons	<p>Residents of the borough who are:</p> <ul style="list-style-type: none"> • Hospital discharge cases or • At risk of an imminent hospital admission <p>Applicants must be referred by a health and social care professional using the Healthy Homes Referral Form.</p>
Eligible Costs	Cost of purchase of alarm, temporary key safe and monitoring service for up to 6 weeks.
Scope of Scheme	<p>For a very short period-of-time a patient is supported by a range of services working closely to ensure the patient reaches a point where they can remain at home without the further need for care and support or with a care and support package that is then charged for.</p> <p>The package provided to Be at Home Alarms client is:</p> <ul style="list-style-type: none"> • Community Alarm with access to 24/7 monitoring for up to 6 weeks • Temporary key safe for up to 6 weeks <p>In addition, external agencies can provide access to</p> <ul style="list-style-type: none"> • Support through the Out of Hospital Team/Swifts • Or access to services such as assistive technology/
Overview of the Application Process	Applicants must be referred by a health social care professional using the Be at Home Referral Form.

URN: 21-106

Subject: Community Grants 2020/21 and an update on the Great Yarmouth Community Investment Fund 2021/22

Report to: Housing and Neighbourhoods Committee - 23rd September 2021

Report by: Paula Boyce, Strategic Director & Dean Wilson, Neighbourhood Manager

RECOMMENDATIONS

- a. To note the outcome and impact of the council's community grants provided to VCSEs up to 30 August 2021.
- b. To note the progress on the Community Champions' outreach programme.
- c. To receive and note the update on the Great Yarmouth Community Investment Fund administered by the Norfolk Community Foundation and the Foundation's plan to grow this independent fund.

1. INTRODUCTION

- 1.1 This report provides members with an update on both the community grants awarded in 2020/21 which due to the pandemic members agreed to extend to 30 August 2021 and a six month update on the work of the Norfolk Community Foundation as fund manager for the new established Great Yarmouth Community Investment Fund which members approved on 4 March 2021.
- 1.2 In addition, the report also summarises the £141,427 of commissioned Community Champions' Programme VCSE outreach services that are now in place. Members will recall Great Yarmouth Borough Council was awarded £465,000 grant funding for 2021/22 from the Ministry of Housing, Communities and Local Government (MHCLG) to establish a Community Champions' Programme with three workstreams within it (4 March 2021). This has enabled a new outreach programme to be commissioned by the Borough Council which is being delivered by four Voluntary, Community & Social Enterprise (VCSE) organisations. The primary purpose being to ensure seldom heard residents have access to trusted sources of health information and guidance for themselves and their contacts relating to the COVID-19, local vaccination services and the broader support offered by Norfolk County Council, the Borough Council, Norfolk Public Health, the Norfolk & Waveney Clinical Commissioning Group and the borough's two Primary Care Networks.

2. COMMUNITY GRANTS TO 30 AUGUST 2021

- 2.1 Members agreed (4 March 2020) to extend the 2020/21 grants allocated from April to 30 August 2021 due to COVID-19 and thereafter establish the Great Yarmouth Community Investment Fund through the formation of a strategic partnership with the Norfolk Community Foundation (NCF) from 1 April 2021.

- 2.2 In total to 30 August 2021, £133,041 has been distributed to six local VCSE organisations including £33,541 in this financial year between April and 30 August 2021. A summary of the 2020/21 community grants recipients and their outcomes including the 5-month extended period April to August 2021 is provided in Appendix 1.

3. COMMUNITY CHAMPIONS' OUTREACH PROGRAMME

- 3.1 As part of the MHCLG Community Champion's Programme funding, the council has been able to commission four VCSE organisations who are working with specific vulnerable cohorts of residents to ensure they have access to trusted health information and understand how to obtain the vaccine and keep themselves and their contacts safe. The total spend on the Community Champions' outreach programme is £141,427 and the commissioned partners are:

- Access Community Trust
- Norfolk Citizens Advice
- Shrublands Youth and Adult Centre Trust
- DIAL

- 3.2 A summary of each VCSE partner's outreach programme is provided in Appendix 2.

4. GREAT YARMOUTH COMMUNITY INVESTMENT FUND GRANT AWARDS 2021

- 4.1 The independent Great Yarmouth Community Investment Fund (GYCIF) is run and administered by the Norfolk Community Foundation (NCF). For 2021/22 the council contributed £45,000 to kick-start this fund which is aligned to the communities priorities Members agreed within the Great Yarmouth Locality Strategy.
- 4.2 This first round of grant giving was over-subscribed. The NCF received 12 applications from VCSEs applying to the GYCIF totalling £119,648. After screening each application in terms of governance and fit with the delivery aims of the Great Yarmouth Locality Strategy, the award decisions by the NCF has enabled seven VCSEs to benefit directly. These are summarised in the table below.

Organisation	Project Area	Activity	Grant Award
Home Start Norfolk	Great Yarmouth Borough	To continue providing an intensive service to families with young children living in Great Yarmouth, who are struggling to cope with complex needs.	£10,000
Norfolk Citizen's Advice	Great Yarmouth Borough	To support vulnerable people in Great Yarmouth via the provision of free accredited advice.	£10,000
Kingsgate Community Church	Great Yarmouth and Gorleston	To re-shape and re-launch the Hot Food Hub from August 2021, to continue support to vulnerable members of the local community.	£5,000
Mancroft Advice Project (MAP)	Great Yarmouth and Gorleston	To fund a part-time adviser to deliver 1.1 advice, support and advocacy to young people in	£5,000

		Great Yarmouth.	
SunBeams Play	Great Yarmouth Borough	To contribute to the Support Coordinator post.	£5,000
Time Norfolk	Great Yarmouth, Gorleston, Caister and surrounding areas	Towards the cost of delivering Time Norfolk's services in Great Yarmouth.	£5,000
Access Community Trust	Great Yarmouth	To deliver forest skills outdoor education to Great Yarmouth primary school children from disadvantaged backgrounds and those with special educational needs.	£5,000

- 4.3 Two applications were declined and a further three VCSEs are being supported by the NCF in order to be considered by other relevant grant schemes.
- 4.4 The Norfolk Community Foundation has indicated it is able to support organisations that were unsuccessful in applying to the GYCIF by either providing feedback or by directing those organisations to alternative funders NCF work with who hold opportunities more aligned to the expected outcomes of the organisations' projects. This will effectively generate additional income for Great Yarmouth's community activities.
- 4.5 In addition to this, the NCF will continue to encourage local and national donors to support the Great Yarmouth Community Investment Fund. The NCF is developing a local 'giving circle' and has secured some early interest in this from private funders. The impact from the first round of GYCIF grants made will now enable the NCF to demonstrate in practice what this fund can achieve to inspire future giving.

5. FINANCIAL IMPLICATIONS

- 5.1 In 2021/22 Great Yarmouth Borough Council has funded community projects and outreach services to the value of £219,968. This is made-up of £33,541 in community grants, £141,427 of MHCLG-funded VCSE Community Champions' outreach services and £45,000 investment projects submitted to the Great Yarmouth Community Investment Fund.

6. LEGAL IMPLICATIONS

- 6.1 Commissioned outreach services were procured in line with the Council's standing orders, public sector procurement regulations and the criteria set by MHCLG's grant award.
- 6.2 A legal agreement is in place with the Norfolk Community Foundation in respect of its management of the Great Yarmouth Community Investment Fund.

7. RISK

- 7.1 That funded VCSEs fail to perform or deliver their expected outcomes. The Council will carry out regular monitoring of its commissioned VCSE outreach providers and provide feedback as and when required.

- 7.2 The Norfolk Community Foundation is unable to expand the value of the GYCIF via additional donors and support. The Council has regular update meetings with the NCF and will ensure that this is closely monitored going forward.

Area for consideration	Comment
Monitoring Officer Consultation:	Yes, via ELT
Section 151 Officer Consultation:	Yes, via ELT
Existing Council Policies:	Corporate Plan, Annual Action Plan, Great Yarmouth Locality Strategy
Financial Implications (including VAT and tax):	Yes – as set out in section 5
Legal Implications (including human rights):	Yes – as set out in section 6
Risk Implications:	Minimal
Equality Issues/EQIA assessment:	No
Crime & Disorder:	No
Every Child Matters:	No

**Great Yarmouth borough Council Community Grant Recipients
Outcomes and Spend (April 2020 and 30 August 2021)**

Organisation	Grant Award	Status
<i>GYROS</i>	£17,000 plus £7,083 for extended period <i>Total = £24,083</i>	GYROS report there is a £7,590 underspend which it proposed to roll forward & spend on the provision of these services.
Outcomes <ul style="list-style-type: none"> Online Job Club: 1,153 posts, had 101 comments, 672 reactions/interactions with the posts. There have been 12,199 views on the group. Supporting people to apply for work: 339 have been supported during this period on 121 basis – remote and now also face to face. Pre ESOL sessions: 145 attendees. Of these 32 were new clients to GYROS. Overall: 339 – Individual support, 145 – ESOL embedded group activity & 265 – Facebook Group interactions. 		
Organisation	Grant Award	Status
<i>Home Start</i>	£19,000 + £7,917 for the extended period. <i>Total = £26,917</i>	Spent in line with grant award.
Outcomes <ul style="list-style-type: none"> During the final year of this project, 31 families have received regular support. This has benefitted 146 individuals in total. 39% of families who identified isolation as a need have reported an improvement following support. 77% of the families supported with mental health issues have reported an improvement to date. 		
Organisation	Grant Award	Status
<i>First Move Furnish Aid</i>	£19,000 <i>Total = £19,000</i>	To date the grant has not been spent & was not extended. Members agreed that the 12-months original grant could be rolled forward to provide services when conditions allowed.
Outcomes <p>Outcomes have not been achieved due to the pandemic and FMFA staff on furlough.</p>		
Organisation	Grant Award	Status
<i>DIAL</i>	£19,750 + £8,229 for the extended period <i>Total = £27,979</i>	Under performance on one target though the charity expects to have exceeded this target by the end of August 2021.

Outcomes <ul style="list-style-type: none"> • GYBC housing tenants receiving advice: 72 (target 75) • Great Yarmouth residents receiving advice: 134 (target 100) • Debts written off: Debts written off in full to the value of £75,841.01. • Total amount over the 18month period is £268,234.01 • Total number of people supported: 208 		
Organisation	Grant Award	Status
<i>Great Yarmouth Foodbank Plus</i>	£5,000 + £2,083 for extended period <i>Total = £7,083</i>	Spent in line with grant award.
Outcomes <ul style="list-style-type: none"> • 96 sessions – Total 240 sessions. 306 interactions - Total 918 • 40% Crisis sessions & 20% mentoring sessions, all sessions include Zoom, text message and face-to-face • Have increased up to five sessions a week. Additional requests were not possible due to COVID-19 limitation on safety • 5 people invited to train using ‘Keys’ online training starting end of February 2021. • Online recovery course started by 3 of the team. • Monthly supervision from Keys is continuing. Keys due to review in February 		
Organisation	Grant Award	Status
<i>Norfolk Citizens Advice Bureau – Great Yarmouth Branch</i>	£19,750 + £8,229 for extended period <i>Total = £27,979</i>	Spent in line with grant award.
Outcomes <ul style="list-style-type: none"> • Delivery of free, impartial and accredited advice and information to Great Yarmouth Borough residents. • 384 individuals supported as a direct consequence of the GYBC grant. Over achieving on a target of 313. • 122 of these were community housing tenants of a 38 target. • 52 residents supported into wider community activity out of a target of 5. 		

Great Yarmouth Community Champions' – Outreach Programme, July 2021 to March 2022

Organisation	Value	Target Cohorts
Access Community Trust	£33,900	Disabled people – with either physical or learning difficulties or autism Young people from ethnic minority backgrounds including Gypsy, Roma Travellers
<p>Outreach Project: <i>Confident Communities – Community Circles of assertive outreach.</i></p> <p>In its simplest of forms, Community Circles are networks of supportive bubbles that surround an individual and community to provide them with the required guidance, communication, advice and support to COVID-19 prevention and response.</p> <p>COVID-19 Community Circles takes uses existing successful health and wellbeing framework and positively enhances this to support individuals and communities focusing on increased testing, support self-isolation, limiting transmission, increasing vaccinations, supporting long Covid and promoting community recovery. Confident Communities GY employs 1.5 FTE facilitator, supported by volunteers and peer mentors and will support 850 people.</p>		
Organisation	Value	Target Cohorts
Norfolk Citizens Advice	£51,840	<ul style="list-style-type: none"> • People with disabilities • BAME residents • Migrant workers • Young people from ethnic backgrounds
<p>Outreach Project: <i>Catch Outreach & Support</i></p> <p>Providing advice to any member of the Great Yarmouth community and hence will target all four of the cohorts aligned with this bid including: people with disabilities, BAME residents, Migrant workers and Young people from ethnic backgrounds. NCA estimate supporting 1,250 people within the nine months. Taking its current statistics, 34% (425 people) are likely to have a disability or long-term health condition, 13% (163 people) of non-white ethnicity and 6% will likely be between the ages of 15 and 24 (75 young people).</p> <p>Supporting the wider Community Champion Programme, NCA has eight volunteers in Great Yarmouth and are experienced in attracting, training and retaining volunteers. NCA has key local venues (where it already operates from) that enable it to reach out to and engage with our community in places where they already go. Having moved to the library this is a key place to be more visible and outreach to more people in the community, we were asked to attend the food bank at the Salvation Army on Mondays to sit in with other organisations and provide support. The same with at The Herring House Centre in Great Yarmouth. Other locations will be around the town, including cafes and the bus stop near the COVID testing centre in Great Yarmouth.</p> <p>NCA is very experienced in tracking its impact, it feeds into the national Citizens Advice system for monitoring our outputs and our impact. It is tracking all outputs and the relating impact from our work.</p>		

Organisation	Value	Target Cohorts
<i>Shrublands Youth & Adult Centre Charitable Trust</i>	£18,352	Disabled people – with either physical or learning difficulties or autism
Outreach Project: Community Checkers <p>Based on site of the Gorleston Community Hub, with close links with most of the partners. The funding enables 2 additional Community Checkers and disseminate health information via all Community Checkers. The Community Checkers knock on everyone's doors road by road, having a conversation with the occupant, (whilst staying outside at a safe distance from the door) about how they are coping. They will work their way around the whole of Gorleston.</p> <p>This is a totally inclusive project with every door on each road being knocked, allowing us to reach residents that would not usually attend services or groups. Returning to anyone who would like a chat another day and those that need follow up. We will use this funding to take our local knowledge into the community to give information and reassurance whilst signposting to residents to assist with their concerns and issues.</p> <p>To date, the Trust's Community Checkers have knocked on every door in Gorleston across six months: 8,422 doors, speaking to 3,810 people (45% engagement rate) about 1,793 issues: Benefits 1, Bereavement 5, Carers 21, Community Activity 19, COVID 1242, Crime 5, Employment 12, ESOL 1, Food Parcels 20, <i>Health 201</i>, <i>Vaccine 172</i>, Housing 12, Home Education 18, <i>Loneliness 32</i>, Neighbours 32.</p> <p>It is anticipated that the numbers over 9 months will be similar to those of the previous 6 months as more people go back to work. The Trust aims to reach 650 people including dissemination of information through the 'What's On Guide' a local booklet that local people trust and is posted through the doors of those people who are not home to ensure everyone has contact.</p>		
Organisation	Value	Target Cohorts
<i>DIAL</i>	£37,335	Disabled people – with either physical or learning difficulties or autism.
Outreach Project: Community Health Engagement Workers <p>Delivering 'pop-up' style events in key community hotspots; including but not limited to; Great Yarmouth, Martham and Gorleston Libraries, Peggotty Road Community Centre, Shrublands Youth and Adult Centre and capitalising upon existing links in Primary Care to pop up in or around GP surgeries. DIAL will target community and village halls in Northern and Southern Parishes of the Borough. Each PCN area will be assigned with a dedicated Community Health Engagement Workers.</p> <p>The Community Health Engagement Worker roles will also connect with people using available digital channels including zoom, WhatsApp and dedicated social media to engage with people who have digital access and capability to encourage people to stay better connected to health information, local opportunities and provide better connection opportunities to other people and take referrals from partner organisations. Estimated reach is 750 people.</p>		

CONFIDENTIALITY

The contents of the appendix to this report qualifies as exempt information under section 100(A)(4) and paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972 as it is “*information relating to the financial or business affairs of any particular person* (including the authority holding that information)”

and

2) In relation to the “exempt” information, it has been determined that the public interest in maintaining the exemption outweighs the public interest in disclosing the information because disclosure would adversely affect the authority’s ability to manage its commercial financial and business affairs. Accordingly, it is proposed that the appendix shall remain exempt.



URN: 21-131

Subject: Rough Sleeping Accommodation Programme Bid – Housing First Scheme

Report to: ELT 8 September 2021
Housing and Neighbourhoods Committee 23 September 2021

Report by: Nicola Turner, Housing Director

SUBJECT MATTER/RECOMMENDATIONS

This report seeks approval to purchase and repair five homes to provide a self-contained home with dedicated support for a period of up to two years for a cohort of entrenched rough sleepers with high needs in order to deliver a significant reduction in rough sleeping.

Recommendations:

Housing and Neighbourhoods Committee recommend that Full Council:

1. Approve the purchase and renovation of five properties to be used to meet the needs of rough sleepers with high support needs within the parameters of the project as set out in this report and the Confidential Appendix.
2. Approve, subject to a successful application for grant funding, the expenditure and the borrowing set out in the report at paragraph 3.1. i.e. the purchase, repair and renovation and furnishing of the properties.
3. Delegate decisions in relation to the purchase of the properties and the completion of the required renovation works to the Head of Property and Asset Management and the Section 151 Officer in accordance with the Property Acquisitions and Disposals Policy.
4. Approve the procurement of a third-party support provider to deliver the support and manage the five homes.
5. Accept the Rough Sleeping Accommodation Programme grant funding and conditions.

1. Introduction

- 1.1 The Covid pandemic highlighted the scale of rough sleeping and the number of individuals in insecure housing at risk of rough sleeping across the borough. The Rough Sleeping Strategy and Action Plan 2020 produced in response and adopted by Full Council in July 2020 identified the need for a clear pathway approach which ensures that rough sleeper's accommodation and support needs are assessed to ensure they can access accommodation which meets their needs. In considering this pathway approach it has become clear that there is a gap in the existing provision for rough sleepers with high or complex needs within existing or planned provision.

2. A Housing First Approach

- 2.1 To meet the needs of rough sleepers with high/complex needs a new Housing First model scheme has been developed to provide five self-contained properties where rough sleepers will be able to be accommodated for up to two years. The homes will be for people with histories of repeat/entrenched rough sleeping, high and/or multiple/complex needs spanning mental health, drugs or alcohol and offending who will often have no remaining housing options available to allow them to move off the street. Integral to the provision of a property will be the provision of a personalised, flexible support offer will give them the best chance of moving towards recovery, realising their wishes and developing a more settled future life to support a planned move to appropriate accommodation in the future. The level of support provided will be intensive recognising the needs of the residents of the scheme.
- 2.2 The five properties will be acquired from the open market and renovated to ensure they provide high quality accommodation. All properties will be held in the General Fund as the Council will use the homes to discharge its homelessness duties under Part VII of the Housing Act 1996. The properties will be furnished reflecting the needs of the residents. The support service will be provided via a third party who have a track record in delivering support to rough sleepers. It is expected that all properties would be available for occupation during spring/early summer 2022.
- 2.3 The Rough Sleeping Accommodation Programme (RSAP) is a dedicated grant programme which provides capital and revenue funding to meet the needs of rough sleepers and provide a lasting legacy from the "Everyone In" initiative. A bid for capital and revenue funding for the Housing First scheme has been submitted to the RSAP programme, with an announcement expected at the end of September/early October 2021. Capital funding is available within 2021/22 and 2022/23 and revenue funding for the period 2021/22 to 2023/24.

3. Financial Implications

- 3.1 The Confidential Appendix provides full information on the capital and revenue costs of the scheme; the headline figures are summarised in the table below:

Total Capital Cost	£655,475
Capital Grant bid	£314,628
Borrowing	£340,847

- 3.2 The cost of borrowing will be met from rents, which will be a capped Affordable Rent of £105 per week inclusive of service charges. The appraisal shows the cost of borrowing and ongoing repairs and maintenance can be sustained from the rental income, although there is no allowance for supervision and management costs reflecting the provision of a dedicated support worker who will support the residents of the five homes.
- 3.3 The revenue funding sought will fund a dedicated support worker, with funding available in 2021/22 (reflecting a start in January 2022 for this post), 2022/23 and 2023/24. There is no ongoing revenue funding for the scheme after 31 March 2024, but the grant conditions will require its use after this time. There are a number of mitigations for this risk:
- Identification of additional funding streams for support from April 2024 – such as the Rough Sleepers Initiative or use of the Council’s homelessness prevention grant. Conversion to a social rent would allow an Enhanced Housing Management charge to fund the required support but this would create a call on the General Fund to subsidise the scheme as a lower rent will meet less of the debt servicing costs and repairs and maintenance expenditure. The potential for cost savings by linking the support service for this scheme and the Transitional Housing Scheme would be considered.
 - Sale of the homes to the Housing Revenue Account to become general needs homes.
 - Retention within the General Fund as temporary accommodation – the grant would then be ring fenced and used to deliver other affordable housing through a Replacement Agreement subject to agreement with Homes England.

4. Risk Implications

- 4.1 The RSAP submission assumes the purchase of a mixture of one- and two-bedroom homes (although all homes would only be used as one-bedroom properties) reflecting the lack of properties which are likely to be suitable for the Housing First scheme. Rightmove information has been used to identify likely prices for the properties. It is assumed all properties will require capital works to ensure the properties meet the requirement of the RSAP that homes will be available for 30 years. If, however, the Council is unable to acquire all homes within the available budget for acquisition or the costs of works exceeds the available budget, the additional cost will have to be met from further borrowing. To mitigate the financial risks the Council will look to

secure all purchases as soon as possible (so costs are known and to minimise any house price increases) and will undertake surveys prior to purchase to ensure works can be met from within the available budget which includes a 10% contingency.

All properties will be acquired in accordance with the requirements of the Property Acquisitions and Disposal Policy.

- 4.2 The RSAP grant funding requirements are based on milestones for completing the acquisition of the homes, starting works on the homes (Start on Site) and all works being complete allowing occupation (Practical Completion). Realistic timescales allowing for potential delays have been allowed for within the submitted timescales which are:

Acquisition: 31 January 2022

Start on Site: 1 March 2022

Practical Completion: 2 August 2022

If these dates are missed and an extension cannot be agreed there is a risk that the Council will not be able to claim some or all of any approved grant funding. To mitigate this the programme of acquisitions and works will be carefully monitored to ensure remedial action can be taken to address any actual or expected programme slippages. In addition, as set out above, the intention is to identify and make offers on suitable properties within a month of confirmation that the Council's bid has been successful.

- 4.2 It is proposed that a third party will be contracted to provide the support and manage the five homes within the Housing First scheme. This will provide the required expertise as well as provide resilience and allow for cover of absence. If, however, a suitable third party cannot be secured to deliver the support service, this will be delivered in house through recruiting to a dedicated support worker post utilising the revenue grant funding.
- 4.5 Homes England are responsible for the grant funding provided through the RSAP and require the completion of a funding agreement between grant recipients and Homes England before any grant funding can be paid. The grant agreement includes specific conditions in relation to the use of the funds and the requirements for repayment of funds that are not used as required. Only one funding agreement is required irrespective of the number of schemes funded through the RSAP. This report seeks authority to accept RSAP grant funding and conditions as set out in the prospectus and funding agreement. In accepting the Homes England grant, the Council will monitor compliance and ensure it is able to evidence compliance with the funding requirements of the grant funding received.

5. Legal Implications

- 5.1 The Council is able to acquire properties to hold in the General Fund. The Council can also enter into a management agreement with a third party to manage the homes, but the Council retains legal management responsibility. The Council will issue non-secure tenancies to residents to occupy the homes within the Housing First scheme.
- 5.2 As set out at 4.5 above, to draw down the RSAP funding, the Council will need to complete a funding agreement with Homes England.

6. Conclusions

- 6.1 The delivery of a Housing First scheme will form part of the Council's response to significantly reduce the level of rough sleeping across the borough. The need for a Housing First scheme has been identified reflecting a gap in provision to meet the needs of rough sleepers who have high/complex needs for whom there is no other suitable housing option. The Housing First scheme will provide five self-contained homes with a dedicated support worker who will work with residents to support them to successfully manage their occupation and make a successful transition to their next home. This report seeks approval of the require expenditure and borrowing to deliver the scheme subject to the Council's bid for capital and revenue funding through the Rough Sleeping Accommodation Programme being successful.

7. Background Papers

Rough Sleeping Strategy and Action Plan 2020 – Policy and Resources Committee 28 July 2020

Property Acquisitions and Disposals Policy - Council 23 February 2021

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	Via ELT
Section 151 Officer Consultation:	Via ELT
Existing Council Policies:	Corporate Plan
Financial Implications (including VAT and tax):	Discussed in report
Legal Implications (including human rights):	Discussed in report

Risk Implications:	Discussed in report
Equality Issues/EQIA assessment:	The provision of the Housing First scheme will meet the needs of individuals who have no other housing options to ensure they are able to make a successful transition to settled accommodation. This will have a positive impact on their physical and mental health and wellbeing.
Crime & Disorder:	Not applicable
Every Child Matters:	Not applicable