



Please ask for: Joanna Hunt
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15 March, 2022

Dear Councillor,

Health & Wellbeing Scrutiny Committee

6:00pm, Wednesday 23 March, 2022

Council Chamber, Civic Centre, Cannock

You are invited to attend this meeting for consideration of the matters itemised in the following Agenda.

Yours sincerely,

Tim Clegg
Chief Executive

To: Councillors:

	Buttery, M.S. (Chairman)
	Newbury, J.A.A. (Vice-Chairman)
Arduino, L.	Preece, J.P.T.L.
Beach, A.	Smith, C.D.
Cartwright, Mrs. S.M.	Sutton, Mrs. S.M.
Crabtree, S.K.	Thompson, Mrs. S.L.
Fisher, P.A.	Wilson, Mrs. L.J.
McMahon, J.B.	

Independent Co-opted Representative:

- TBC - Healthwatch Staffordshire

Staffordshire County Council Appointee for the purposes of the Committee's Statutory Functions under the Health and Social Care Act 2001:

- County Councillor P. Hewitt

Agenda

Part 1

1. Apologies

2. Declarations of Interests of Members in Contracts and Other Matters and Restriction on Voting by Members

(i) To declare any personal, pecuniary or disclosable pecuniary interests in accordance with the Code of Conduct and any possible contraventions under Section 106 of the Local Government Finance Act 1992.

(ii) To receive any Party Whip declarations.

3. Minutes

To note the Minutes of the meeting held on 30 November, 2021 (enclosed).

4. Statutory Health Scrutiny Items

Update – Staffordshire County Council’s Health and Care Overview and Scrutiny Committee

Please refer to Staffordshire County Council’s website (link below) for details of all Health and Care Overview and Scrutiny Committee meetings recently held. Alternatively, the Chair may provide verbal updates on any recent meetings attended.

<http://moderngov.staffordshire.gov.uk/ieListMeetings.aspx?Committeeld=871>

5. Supporting Health and Wellbeing PDP Quarter 3 2021/22 Performance Update

To receive the latest performance information (5.1 - 5.25).

6. Recommendations from the EnviroCrime Scrutiny Task and Finish Group - Envirocrime - Review of Council’s Approach

Report of the Head of Environment and Healthy Lifestyles (Item 6.1 - 6.20).

7. Recommendations from the Waste and Recycling Task and Finish Group

Report of the Head of Environment and Healthy Lifestyles (Item 7.1 - 7.28).

8. Effectiveness of Housing Assistance Policy Since Introduction

Report of the Head of Environment and Healthy Lifestyles (Item 8.1 - 8.36).

Cannock Chase Council

Minutes of the Meeting of the

Health & Wellbeing Scrutiny Committee

Held on Tuesday 30 November 2021 at 6:00 p.m.

In the Council Chamber, Civic Centre, Cannock

Part 1

Present: Councillors:

	Buttery, M.S. (Chairman)	
	Newbury, J.A.A. (Vice-Chairman)	
Arduino, L.		Preece, J.P.T.L.
Beach, A.		Smith, C.D.
Haden, Mrs. P.K. (Substitute)		Sutton, Mrs. H.M.
McMahon, J.B.		Wilson, Mrs. L.J.

Also present: County Councillor P.M/ Hewitt, Staffordshire County Council

14. Apologies

Apologies for absence were received from Councillors S. Thompson and S. Crabtree.

(Notification had previously been received that Councillor P. Haden would substitute for Councillor S. Thompson).

15. Declarations of Interests of Members in Contracts and Other Matters and Restrictions on Voting by Members and Party Whip Declarations

No declarations of interests in additions to those already confirmed by Members in the Register of Members Interests were made.

16. Minutes

RESOLVED:

That the Minutes of the meeting held on 14 September, 2021 be approved as a correct record.

17. Statutory Health Scrutiny Items

Update – Staffordshire County Council’s Health and Care and Overview Scrutiny Committee

The Chairman reported that recent meetings of the County’s Health and Care and Overview Scrutiny Committee could be accessed through their website.

He also reported that he had recently received an email from Councillor A. Beach regarding issues surrounding primary care services. The Chairman read out the following:

“I am sure that many Councillors, like myself, will have received numerous complaints recently from residents regarding access to primary care services. Residents have concerns around lengthy call waiting times to contact their surgery, the lack of face-to-face appointments and waiting times to see or speak to their GP or other health practitioner.

Examples given include patients waiting for over an hour in a call queue to speak to a receptionist and getting cut off before speaking to someone. This situation obviously presents a risk to patients in need of assessment and also a strain on emergency services. This poses a particular difficulty for Cannock Chase residents who no longer have access to the MIU which has been closed since early 2020.

I feel it would be helpful to all councillors if we were to invite the current Chair of the Clinical Commissioning Group, Gary Free, to a Scrutiny Committee as soon as is practical, to understand how GP services are managing the transition from pandemic services to the return to the provision of normal service. It would also be helpful to invite the Director of Primary Care, Lynn Millar and the CEO and Accountable Officer, Marcus Warnes”.

A Member referred to the Covid-19 pandemic and reported that there had been a lack of capacity to deliver services. He suggested that there were ideas of how improvements could be made, although it was not known who could help with this in the coming months.

He advised that this was an area that the County Council had discussed and whilst the Committee could invite the Chair of the Clinical Commissioning Group (CCG), there was no requirement for him to attend.

Members then discussed the issues that many residents faced, one of which was being able to see a GP for a face-to-face appointment as it was not always easy to explain symptoms during a telephone call or a virtual conversation.

The Chairman requested that the Chair of the CCG be invited to a future meeting. He also advised that he would speak with Jeremy Pert, Chair of the Staffordshire County Council's Health and Care and Overview Scrutiny Committee to see if there was any update that could be provided to the Committee.

Resolved:

That the Chair of the CCG Dr Gary Free be invited to a future meeting of the Health and Wellbeing Scrutiny Committee.

18. Supporting Health and Wellbeing PDP Quarter 2 2021/22 Performance Update

Consideration was given to the Supporting Health and Wellbeing PDP Quarter 2 2021/22 Performance Update (Item 5.1 – 5.25 of the Official Minutes of the Council).

2.1.5 Encourage and support people of all ages to have active and healthy lifestyles to improve and maintain their physical and mental wellbeing

A Member expressed his concern around obesity. He was concerned that exercise was not the main factor for people to focus upon but that also of living a healthy lifestyle and consuming healthier foods. He discussed how a celebrity chef had helped an area of the country and was keen to see the Council promoting healthy cooking, especially as people now tended to rely more on fast food. However, he was concerned with the number of fast-food outlets within the town.

The Food Safety and Licensing Manager discussed the Staffordshire Everyone Health Project and advised that the Council were supporting the County with the project and working on the Cannock Chase Can Project to try and support people's behaviours.

He also reported that the Council had recruited a Health Improvement Officer who would join the Council on 6 December. It was hoped that the person in post would help with making some progress in these areas.

Members discussed restricting fast-food outlets, and it was noted that the Council had some control through Supplementary Planning Documents. However, the Committee had previously undertaken a review which showed that there was no evidence to suggest they worked.

Members noted the Supporting Health and Wellbeing PDP Quarter 2 2021/22 Performance Update.

19. Update on Dual Stream Dry Mixed Recycling – post April 2022

An update was received from the Head of Environment and Healthy Lifestyles.

He gave a presentation and discussed the move from co-mingled to dual stream dry recycling (April 2022). He discussed with the Committee the changes in the way recycling would be collected and showed Members the new weighted recycling bags.

He reported that the bags were either fully recyclable plastic, or part recyclable. The scheme would first be rolled out and established and then additional bags would be available to residents. Households with more than 6 people would be allowed additional capacity as with other waste streams.

The Head of Environment and Healthy Lifestyles in response to a question advised that wrapping paper should not be recycled due to the colour dyes used, this included Christmas wrapping paper. He would also check about shredded paper being recycling.

A Member discussed the issue around contamination of paper/cardboard in blue bins asked what was being proposed to try and alleviate this. The Head of Environment and Healthy Lifestyles advised that it would be more visible to see contamination in the bin, therefore it would be left and not collected. He hoped that once established the changes would be welcomed by residents as they would be more beneficial by allowing additional capacity and hopefully this would lead to improving the quality of dry mixed recycling.

A Member discussed the County initiative whereby a scheme was implemented to subsidise compost bins. The Head of Environment and Healthy Lifestyles discussed the

County composting scheme which was available across the District. He highlighted however that cardboard needed to be shredded well, if not, it became an insulator.

20. Recommendations from the EnviroCrime Scrutiny Review Working Group

The Food Safety and Licensing Manager referred to the previous meetings of the EnviroCrime Scrutiny Review Working Group and outlined the suggestions that Members wished to take forward. Those suggestions were:

- Consideration to be given to what other Local Authorities are implementing to tackle the issue of dog fouling
- To consider how social media can be used to engage better with businesses
- How further information can be provided to businesses and residents on how to dispose of trade waste, and promotion of the bulky waste service
- To consider supplying dispensers for dog waste, and consider whether this should be adopted by the Council or each Parish/Town Council
- Environmental Protection and Environmental Services to work together in bringing certain issues such as abandoned vehicles and fly posting under one service, although this may be considered under shared services
- To consider third parties undertaking some enforcement work into dog fouling/littering to increase fixed penalties

In response to a question from a Member concerning the process of the Committee, the Head of Environment and Healthy Lifestyles advised that a report would be submitted to the next Committee scheduled in March. Should members agree with the recommendations, this would then go forward to Cabinet.

It was suggested that a further meeting of the Enviro-Crime Scrutiny Review Working Group be arranged to refine the proposed suggestions, with the Committee meeting in March and receiving recommendations (if any) from both Working Groups.

Resolved:

That a further meeting of the Enviro-Crime Scrutiny Review Working Group be arranged in January/February 2022.

21. Health and Wellbeing Work Programme Update – 2021/22





The Head of Environment and Healthy Lifestyles reported that a further meeting of the Waste and Recycling Working Group had been arranged in January, and a further meeting of the EnviroCrime Scrutiny Review Working Group would be arranged for January/February time. Any recommendations from the Groups (if any) would go to the next Committee in March and if agreed, forwarded to Cabinet.

The meeting closed at 7.05 pm

CHAIRMAN

Priority Delivery Plan for 2021-22
Priority 2 – Supporting Health & Wellbeing

PROJECTS – Summary of Performance

Delivery of Projects for Q3					
				N/A	Total Number of Projects
Action completed	Project on Target	Work in progress but project slightly behind schedule < 3 months	Action more than 3 months behind schedule – specific action required to address delay	Project not yet started	
7 (16%)	27 (61%)	7 (16%)	2 (5%)	1 (2%)	44

Summary of Successes as at Quarter 3




Quarter 3 has seen the completion of the urban forest at Bradbury Lane and announcement of the retention of the six green flags for the district's parks. It also saw the completion ahead of schedule of the new Artificial Turf Pitch (ATP) at Rugeley Leisure Centre. In addition to this, there was also good progress towards the completion of a number of projects contained with the Supporting Health and Wellbeing PDP. That progress includes; IHL projects; focusing initiate around open spaces; working towards the rollout of the Cannock Chase Can App; Commonwealth Games and working collaboratively around the Climate Emergency.

With the additional two properties purchased, under the NSAP scheme, now occupied the Homelessness and Rough Sleeping Pathway Project is currently supporting a total of 8 properties, and home to 10 Rough Sleepers, who are receiving intensive holistic support from the provider, Spring Housing.



Summary of Slippage as at Quarter 3

The Rugeley Swimming Pool refurbishment remained behind schedule due to the previously reported additional subsurface works being identified once the pool works had begun. Completion of the additional works and reopening of the pool now being scheduled for early Q4. Fortescue Lane and the CEMA play areas are slightly behind schedule mainly due to national construction material and steel shortages and external contractor capacity; both are due for completion in early Q4. The Open Spaces Strategy remains behind schedule due to the original impact of Covid19 on the external consultant and Council officers and issues with GIS data supplied by the Council. It is now considered it the strategy will be delivered late in Q4.

2.1 Providing opportunities for healthy and active lifestyles

Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
2.1.1 Invest in our facilities, parks and play areas							
Develop a new accessible play area in Norton Canes (the Cema)	Prepare Specification and contract, Tender, evaluate, appoint contractor and finalise design	✓				Completed.	
	Start works on site		✓			Work started on site Q1	
	Project Manage, snagging, complete works and commission		✓			Slight project overrun due to national materials shortages due for completion in early Q4.	
Undertake park and open space improvements at Fortescue Lane	Prepare Specification and contract, Tender, evaluate, appoint contractor and finalise design	✓				Completed	
	Start works on site		✓			Work started on site in late Q2.	
	Project Manage, snagging, complete works and commission		✓			Slight project overrun due to national materials shortages / Covid issue due for completion in early Q4.	
Commence Phase 2 works at the Community Sport and Recreation Hub at The Stadium.	Prepare Architects and QS Specification and contracts for Phase 2 design and costing.		✓			Slight project overrun due to other projects / internal resourcing / completions. Contract documents with legal.	
	Tender, evaluate, appoint consultants to finalise design			✓		Tender and evaluation to be moved into Q4	
	Final design and permission to spend report				✓		



Item No. 5.3

Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
	Submit Planning Application of Final design				✓		
	Carry out Phase 2 works – eco mulch, landscaping, signage and eco trail		✓			Landscaping and signage completed only eco mulch and eco trail outstanding. Due to weather eco mulch contractor now planning to install post March 2022.	
Deliver the third full size Artificial Grass Pitch in the District at Rugeley Leisure Centre	Discharge Pre-commencement planning conditions and start on site	✓				Onsite work started during Q1 and are on schedule for opening during Q3.	
	Project Manage, snagging, complete works and commission		✓				
	Open Facility			✓		Completed ahead of schedule in quarter two. The pitch reopened on 27th September. Bookings are doing well with over 80% utilisation during the week, slightly lower at the weekend.	
Undertake repairs to the 25m swimming pool and replace the boiler at Rugeley Leisure Centre	Prepare contract documents, warranties and start on site.	✓				Contracts complete Q1 and work successfully started on site during Q1. Warranties finalised.	
	Project manage, complete works, commission and re-open		✓			Works completed Q2 and the boilers are replaced. 'Dry side' boilers are fully commissioned and operational. 'Pool side' boilers Commissioning to be undertaken end Jan 2022.	


Item No. 5.4

Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
	Undertake pool tiling and filtration system repairs and improvements.		✓			Tiling works were completed during Q3 including additional pool perimeter tiling that was not originally identified.	
	Completion of all works, including commissioning and re-opening of the pool		✓			Completion of all work and re-opening of the pool has been delayed due to subsurface issues identified during the progress of the work. Completion of the pool works anticipated end Jan 2022 following which the poolside boilers will be commissioned, leading to the pool re-opening during Feb 2022.	
Produce an annual programme for the development of new play areas and the refurbishment of existing play areas, open spaces and leisure facilities	<p>Produce an annual programme for the development of new play areas and the refurbishment of existing play areas, open spaces and leisure facilities - based on need and those local communities which are subject to poorer health outcomes, have higher levels of deprivation and higher levels of inactivity.</p> <p>To be funded from Section 106, CIL funding and general fund budgets in line with the capital programme.</p>			✓		<p>Work has been undertaken on the development of a district wide ward by ward play area matrices, taking into account, items such as population totals, prevalence of young people, deprivation, privation etc.</p> <p>Work on the above was completed in quarter 3 and will be reported to Cabinet during Q4</p>	★

Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
2.1.2 Secure external funding to support investment in our leisure and culture facilities							
Work with partners to develop and submit funding bids (e.g. IHL, Sport England, Football Foundation, Football Association, Heritage Lottery etc) using the evidence from the Council's relevant strategy's, action plans and District Needs Analysis.	Implement wayfinding project subject to successful application for Sport England Funding	✓				Application successful, reported to Cabinet 10.06.21	✓
	Receipt on notification of the outcome of applications and report to Cabinet	✓					
	Commence project if the application is successful		✓	✓	✓	On schedule – A partnership has been established to identify way markers and rest stops with QR codes linking to interactive activities sited on various outdoor routes on Cannock Chase. Local schools have now been engaged.	
	Project completion post 2021/22						
2.1.3 Develop and deliver the Council's Health, Wellbeing and Physical Activity Strategy							
Work with IHL, partners and stakeholders i.e. Together Active, Sport England NGB's to develop a new Strategy based on the impact of the pandemic, Needs Analysis evidence, data new customer behaviour and trends	Explore opportunities to work with partners to assess the impact of pandemic and develop a strategy i.e. Long Covid Project and Impact of Covid on Gyms and Leisure Centres.			✓	✓	IHL are waiting for the Midland Partnership Foundation Trust (NHS) and Together Active to commence the programme as they wish to assess outcome measures and identify participants.	✓

Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
2.1.4 Continue to provide affordable, varied and locally accessible facilities for sport, leisure and culture							
Work to reduce the barriers taking into account the impact of Covid-19, that prevent access to our leisure facilities by reviewing and refreshing the leisure concessions scheme to target those most in need and to ensure the Council achieves the greatest impact.	Work with IHL to review the leisure concessions scheme			✓		Slight project overrun due to ongoing COVID recovery issues work to be commenced in early Q4	
	Complete the review of the scheme				✓		
2.1.5 Encourage and support people of all ages to have active and healthy lifestyles to improve and maintain their physical and mental wellbeing							
Engage with residents who are less active and deliver targeted health and physical exercise initiatives to help people lose weight, stop smoking, eat healthier and become more active	Roll out of the Cannock Chase Can App across the district. Promote the use of the Cannock Chase Can App with GP's, IHL, Together Active and other partners.		✓	✓	✓	On track – Community engagement and strategic partner phase completed and the official launch scheduled for January / February. Outreach delivery and marketing plans in place and on track.	
						A part time Health Improvement Officer has started to support the delivery and promotion of the Cannock Chase Can programme of works and Health in All Policies. Soft roll out continuing. Final stages of app testing now completed ahead of	


Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
						<p>release via Google Play and Apple Store in Q 4.</p> <p>The Project Team are continuing to upload new content ready for its release in Q 4.</p> <p>Planning in progress for Launch Tour of the District in key locations due to commence Q 4.</p>	
2.1.6 Work with partners to help and support our residents to adopt a healthy and active lifestyle							
Continue to develop the GP Referral and Exercise by Prescription Programme	Long Covid Project Pilot with IHL and Together Active.		✓	✓	✓	<p>On track - IHL GP referral scheme (<i>Activities for Health and Wellbeing</i>) are working with Together Active and Midlands Partnership Foundation Trust (MPFT). The pilot project is waiting to commence as MPFT wish to visit outcome measures and identify patients.</p>	✓
Participate in the County Council's Pathfinder Pilot Project to tackle obesity within the district ("Whole System Approach)	Rollout Whole Systems Approach to Healthy Weight with IHL and Together Active.			✓	✓	<p>Project now renamed "Better Health Staffordshire" (BHS). Q 3 officers and members have attended workshops for partners and will ensure local projects are linked into BHS.</p>	✓


Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
2.1.7 Promote the use of green open spaces and our parks for exercise and activity							
Work with IHL to focus initiatives and programmes on using those open spaces, play areas and facilities in local communities with the highest levels of deprivation and with higher risks of inactivity and poor health outcomes.	Reintroduction by IHL of the Couch to 5k Programme.		✓	✓	✓	<p>Reintroduction of Couch to 5k started at the end of Q2 beginning of Q3.</p> <p>A new Chase Up team has been appointed to develop targeted outdoor social green exercise offers in three priority wards (Hednesford North / Chadsmoor / Springfields estate). Gardening sessions have continually developed on the Stadium community allotments and additional equipment has been purchased through the National Lottery Community Fund.</p> <p>Chase Fit scheme continues to re-establish itself and grow members.</p> <p>New plan of activities to be developed in partnership with British Cycling and Forest England and Hart School academy PE department.</p> <p>Redhill Primary School has re-engaged to develop its discovery garden and outdoor activity offer.</p> <p>Disability cycling sessions have been piloted during Q3 from Chase Leisure Centre. This will be opened up more widely to local residents with additional requirements.</p>	
	Introduce new outdoor exercise programmes					See above	

Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
	Promote Forest Bathing and Bike and Play Trails		✓			See Above	
2.1.8 Delivery of a successful Commonwealth Games 2022 Mountain Biking Event and creation of a lasting legacy							
The Council's internal CG2022 Project Team to continue with preparations and involvement with Birmingham 2022 Organising Committee, Forestry England, other key stakeholders, partners, Town and Parish Councils	Report to Cabinet on estimated costs associated with hosting the event in the District	✓	✓	✓	✓	Report to Cabinet Briefing Dec 21 Report to cabinet completed in relation to the allocation of £50k funding	✓
	Help facilitate the delivery of a successful Commonwealth Games 2022 Mountain Bike event in our District.					Bike and Play track is open although official opening is due Spring 2022	
	Engage with Parish and Town Councils regarding the hosting of Roadshows (pre-Games) and Live Sites (during Games).		✓			Meetings with Parish and Town Councils due to be scheduled in Q2 were held in Q3	
	Maximise the one-off opportunities for showcasing the district before and during the event.			✓	✓	CWG Roadshows to take place during Q4 onwards into 2022/23 with Livesite planning with Parishes and Town Councils ongoing. IHL has secured local involvement in CWG22 showcase project. 'Tappin In'. This is a 12-week dance participation programme resulting in a regional showcase of local achievements in Birmingham city centre (to take place in June). Sessions will take place with professional artists at Chase Leisure Centre with district wide residents, during Q4.	

Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
	Liaise with the Commonwealth Games Organising Committee and other key stakeholders in relation to hosting Roadshows, the Queens Baton Relay, Live Sites, Cultural and Arts Programme.					Officers meeting regularly with all CWG Organising Committee subgroups on a regular basis	
	Develop lasting legacy projects for the district and our residents as a result of our investment in the Commonwealth Games 2022 (i.e. Mountain Bike Trail, Bike and Play)					Work on the mountain bike trail was completed in Q2 and opening to the public of the Bike and Play Trail due in Q3. Official opening by Forestry England being planned for Q4.	

2.2 Supporting vulnerable people

Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
2.2.1 Supporting vulnerable people							
Poverty Strategy and action plan to be developed	Define poverty and scope for strategy		✓			Work has commenced on defining the strategy and identifying data.	
	Undertake baseline assessment		✓			District Needs Analysis published in November includes key data. Census results due out during 2022 will provide further information.	
	Map out existing interventions			✓		Corporate group reviewing approach during Q4	
	Draft strategy				✓		

Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
Raise awareness of domestic abuse and support services	Chair and co-ordinate the weekly local Multi Agency Risk Assessment Conference (MARAC) to support the safeguarding of high risk Domestic Abuse victims and families	✓	✓	✓	✓	Weekly meeting is chaired by Staffordshire Police and CCDC on alternating weeks. Shift to local MARACs has helped to safeguard the most vulnerable families and individuals.	
	Secure funding for CCDC/partnership awareness campaigns linked to DA.	✓				Funding has been secured via the Locality Deal Fund (LDF).	
	Develop & Delivery Dating Abuse Campaign	✓				Campaign developed with New Era, Partnerships Team and Comms. Delivered April 2021.	
	Deliver 'It's Never Ok' campaign	✓			✓	Delayed due to linking in with more appropriate work identified with the Community Safety Campaign calendar (Stalking & Harassment). It was also felt the messages would be lost due to the Euro's DA Campaign running at the same time. Now due to be delivered February 2022.	
	Develop & Deliver New Euro Domestic Abuse Campaign	✓				Funding secured, campaign concept developed and delivered by key stakeholder. Launched 11th June 2021 District wide and also across South Staffs.	
	Deliver Valentine's Domestic Abuse Campaign				✓	Campaign to be delivered in Feb 2022.	

Item No. 5.12


Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
Develop a local awareness campaign around the risks of harm associated with alcohol and substance misuse.	Secure funding	✓				Funding has been secured via the Locality Deal Fund (LDF)	✓
	Deliver educational programme and campaign.		✓			The programme has been successfully delivered to all schools in August 2021. Positive feedback received and online Tik Tok messages well received.	
	Evaluate educational programme and campaign.			✓		Evaluation received by Loudmouth in preparedness for full LDF evaluation due in March.	
Engage with young people at risk of engaging in Anti-Social Behaviour (ASB)	Develop a comprehensive schedule of diversionary activities across the District, reflecting historic seasonal trends in ASB or in response to emerging issues identified through the Community Safety Hub.	✓				Achieving Goals and Dreamz have received Locality Deal Funding and work has been conducted with the partnership team to ensure that all historic peaks in ASB have been mapped and scheduled for activities. A 'float' fund remains in place to ensure that emerging issues can be tackled promptly and as when they arise.	✓
	Delivery diversionary activities in hotspot locations across Cannock Chase	✓	✓	✓	✓	Diversionary activities continue to be delivered at hot-spot locations across the district, in response to seasonal fluctuations and emerging issues.	


Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
Explore funding opportunities for the continuation of the ASB Young Peoples Key Worker post June 2021	Review & Refresh ASB Young People's Key Worker job description in partnership with Staffordshire County Council and secure funding	✓				JD has been reviewed and refreshed however this post has now been superseded by the Youth Offending Service SCC are now picking up support for young people and will consult with Districts / Boroughs re: future posts / initiatives.	N/A
2.2.2 Supporting older residents and those living with disabilities, to live healthier and more independent lives							
Analyse the effectiveness of the new Housing Assistance Policy since its introduction and feed findings into a full review of the policy in 2022-23.	Review the impact of the Housing Assistance Policy			✓		Impact and effectiveness of policy in increasing types of assistance offered has been reviewed and findings will be incorporated into Scrutiny Report	✓
	Report the findings of the review to the Council's Scrutiny Committee				✓		
2.2.3 Supporting older residents and those living with disabilities, to live healthier and more independent lives							
Develop a Private Sector Housing Strategy for adoption	Develop and consult on Private Sector Housing Strategy			✓		Private Sector Housing Strategy out for consultation at the end of Q3.	✓
	Present strategy to Cabinet for adoption				✓		
2.2.4 Working to prevent homelessness							
Review current service provision in	Complete a review of homelessness grant funded operations and services		✓			Review completed.	

Item No. 5.14


Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
particular homelessness grant-funded operations and services	Complete financial assessment of grant availability			✓		Homelessness Prevention Grant Proposals approved.	★
Develop proposals to meet changing requirements	Assessment of future service requirements			✓		Service assessment identified need for additional service for private rented sector. Call Before You Serve Service identified as meeting requirements.	✓
	Develop proposals to meet changing requirements				✓	Joint Service with South Staffordshire LA's in development for the Call Before You Serve Service	
Next Steps Accommodation Programme (NSAP) and Rough Sleepers Funding Initiative – extend Homelessness and Rough Sleeping Pathway service provision by 2 additional properties and for additional 2 years	Complete acquisition of additional properties under NSAP	✓				Acquisition of the two additional properties for the Rough Sleeping and Homelessness Pathway Project under NSAP completed	★
	Review extension of Rough Sleeping Pathway service provision		✓			Completed	
	Extend Rough Sleeping Pathway service provision		✓			Extended for further 12 months. Option for further 12 months	
Develop a proposal and funding bid to assist rough	Investigate and review RSAP prospectus and identify potential project(s)	✓				Review of RSAP completed. No projects identified as suitable for the funding bid.	

Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
sleepers/homeless persons who have medium-high complex needs for any future potential funding opportunities	Develop full proposals and submit RSAP funding bid, if applicable, by funding deadlines		✓			No projects identified as suitable for the funding bid.	✓
	Investigate and consider other funding opportunities when available			✓	✓	No Capital funding bids announced. RSI (Rough Sleeping Initiative) Revenue funding bid to be submitted Q4	
2.2.5 Working with the Voluntary Sector							
Provide funding to voluntary organisations to provide free independent, impartial and confidential advice to our residents who are facing pressing issues in their lives, whether that be general advice or debt management	Review the annual Service Level Agreements in order to understand and take account of the impact of the pandemic to ensure they: (a) are fit for purpose; (b) better co-ordinated; and (c) have clear objectives and outcomes		✓			Initial meeting held with Citizens Advice. SLA - Identified that grant allowance is significantly higher than neighbouring authorities. Citizens Advice is operating hybrid working - impact on clients will be assessed during Qtr 4.	✓
	Performance manage delivery of the SLAs			✓	✓	QTR 3 performance reports received from Citizens Advice - further analysis needed. Meeting set up with Chase Advice - no performance information received to date.	
Work with Support Staffordshire to build on community spirit & volunteering / befriending advocacy in conjunction with	Provide access to the support directory through Council Community Support webpage	✓	✓	✓	✓	Community Support web page refreshed to include signposting to support available.	✓

Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
Staffordshire County Council	Work with SCC and Support Staffordshire to plan the further development of community- based support services as restrictions ease and more options become available.			✓		Further SLA beyond November. Focus on filling identified gaps in provision or support. Funding has been agreed by Cabinet for work to map current provision and identify where there is the potential for more co-ordination and where there are gaps in current provision. A report is due by May 2022 and the subsequent development work is funded through to March 2023.	
Work with partners and internal services to establish the best means of identifying vulnerable residents and support providers (signposting vulnerable residents to access services)	Plan for access to on-going support for those people who have been contacted regularly by the Covid Community Support Hub when it closes at the end of June. Support Staffordshire to provide details of appropriate organisations.	✓				Details of support organisations provided in a directory by Support Staffordshire. Contact Centre briefed and provided with necessary signposting information.	
	Provide options and referrals to support organisations for those who need on-going support following the closure of the Hub. Ensure that the Contact Centre has access to information to signpost people to support services.		✓			As above	
	Take stock of work on identifying vulnerable people known to us through our customer information systems			✓		Vulnerable residents have been identified; types of vulnerability vary from individual to individual. A case by case approach will be adopted.	

Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
	Agree method of signposting of services to vulnerable people				✓		
Engage with partners regarding their recovery plans for their services and our communities	Refer Covid Community Support Hub contacts to suitable support organisations	✓				Covid Community Support Hub call handlers have signposted people to appropriate support organisations	
	Work with SCC and Support Staffordshire to plan the further development of community based support services as restrictions ease and more options become available.		✓			Referred to above	
	Implementation of above plan			✓	✓	Referred to above	

2.3 Creating a greener, sustainable community and environment

Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
2.3.1 Develop an Environmental Strategy and action plan to reduce our impact on climate change and work towards the Council's aim of becoming carbon neutral by 2030.							
Work with Citizens Assembly to develop and complete costed Climate Change Action Plan and Environmental Strategy	Specify requirements for Citizens Assembly and development of costed Action Plan requirements, tender, evaluate and appoint successful consultants		✓			<p>Consultant commissioned to create the Costed Action Plan</p> <p>Council has been out to tender for the Citizens Assembly work during Q1. Results evaluated during Q2 and possible alternative models reviewed.</p> <p>Cabinet recommendation agreed at Council in December to use</p>	

Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
						stakeholder panels for consultation on climate change issues.	
	Produce costed Action Plan			✓		Costed action plan now due in quarter 4 due to delays with the consultants	
	Produce Environmental Strategy				✓		
Work collaboratively to find solutions to tackling the impact of climate change	Develop and formalise the Council's Climate Emergency Officer Group.	✓	✓	✓	✓	Formal officer working group meeting on a regular basis. Council attending County wide Climate Change workshops hosted by Keele University	✓
	Engage with and work alongside partners and stakeholders (including other Staffordshire Councils, ENGIE, Keele University etc.) to reduce emissions across the District and County.					Partnering work is ongoing. Staffordshire Councils are setting up a Staffordshire Sustainability Board and CCC are jointly involved with the Energy Network project along with Lichfield and Stafford Borough Councils.	
Continue to provide and undertake Carbon Literacy Training	Review the training provision and deliver as required.		✓			Training provision reviewed and modified to include less online self-study and more high-quality audio visual. Training provider to remain as previous. 2 nd tranche of training for new members and officers to be undertaken during Q4 due to trainer availability.	▲
	Rollout 2 nd round of training to newly elected members and wider officer group			✓	✓	As per the above. The 2nd round of training is due for completion in Q4 (February 2022).	

Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
2.3.2 Maintain and improve our parks, green spaces and countryside							
Continue to maintain our parks and open spaces to ensure we retain our 6 Green Flag accreditations	Submit Management Plans, prepare and host park inspections/mystery visits	✓				Management plans submitted in Q1 and inspection schedule underway	★
	Notification of Green Flag Assessments		✓			Slight delay in receiving the results outside of CCC control due to the external judging organisation, however, results received early in Q3 (released publicly 14.10.21)	
2.3.3 Work and empower local communities to support local projects and sustain local facilities							
Provide support and opportunity to community groups wishing to take on more responsibility for improving and developing open spaces and play areas	Community Litter Picking Support Groups.	✓	✓	✓	✓	Community litter picking continues to be supported by the Councils Cleansing Team.	✓
	Continue to develop Community Forum for all Parks/Friends groups.			✓	✓	The Community & Education Officer continues to work with various parks and friends of groups	
	Stadium Community Planting Scheme.		✓	✓	✓	Bedding plants have been ordered in Commonwealth Games colours for the new session which are due to arrive and to start being planted towards the end of Q4.	
2.3.4 Develop our Open Spaces Strategy to support the adoption of the Local Plan							
Finalise and include the Opens Spaces Strategy as part of the adoption of the Local Plan	Complete the Open Spaces Strategy and review by Cabinet		✓			Delay due to internal / external resource issues GIS issues with land registry / ownership mapping. Due for completion in Q4.	✗

Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
2.3.5 Protect and enhance our high quality and unique natural environment							
Develop and undertake urban tree /woodland planting programmes	New Cemetery planting scheme.	✓	✓			Completed in Q1 prior to the opening of the new cemetery.	★
	Locate and plant sites as part of Commonwealth Games Legacy project.			✓	✓	New mini forest on common land in Pye Green planted with just under 4,000 trees and shrubs end of Q3	
2.3.6 Support our residents to reduce residual waste and increasing recycling							
Undertake annual promotional campaigns to continue to raise awareness of the importance of waste reduction and recycling	Develop and action annual contamination campaign	✓	✓			On track. Social media Most Wanted campaign launched in Q2	✓
	Take part in Keep Britain Tidy's Litter picking campaign/s				✓		
	Develop and distribute annual waste and recycling calendar and booklet		✓	✓	✓	Production of annual waste and recycling collection booklet started in Q2. 2021 Refuse and Recycling calendar has been produced and delivered in November 2021. The calendar provides residents with collections details for the period from November 2021 to March 2022, a new one will be produced for April 2022 - November 2022 providing residents with information about the 'dual stream' collection service which is due to start May 2022.	




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Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
School Awareness Campaign Waste and Recycling – Stage Production with local schools in the district	Review and refresh stage production (post Covid)			✓		Meetings held with the production company and officers regarding the rescheduling of the production. A new schedule has been produced for September 2022/23 due to school commitments	✓
	Officers re-engage with local primary schools across the district			✓		Due to start in Q3 2022/23 to support awareness campaign starting in Q3	
	Officers visit primary schools to present awareness campaign to children prior to the stage production (scheduled for Q3 2022/23)				✓	Due to start in Q3 2022/23 due to School Commitments	
Develop Waste Management Strategy following the outcome of consultation on the Government's Resources and Waste Strategy	Develop waste strategy in partnership with the County Council and other Staffordshire Councils as part of Joint Waste Management Board			✓	✓	Governments consultation on its Waste and Resources strategy was undertaken during Q2. Ongoing no further updates from central government in Q3	✓
Appoint Waste Disposal Contractor as part of partnership procurement exercise. Contract to start from April 2022.	Evaluate tenders and report to Cabinet on possible options	✓				Tenders evaluated. Report to Cabinet 8 th July 21	✓
	Action Cabinet's preferred option		✓	✓	✓	Cabinet preferred option to dual stream dry mixed recycling from May 22	

Projects	Actions and Milestones	Q1	Q2	Q3	Q4	Progress	Symbol
Review waste collection contract	Undertake discussions / negotiations with waste collection contractor regarding the possible formal extension of the waste collection contract	✓	✓			Discussions / negotiations started during Q1 and ongoing throughout Q2	✓
	Report the result of the discussions / negotiations and options to Cabinet for approval			✓		Negotiations were completed in Q3 but due to Cabinet timings the report is now going to the first Cabinet in Q4 (3.02.22)	
2.3.7 Tackle waste crime such as fly-tipping, dog fouling and, littering							
Develop annual programmes for carrying out targeted campaigns to tackle specific types of waste crime.	Develop annual programme	✓				Annual programme now in place	✓
	Implement targeted campaigns in line with programme		✓	✓	✓	Monthly Intervention Days continue and are proving successful	
Promote and raise awareness of the Council's zero-tolerance to all types environmental crime	Develop and implement a communications plan	✓	✓			Comms plan prepared and now being implemented.	✓
	Review effectiveness and reach of communications messaging, review and amend if required				✓		
2.3.8 Meet the demand for burial space in the south of the District							
Complete works and open our new Cannock Chase Cemetery	Open new cemetery to the public for burials and internments		✓			Cemetery completed and opened for burials and internments during Q2	★

Priority Delivery Plan for 2021-22
Priority 2 – Supporting Health & Wellbeing





DIRECTION OF TRAVEL INDICATORS





Improved situation	Situation worsened	No change
		
0	0	1

Direction of Travel Indicator	Reporting Frequency (Q or A)	Last year's outturn	Target	Q1	Q2	Q3	Q4	Trend
Objective 2.1 - Providing opportunities for healthy and active lifestyles (Sports England Indicators)								
Increase in physical activity in adults (%)	A	-1.7%	n/a					
Reduction in inactivity levels (%)	A	-1.9%	n/a					
Objective 2.2 Supporting Vulnerable Residents								
Number of households where homelessness was prevented	Q	355	360	90	89	82		

PERFORMANCE MEASURES

Summary of Performance as at Q3

			
Target Exceeded	Target Achieved	Performance Slightly Below Target	Performance Significantly Below Target
2	3	2	2

Performance Indicator	Reporting Frequency (Q or A)	Last year's outturn	Target	Q1	Q2	Q3	Q4	Target Achieved?
Objective 2.1 - Providing opportunities for healthy and active lifestyles								
Number of visits to leisure centres	Q	104,349	430,000	77,984	85,245	97,888		
Number of memberships	Q	4,755	6,000	4,713	4,325	3,723		
Uptake on GP referrals	Q	698 (2019/20) Suspended 2020/21	600	61	157	96		
Number of leisure concessions	A	1,991	1,500	1,989	2,029	1,640		
Objective 2.2 Supporting Vulnerable Residents								
Council Housing Disabled Facilities Work:								
• Number of referrals	Q	114	n/a	39	47	25		N/A
• Number of completions		115	n/a	36	33	46		N/A

Performance Indicator	Reporting Frequency (Q or A)	Last year's outturn	Target	Q1	Q2	Q3	Q4	Target Achieved?
Private Housing Disabled Facilities Grants								
• Number of applications	Q	48	n/a	18	18	9		N/A
• Number of completions		39	n/a	4	14	13		N/A
Rough Sleeping and Homelessness Pathway (Housing First) Project – continued provision to Project provider (5 flats)	Q	4	5	4	5	5		✓
Time taken to process new benefit claims (days)	Q	69.5	20	15.9	13.8	14.9		★
Time taken to process change in circumstances (days)	Q	7.8	10	3.9	2.6	3.6		★
Objective 2.3 - Creating a greener, sustainable community and environment								
Retention of six Green Flag Awards	A	6	6			6		✓
Recycling rate	Q	43.4%	50%	47%	47%	46%		▲
Residual Waste per household (kgs)	Q	526	n/a	125	128	116		n/a
Fly-tipping incidents	Q	565	n/a	114	103	89		n/a
Reduction in number of reports of waste and environmental crimes	Q	712	n/a	83	72	24		n/a

Comments on Performance Significantly Below Target:

The number of visits, memberships and uptake on GP referrals are below target due to the impact of the pandemic and national restrictions on the delivery of leisure activities. The reduction in membership is significant over the past twelve months. It is broadly in line with the trends observed across Staffordshire, i.e. 80% of pre-covid levels.

Report of:	Head of Environment & Health Lifestyles
Contact Officer:	David Prosser-Davies
Telephone No:	01543 464 202
Portfolio Leader:	Environment & Climate Change
Report Track:	Health & Wellbeing Scrutiny Cttee: 23/03/22

Health & Wellbeing Scrutiny Committee
23 March 2022
Envirocrime - Review of Council's Approach

1 Purpose of Report

- 1.1 To present to Scrutiny Committee the findings and recommendations of the Envirocrime Task and Finish Group (the Group) which the Committee set up to review the Council's approach to tackling envirocrime.
- 1.2 Membership of the Task and Finish Group is shown below

Councillor Martyn Buttery	Chair of the Scrutiny Committee
Councillor Louis Arduino	Scrutiny Committee Member
Councillor Andrea Beach	Scrutiny Committee Member
Councillor Sheila Cartwright	Scrutiny Committee Member
Councillor Josh Newbury	Scrutiny Committee Member
Councillor Doug Smith	Scrutiny Committee Member
Councillor Samantha Thompson	Scrutiny Committee Member
Councillor Lisa Wilson	Scrutiny Committee Member

2 Recommendation(s)

- 2.1 That the Scrutiny Committee notes the content of this report;
- 2.2 That the Committee endorses the following recommendations brought forward by the Task and Finish Group and that these be taken forward for consideration by Cabinet:
- i. Consideration be given to what other Local Authorities are implementing to tackle the issue of dog fouling;

- ii. Review the Council's social media policy to allow more direct and effective engagement by field officers with businesses (legitimate and otherwise) and administrators of on-line groups;
- iii. To review cost neutral options for engaging alternative providers to undertake issuing of fixed penalties for littering and dog fouling.

3 Key Issues and Reasons for Recommendations

Key Issues

- 3.1 Within its 2021-22 workplan the Health and Wellbeing Scrutiny Committee decided to review the effectiveness of the Council's approach to enviro-crime. A Task and Finish Group (the Group) was set up to look at this issue.
- 3.2 At its initial meeting on 12 October 2021 (notes are appended to the report which is included as Appendix 1 to this report) the Group received a presentation detailing what enviro-crime was and summarising the national, regional and local trends. Members were also referred to a recently published House of Commons briefing on Fly Tipping and the latest national fly tipping statistics.
- 3.3 At subsequent meetings the Group debated and reviewed fly tipping and considered a range of measures which could be adopted to improve the Council's ability to tackle certain types of envirocrime.
- 3.4 At a final meeting of the Group (see report at Appendix 1) these measures were considered in some detail and prioritised. The Group then agreed on a final selection of measures to be brought forward for consideration by the Scrutiny Committee.
- 3.5 Comparative benchmarking information was not provided by other Staffordshire Districts until a Freedom of Information Act request was issued. Appendix 3 shows this information and paragraph 5.6 below provides some corresponding narrative.

Reasons for recommendations

- 3.6 The recommendations will ensure continued focus on envirocrime and will allow the consideration of new and innovative solutions to tackle dog fouling, together with evaluation of cost-effective approaches to significantly increase the numbers of fixed penalties issued for littering and dog fouling. Review of the social media policy will enable enforcement officers to identify and disrupt the activities of unregistered and illegal waste carriers, which they are unable to do at present unless using their own personal social media accounts.

4 Relationship to Corporate Priorities

- 4.1 This report supports the Council's Corporate Priorities as follows:
 - (i) Supporting Health & Wellbeing [tackle waste crime such as fly tipping, dog fouling & littering] - Adoption of the recommendations ensures continued

focus on these issues will ensure anti-social behaviour of this nature our streets, parks and open spaces is tackled using best practice and cost-effective solutions.

5 Report Detail

- 5.1 At its initial meeting on 12 October 2021 the Group received a presentation on envirocrime and heard that:
- for the 2019-20 year, local authorities in England dealt with just under 1 million (976,000) fly-tipping incidents, an increase of 2% from the 957,000 reported in 2018/19;
 - just under two thirds (65%) of fly-tips involved household waste. Total incidents involving household waste were 632,000 in 2019/20, an increase of 7% from 588,000 in 2018-19;
 - local authorities are responsible for investigating, clearing and taking appropriate enforcement action in relation to small scale fly-tipping on public land;
 - in England the Environment Agency is responsible for dealing with larger-scale fly-tipping (more than a lorry load), hazardous waste and fly-tipping by organised gangs;
 - on private land, it is normally the responsibility of the landowner to remove the waste;
 - on average, there are around 400-500 fly tipping incidents reported to the Council each year, the majority involving household waste, though very few of these result in formal action due to lack of evidence;
 - the Council receives an average of 85 complaints of dog fouling annually, with very few penalty notices issued and reporters often reluctant, or unable, to provide offender details;
 - efforts have been made, working with Keep Britain Tidy, via the CCDC website, local radio, social media and graphics on Council vehicles, to raise residents' general awareness of fly tipping and to warn potential offenders of the consequences of being caught;
 - mobile CCTV has been deployed within the District at hotspot locations and along with appropriate signage;
 - the Council offers a £250 cash reward to individuals whose reports of fly tipping result in enforcement action (it is thought this is the highest figure in the midlands and possibly the whole of England and is one of the few giving a cash incentive rather than vouchers);
 - Envirocrime duties are split between Environmental Health, Waste & Engineering Services and Planning Enforcement.

- 5.2 At its second meeting on 15 November 2021 the Group devoted much of the discussion to fly tipping, for several reasons:
- The detrimental visual impact this makes across the District;
 - The involvement of obvious criminal activity;
 - The prevalence in the District (particularly hot spot areas)
 - The growing national concern of this issue;
- 5.3 Following a lengthy discussion, the Group identified a number of areas it wished to be taken forward for consideration by the Health and Wellbeing Scrutiny Committee at its meeting on 30 November, these being:
- (a) Consideration be given to what other Local Authorities are implementing to tackle the issue of dog fouling;
 - (b) To review the Council's social media policy to allow more direct and effective engagement by field officers with businesses and administrators of on-line groups;
 - (c) How further information can be provided to businesses and residents on how to dispose of trade waste, and promotion of the bulky waste service;
 - (d) To consider supplying dispensers for dog waste bags, and consider whether this should be adopted by the Council or each Parish/Town Council;
 - (e) Consideration be given to developing options for bringing together all aspects of envirocrime enforcement within the Council into one dedicated service or team, under the direction of one manager;
 - (f) To identify cost neutral options for alternative providers to undertake issuing of fixed penalties for littering and dog fouling.
- 5.4 At the meeting of this Scrutiny Committee on 30 November 2021, it was agreed by the Chair that a further and final meeting of the Group be arranged to refine the above suggestions, prior to the wider Scrutiny Committee receiving the Group's recommendations.
- 5.5 This meeting took place on 15 February 2022 (notes are at Appendix 2 to this report). The report at Appendix 1 was considered, which includes at paragraphs 3.7 and 3.8 a full summary of the recommendations in paragraph 3.5 (a-f) above, with Officers' priority rating, based on estimated timeframe for delivery (weeks) and the potential impact on envirocrime (where 1 is low and 5 is high). Officers have then allocated a priority rating (High, Medium, Low) based on a combination of the timeframe for delivery, the impact, and the available officer capacity.
- 5.6 The Group was unable to consider any comparative benchmarking data, since all Staffordshire Districts did not provide this until issued with a Freedom of Information request. Some information is still to be received. The data subsequently provided by authorities (attached as Appendix 3) suggests that (reading data columns from left to right):

Item No. 6.5

- In 2019-20 and 2020-21, Cannock Chase was 3rd highest for issue of FPNs for fly tipping (several authorities issued none);
- In 2020-21 Cannock Chase had the highest number of prosecutions for fly tipping and in 2021-22 has so far undertaken four successful prosecutions with a further seven prosecutions pending (we understand this is the highest of all Districts);
- Cannock Chase is the only Staffordshire authority to have used powers to seize vehicles involved in fly tipping (three times in 2020-21 and twice in 2019-20)
- Cannock Chase is the only Staffordshire authority to have conducted a focussed and resourced fly tipping campaign targeting both criminal activity and increasing awareness of the public;
- Cannock Chase is the only Staffordshire District to have used mobile covert CCTV operations to tackle fly tipping;
- Cannock Chase issued the highest number of littering FPNs in 2020-21 and the third highest number in 19-20 (albeit numbers are relatively low);
- The numbers of FPNs issued for littering and dog fouling, whilst relatively low, are comparable to other Staffordshire Districts and better than most;
- Cannock Chase is one of only two authorities whose officers are equipped with Body Worn Video to tackle envirocrime;
- Cannock Chase has the second highest FTE officer resource allocated to envirocrime duties.

The Group also heard that Cannock Chase is the only authority in Staffordshire (and possibly in the whole country) to offer a £250 *cash* reward for fly tipping reports leading to successful enforcement action.

5.7 Overall, therefore, the benchmarking data suggests that Cannock Chase performs well compared to other Staffordshire Districts in respect of tackling envirocrime. Whilst there are always improvements to be made, Cannock Chase invests considerable resource into tackling envirocrime, and is amongst the better performers in Staffordshire, top performing in some areas.

5.8 Paragraph 2.2 shows those measures the Group considers should be taken forward to further improve the service.

Note: The Group also agreed a recommendation to explore how additional information can be provided to businesses and residents on how to dispose of trade waste, and promotion of the Council's bulky waste service - this will be taken forward and actioned directly by Officers as part of routine service improvements.

6 Implications

6.1 Financial

None.

6.2 Legal

None.

6.3 Human Resources

None.

6.4 Risk Management

Review of social media policy will ensure employees no longer have to use personal social media accounts and that health and safety is protected.

6.5 Equality & Diversity

None.

6.6 Climate Change

None.

7 Appendices to the Report

Appendix 1: Task & Finish Group Final Recommendations Report 15/02/22
(with Appendices)

Appendix 2: Notes of Task & Finish Group meeting held on 15 February 2022

Appendix 3: Staffordshire Districts' Envirocrime benchmarking data

Appendix 1

Report of:	Chair of Wellbeing Scrutiny Committee
Contact Officer:	David Prosser-Davies
Telephone No:	01543 464202
Portfolio Leader:	Environment & Climate Change
Key Decision:	No
Report Track:	

RECOMMENDATIONS OF ENVIROCRIME TASK & FINISH GROUP

1 Purpose of Report

- 1.1 To provide Members of the Envirocrime Task and Finish Group (the Group) with a summary of issues considered and to finalise recommendations to be taken forward for consideration by the Health and Wellbeing Scrutiny Committee.
- 1.2 Membership of the Task and Finish Group is shown below

Councillor Martyn Buttery	Chair of the Scrutiny Committee
Councillor Louis Arduino	Scrutiny Committee Member
Councillor Andrea Beach	Scrutiny Committee Member
Councillor Sheila Cartwright	Scrutiny Committee Member
Councillor Josh Newbury	Scrutiny Committee Member
Councillor Doug Smith	Scrutiny Committee Member
Councillor Samantha Thompson	Scrutiny Committee Member
Councillor Lisa Wilson	Scrutiny Committee Member

2 Recommendations

- 2.1 That the Group notes the content of this report;
- 2.2 That the Group confirms which of the issues listed in paragraphs 3.5, 3.7 and Table 1 below it wishes to take forward to Health and Wellbeing Scrutiny on 23 March 2022, with a view to consideration by Cabinet or possible inclusion in the Scrutiny work programme for 2022-23.

3 Key Issues and Reasons for Recommendations

- 3.1 Within its 2021-22 workplan the Health and Wellbeing Scrutiny Committee decided to review the effectiveness of the Council's approach to enviro-crime. A Task and Finish Group (the Group) was set up to look at this issue.

3.2 At its initial meeting on 12 October 2021 (Notes at Appendix 1) the Group received a presentation detailing what enviro-crime was and summarising the national, regional and local trends. Members were also referred to a recently published House of Commons briefing on Fly Tipping and the latest national fly tipping statistics.

3.3 In summary, the Group heard that:

- for the 2019/20 year, local authorities in England dealt with just under 1 million (976,000) fly-tipping incidents, an increase of 2% from the 957,000 reported in 2018/19;
- just under two thirds (65%) of fly-tips involved household waste. Total incidents involving household waste were 632,000 in 2019/20, an increase of 7% from 588,000 in 2018/19;
- local authorities are responsible for investigating, clearing and taking appropriate enforcement action in relation to small scale fly-tipping on public land;
- in England the Environment Agency is responsible for dealing with larger-scale fly-tipping (more than a lorry load), hazardous waste and fly-tipping by organised gangs;
- on private land, it is normally the responsibility of the landowner to remove the waste;
- on average, there are around 400-500 fly tipping incidents reported to the Council each year, the majority involving household waste, though very few of these result in formal action due to lack of evidence;
- the Council receives an average of 85 complaints of dog fouling annually, with very few penalty notices issued and reporters often reluctant, or unable, to provide offender details;
- efforts have been made, working with Keep Britain Tidy, via the CCDC website, local radio, social media and graphics on Council vehicles, to raise residents' general awareness of fly tipping and to warn potential offenders of the consequences of being caught;
- mobile CCTV has been deployed within the District at hotspot locations and along with appropriate signage;
- the Council offers a £250 cash reward to individuals whose reports of fly tipping result in enforcement action (it is thought this is the highest figure in the midlands and possibly the whole of England and is one of the few giving a cash incentive rather than vouchers);
- Envirocrime duties are split between Environmental Health, Waste & Engineering Services and Planning Enforcement.

3.4 At its second meeting on 15 November 2021 (Notes at Appendix 2) the Group devoted much of the discussion to fly tipping, for several reasons:

- The detrimental visual impact this makes across the District;
- The involvement of obvious criminal activity;
- The prevalence in the District (particularly hot spot areas)
- The growing national concern of this issue;

3.5 Following a lengthy discussion, the Group identified a number of areas it wished to be taken forward for consideration by the Health and Wellbeing Scrutiny Committee at its meeting on 30 November, these being:

- (a.) Consideration be given to what other Local Authorities are implementing to tackle the issue of dog fouling;
- (b.) To review the Council’s social media policy to allow more direct and effective engagement by field officers with businesses and administrators of on-line groups;
- (c.) How further information can be provided to businesses and residents on how to dispose of trade waste, and promotion of the bulky waste service;
- (d.) To consider supplying dispensers for dog waste bags, and consider whether this should be adopted by the Council or each Parish/Town Council;
- (e.) Consideration be given to developing options for bringing together all aspects of envirocrime enforcement within the Council into one dedicated service or team, under the direction of one manager;
- (f.) To identify cost neutral options for alternative providers to undertake issuing of fixed penalties for littering and dog fouling.

3.6 At the meeting of the Health and Wellbeing Scrutiny Committee on 30 November 2021, it was agreed by the Chair that a further and final meeting of the Group be arranged to refine the above suggestions, prior to the wider Scrutiny Committee receiving the Group’s recommendations in March 2022.

3.7 Officers have now reviewed the items in paragraph 3.5 above. Table 1 below shows an estimated timeframe for delivery (weeks) and the potential impact on envirocrime (where 1 is low and 5 is high). Officers have then allocated a priority rating (High, Medium, Low) based on a combination of the timeframe for delivery, the impact, and the available officer capacity.

ITEM	TIMEFRAME (weeks)	RESPONSIBLE DEPARTMENT	IMPACT (1-5)	PRIORITY (H,M,L)
a	12	Environmental Health	4	H
b	24	Policy & Communications	5	H
c	12	Waste & Engineering Services / Environmental Health / Policy & Communications	3	M
d	12	Waste & Engineering Services	3	L
e	26-52	Chief Executive	4	L
f	12	Environmental Health	5	H

Table 1 - Review of items a) to f) from paragraph 3.5

- 3.8 From the table Members will see that items a), b), and f), are rated as highest priority due to a combination of reasonable delivery times, and estimated impact. Additionally, items a) and f) are largely within the remit of officers and require no policy changes. Item b) has a longer delivery time, as it may require more lengthy work on policy, but nonetheless has potential to have a high and growing impact, in that it will be possible to reach, and exert influence, both within and outside the District and potentially tackle some of the factors contributing to fly tipping at source.
- 3.9 The above information is given as a guide only to assist members in determining recommended actions going forward.

7 Appendices to the Report

Appendix 1	Notes of Task and Finish Group 12.10.21
Appendix 2	Notes of Task and Finish Group 15.11.21
Appendix 3	Additional material considered by the Task and Finish Group (references).

CANNOCK CHASE COUNCIL
NOTES OF THE
ENVIROCRIME SCRUTINY REVIEW WORKING GROUP
TUESDAY 12 OCTOBER 2021 AT 4.00 P.M.
REMOTE MEETING VIA ZOOM

Present: Councillors:

M. Buttery (Chairman)
L. Arduino
J. Newbury
L. Wilson

Officers:

J. Presland	Head of Environment and Healthy Lifestyles
N. Samrai	Head of Housing and Partnerships
D. Prosser-Davies	Food, Safety and Licensing Manager
J. Johnson	Senior Environmental Health Officer
J. Hunt	Senior Committee Officer

1. Apologies

Apologies were received for Councillors D. Smith and S. Thompson.

2. Declarations of Interests from Members

Nothing declared.

3. EnviroCrime Review

Dave Prosser-Davies, Food, Safety and Licensing Manager gave a presentation to Members on "Envirocrime". The presentation covered the extent of the problem, local trends and how this was being tackled. The presentation would be circulated to Members separately.

The Food, Safety and Licensing Manager explained that the process was lengthy for obtaining evidence to fine or even prosecute an individual. He then provided details of some recent incidents of fly-tipping where prosecutions had been taken. Some of those incidents included a fine for fly-tipping scrap waste and a fixed penalty for putting roof tiles in a household bin. In any event, the Council would obtain arrest warrants for people who failed to attend court for fly-tipping offences.

Members were then given the opportunity of asking questions regarding the presentation.

A Member referred to the use of social media and more frequently the public would suggest using cameras for trying to tackle the situation with fly-tipping. He then referred to the trial that had been taking place with the use of cameras and was keen to know what the outcome was.

The Food, Safety and Licensing Manager reported that the Council had financed three deployments in hot-spot areas of mobile covert CCTV at a cost of £2,500 each, with between 3-6 cameras set up over a 2-month period in each location. He reported that there were no incidents recorded during that time and that use of cameras could act as a useful deterrent.

A Member was keen to know of the prosecutions made, what the most effective means was of identifying the perpetrator who was fly tipping. He also asked about vehicles being checked and ensuring they had the appropriate licence to have waste removed.

The Food, Safety and Licensing Manager advised that the best way was in fact through witnesses and evidence in the waste that was fly tipped. The Senior Environmental Health Officer concurred with this, although he explained that trying to locate evidence in waste was very time consuming.

A member asked if checks were carried out at household waste sites to ensure businesses were not using these sites. A member also asked whether charges made at tips had increased fly tipping.

The Head of Environment and Healthy Lifestyles responded and advised that the waste sites came under Staffs County Council and they made a charge for trade waste. He explained that a while back the Council had written to the County expressing concern that imposing charges would result in increased fly tipping. However, the County had responded that imposing charges had not resulted in any such increase.

In response to a Member question concerning checking those who offer waste services, the Senior Environmental Health Officer informed Members that people who carried out these services should be registered and using their documents each time they transferred waste. He also touched on the use of social media in relation to waste services and fly tipping.

Following the discussion on the presentation, Officers' asked Members if there was anything they would like to consider as part of the review.

The following suggestions were made:

- Abandoned vehicles, fly posting etc currently falls under two sections. Should it fall under Environmental Protection?
- Change the language used when using social media/advertising – referring to the 'Keep Britain Tidy' campaign.
- Raising awareness through social media and other avenues including local groups – referring to the 'keep Britain Tidy' campaign.
- Have a dedicated page on the Council's website for the public to use to find businesses that offer waste services.

- Billboard using a change of language to put across message that fly tipping is not acceptable

In response to some of the suggestions the following comments were made by Officers and Members of the Working Group.

In terms of the suggestion regarding the dedicated page on the Council website, the Senior Environmental Health Officer advised Members that householders had a legal responsibility for their waste and should be making checks on the carrier they were using. He also commented that the Environment Agency could make checks to ensure that waste carriers were registered. However, there was no guarantee that fly tipping would not occur.

The Head of Environment and Healthy Lifestyles also referred to this and commented that there would be issues resourcing this and it could be problematic for the Council.

A Member expressed concern that vulnerable people could be fined because of someone fly tipping, despite it not being their fault and having done what they consider, the right thing.

The Head of Environment and Healthy Lifestyle referred to the 'Keep Britain Tidy' campaign and the stronger language used. This would be something that could be considered; however, the Portfolio Holder would need to be consulted. He then commented in response to the issue around vulnerable people and accepted that some residents may not fully understand the law, or believe they were dealing with a legitimate waste carrier.

The Senior Environmental Health Officer also commented on the duty of households. It was hoped that households in a position of having used an unregistered waste carrier would in fact inform the Council of who had taken away their waste. He also discussed the use of ANPR cameras with Members and what they were capable of, however this could be an expensive option.

Members discussed areas within the District where there were hotspots for fly tipping. However, implementing ways of tracking people was costly and evidence gathering was time consuming.

The Chairman asked Members to consider both the presentation and the discussion at the meeting today. He informed Members that a further meeting would be arranged.

The meeting closed at 5.30pm

CANNOCK CHASE COUNCIL
NOTES OF THE
ENVIROCRIME SCRUTINY REVIEW WORKING GROUP
MONDAY 15 NOVEMBER 2021 AT 4.00 P.M.
REMOTE MEETING VIA ZOOM

Present: Councillors:

M. Buttery (Chairman)
J. Newbury
L. Arduino
D. Smith
S. Thompson
A. Beach

Officers:

J. Presland	Head of Environment and Healthy Lifestyles
N. Samrai	Head of Housing and Partnerships
D. Prosser-Davies	Food, Safety and Licensing Manager
J. Johnson	Senior Environmental Health Officer
J. Hunt	Senior Committee Officer

1. Apologies

An apology was received for Councillor L. Wilson.

2. Declarations of Interests from Members

Nothing declared.

3. EnviroCrime Review

In response to the suggestions from the last meeting, the following comments were made.

The Food, Safety and Licensing Manager referred to the last meeting and advised Members that the Council was considering engaging with an outside company to help with cases of dogs fouling and the issuing of penalty notices. He explained that this was a time-consuming task for the Council, and other Local Authorities had benefited from employing this type of service.

He advised that issues such as abandoned vehicles and fly posting did not fall within the remit of the Environmental Services section. However, he explained that with work continuing with shared services these issues may be discussed. It was considered

however that some of these issues should fall within the remit of Environmental Protection.

It was explained that certain language should be used with social media and advertising. The Head of Environment and Healthy Lifestyles discussed a campaign entitled 'The Flicking Blue Murder Campaign' which was hard hitting and aimed at stamping out cigarette litter. However, the language used in some campaigns such as this may cause some complaints from members of the public, whilst other campaigns may be seen as offensive.

The Food, Safety and Licensing Manager reported that the Council's Communications team were not keen on his team engaging directly with advertisers on the Council's social media sites which could be due to several reasons. The Head of Environment and Healthy Lifestyles indicated that the Council's social media site was controlled, and only certain Officers would access and maintain it.

The Senior Environmental Health Officer advised Members that Officers usually used their own social media accounts to try and monitor certain sites, although having access to the Council's sites would provide the avenue for interaction with groups. He would also be keen for a separate page to be created for the Environmental Health section to work with groups whilst allocating a set amount of time for this.

Members were keen on this approach and felt it would be worthwhile. Administrators of groups could be provided with some information around issues such as waste carrier licences as many members of the public were unaware about these. They could also potentially pass this information to other groups which may result in overall less fly tipping.

Members discussed with Officers the criteria for waste carrier licences which was undertaken through the Environment Agency. It was explained that extra checks would be carried out to be a registered waste carrier, however overall, this would not prevent fly tipping.

Further Suggestions

The Food, Safety and Licensing Manager referred to the presentation given at the last meeting and asked Members if they had any further suggestions.

A Member referred to other Local Authorities who had adopted different approaches in terms of securing penalty fines and asked if there was anything further the Council could do to raise awareness with the public and what they could report.

The Head of Environment and Healthy Lifestyles responded and advised that post cards had been posted through doors to ask of complaints around dog fouling. This had been carried out over the last 3 years, however complaints remained about the same.

The Senior Environmental Health Officer discussed other options around the use of CCTV and carrying out patrols. However, it was often found that the perpetrators to the offence would walk their dogs late at night or early in the morning. Using these tactics could be costly and not very effective.

He reported that this was another area where social media could be effective. He explained that at least half of the complaints made about dog fouling would not be taken

further as the complainant would not want to provide their details. An option to the Council would be putting the photo of the offence on social media and provided there was sufficient evidence, this could be used. However, he did not have any data on how this helped to reduce the offence although it served as a deterrent.

A Member advised that a local parish Council had purchased dispensers and bags for owners of dogs to use. However, there was a lot of maintenance required and it would need some form of monitoring as bins were less full than expected.

In response to questions around road shows, the Head of Environment and Healthy Lifestyles reported that many of these had taken place over the years. However, there was always an issue trying to reach those the Council needed to engage with.

Members also discussed certain items being disposed of at recycling centres and how people could be educated to properly recycle and dispose of waste.

The Food, Safety and Licensing Manager reported that the Council's bulky waste service had been advertised, however more clear information on pricing etc would need to be provided to businesses. He would take this away and speak with colleagues to see how it could be better publicised.

Following the Working Group meetings, the following suggestions be recommended to the Health and Wellbeing Scrutiny Committee on 30 November 2021 for consideration:

- (a.) Consideration be given to what other Local Authorities are implementing to tackle the issue of dog fouling
- (b.) To consider how social media can be used to engage better with businesses
- (c.) How further information can be provided to businesses and residents on how to dispose of trade waste, and promotion of the bulky waste service
- (d.) To consider supplying dispensers for dog waste, and consider whether this should be adopted by the Council or each Parish/Town Council
- (e.) Environmental Protection and Environmental Services to work together in bringing certain issues such as abandoned vehicles and fly posting under one service, although this may be considered under shared services
- (f.) To consider third parties undertaking some enforcement work into dog fouling/littering to increase fixed penalties

The meeting closed at 5.00 pm

Additional material made available to the Task and Finish Group

SMITH, L (2021) *Fly-tipping: The illegal dumping of waste*; [online] House of Commons Library. Available from: <https://commonslibrary.parliament.uk/research-briefings/sn05672/>

DEFRA (2021) *Fly tipping statistics for England 2019/20* [online] HM Govt. Available from:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/964062/FlyTipping_201920_Statistical_Release_Acc_checked_FINAL.pdf

GUTTRIDGE, R (2021) Getting away scot-free: Nearly 20,000 fly-tipping incidents - but councils only issue 124 fines. *Express and Star* [online] 24 May 2021. Available from:

<https://www.expressandstar.com/news/crime/2021/05/24/nearly-20000-fly-tipping-incident---but-councils-only-issue-124-fines/>

CANNOCK CHASE COUNCIL
NOTES OF THE
ENVIROCRIME SCRUTINY REVIEW WORKING GROUP
TUESDAY 15 FEBRUARY, 2022 AT 4.00 P.M.
REMOTE MEETING VIA ZOOM

Present: Councillors:

M. Buttery (Chairman)
A. Beach
J. Newbury
D. Smith
S. Thompson
L. Wilson

Officers:

J. Presland	Head of Environment and Healthy Lifestyles
N. Samrai	Head of Housing and Partnerships
D. Prosser-Davies	Environmental Health and Public Protection Manager
J. Hunt	Senior Committee Officer

1. Apologies

Apologies were received for Councillors L. Arduino and S. Cartwright.

2. Declarations of Interests from Members

Nothing declared.

3. Notes

The notes of the meeting held on 15 November, 2021 were agreed.

**4. EnviroCrime Review -
Recommendations of EnviroCrime Task and Finish Group**

Dave Prosser-Davies, Environmental Health and Public Protection Manager outlined the recommendations contained at paragraph 3.5 of the report.

He referred to Table 1 which outlined the priority rating for each of the recommendations. Item A, B and F was the highest priority. Item B would have a longer delivery time and if agreed by the Group, could have a greater impact on Officer capacity given the need to engage more using social media.

A Member referred to Item A and asked if park staff could be supplied with bags to distribute to the public who had forgotten them (for dog waste), as staff were supplying these at their own cost.

A Member referred to Item E which had a low priority rating and discussed how envirocrime could be brought under one team.

The Head of Environment and Healthy Lifestyles advised that most items would fall under the Environmental Health section, although abandoned vehicles were dealt with by a separate section. Members and Officers discussed this, and it was noted that fly posting would fall within Planning Enforcement. The additional sharing of Council services with Stafford Borough was also mentioned.

A Member referred to the use of social media to engage more with the public concerning waste removal and felt this would have been useful to go forward as a recommendation.

The Environmental Health and Public Protection Manager responded and indicated that some regular posting on social media to promote bulky waste collections could be possible, although this item was more around carrying out a review so this would require a much larger piece of work to be carried out.

The Head of Environment and Healthy Lifestyles responded and would speak with the Interim Waste and Engineering Services Manager regarding social media and bulky waste collections. He also commented that some social media could be undertaken around trade waste and actively promoting what businesses and the public should do.

The Chairman referred to the report and outlined recommendations A, B and F:

- (A) Consideration be given to what other Local Authorities are implementing to tackle the issue of dog fouling
- (B) To review the Council's social media policy to allow more direct and effective engagement by field officers with businesses and administrators of on-line groups
- (F) To identify cost neutral options for alternative providers to undertake issuing of fixed penalties for littering and dog fouling

The Group agreed that Items A, B and F would go forward for consideration to the Health and Wellbeing Scrutiny Committee scheduled for 23 March, 2022.

The Group also agreed that Item C would be considered separately.

The meeting closed at 4.30pm

Staffordshire Districts - Comparative envirocrime benchmarking data 2018-2022

		Number of Fly Tipping FPN's Issued	Number of successful Fly Tipping/littering Prosecutions	Number of Vehicles Seized due to fly tipping	Fly Tip Campaign (Yes/No)	Covert CCTV Used (Yes/No)	Dog Fouling FPN's Issued	Litter FPN's Issued	Duty of Care FPN's Issued	Scrap Metal and Waste Carrier FPN	Scrap Metal and Waste Carrier Prosecution	Body Worn Video Used by Officers (Yes/No)	FTE Engaged in Enviro Crime
2021-2022 (to date)		3	4	0	Yes	Yes	5	13	3	1	0	Yes	1.2
Cannock Chase Only													
NB: 7 further prosecutions pending													
2020-2021													
	Date Range	Number of Fly Tipping FPN's Issued	Number of successful Fly Tipping/littering Prosecutions	Number of Vehicles Seized due to fly tipping	Fly Tip Campaign (Yes/No)	Covert CCTV Used (Yes/No)	Dog Fouling FPN's Issued	Litter FPN's Issued	Duty of Care FPN's Issued	Scrap Metal and Waste Carrier FPN	Scrap Metal and Waste Carrier Prosecution	Body Worn Video Used by Officers (Yes/No)	FTE Engaged in Enviro Crime
Cannock Chase	1 April 2020 - 31 March 2021	5	2	3	Yes	Yes	2	15	1	0	0	Yes	2
Newcastle	1 April 2020 - 31 March 2021	14	1	0	No	No	2	5	14	0	0	No	4
Tamworth	1 April 2020 - 31 March 2021	0	0	0	No	No	0	0	0	0	0	No	0
Lichfield	1 April 2020 - 31 March 2021	0	0	0	No	No	0	0	0	0	0	not currently but looking to	0.3 but diverted to covid so less than this
East Staffordshire	1 April 2020 - 31 March 2021	0	0	0	No	No	0	3	0	0	0	Yes	No
Stafford	1 April 2020 - 31 March 2021	8	0	not provided	not provided	not provided	2	1	not provided	not provided	not provided	not provided	1.25
2019-2020													
	Date Range	Number of Fly Tipping FPN's Issued	Number of successful Fly Tipping/littering Prosecutions	Number of Vehicles Seized due to fly tipping	Fly Tip Campaign (Yes/No)	Covert CCTV Used (Yes/No)	Dog Fouling FPN's Issued	Litter FPN's Issued	Duty of Care FPN's Issued	Scrap Metal and Waste Carrier FPN	Scrap Metal and Waste Carrier Prosecution	Body Worn Video Used by Officers (Yes/No)	FTE Engaged in Enviro Crime
Cannock Chase	1 April 2019 - 31 March 2020	4	0	2	Yes	Yes	4	13	0	0	1	No	2
Newcastle	1 April 2019 - 31 March 2020	9	1	0	No	No	0	72	9	0	0	No	4
Tamworth	1 April 2019 - 31 March 2020	0	0	0	No	No	0	0	0	0	0	No	0
Lichfield	1 April 2019 - 31 March 2020	0	0	0	No	No	5	0	0	0	0	no	0.3
East Staffordshire	1 April 2019 - 31 March 2020	2	0	0	No	No	1	15	0	0	0	Yes	No
Stafford	1 April 2019 - 31 March 2020	5	1	not provided	not provided	not provided	0	8	not provided	1	not provided	not provided	1.25
2018-2019													
	Date Range	Number of Fly Tipping FPN's Issued	Number of successful Fly Tipping/littering Prosecutions	Number of Vehicles Seized due to fly tipping	Fly Tip Campaign (Yes/No)	Covert CCTV Used (Yes/No)	Dog Fouling FPN's Issued	Litter FPN's Issued	Duty of Care FPN's Issued	Scrap Metal and Waste Carrier FPN	Scrap Metal and Waste Carrier Prosecution	Body Worn Video Used by Officers (Yes/No)	FTE Engaged in Enviro Crime
Cannock Chase	1 April 2018 - 31 March 2019	0	1	0	Yes	No	2	28	2	0	1	No	2
Newcastle	1 April 2018 - 31 March 2019	0	1	0	No	No	3	45	0	0	0	No	4
Tamworth	1 April 2018 - 31 March 2019	0	0	0	No	No	0	0	0	0	0	No	0
Lichfield	1 April 2018 - 31 March 2019	1	1	0	No	No	0	0	0	0	0	no	0.3
East Staffordshire	1 April 2018 - 31 March 2019	0	0	0	No	No	5	52	0	0	0	Yes	No

Report of:	Head of Environment & Healthy Lifestyles
Contact Officer:	Ysanne Williams
Telephone No:	01543 456 843
Portfolio Leader:	Environment & Climate Change
Report Track:	Health & Wellbeing Scrutiny Cttee: 23/02/22

Health and Wellbeing Scrutiny Committee
23 March 2022
Waste & Recycling Task & Finish Group Recommendations

1 Purpose of Report

- 1.1 To provide Members of the Waste & Recycling Task and Finish Group (the Group) with a summary of issues considered and to finalise recommendations to be taken forward for consideration by the Health and Wellbeing Scrutiny Committee.
- 1.2 Membership of the Task and Finish Group is shown below

Councillor Martyn Buttery	Chair of the Scrutiny Committee
Councillor Louis Arduino	Scrutiny Committee Member
Councillor Andrea Beach	Scrutiny Committee Member
Councillor Josh Newbury	Scrutiny Committee Member
Councillor Hyra Sutton	Scrutiny Committee Member
Councillor Samantha Thompson	Scrutiny Committee Member
Councillor John Preece	Scrutiny Committee Member

2 Recommendation(s)

- 2.1 That the Scrutiny Committee notes the content of this report.
- 2.2 That the Committee endorses the following recommendations brought forward by the Task and Finish Group and that these be taken forward for Consideration by Cabinet:
- (i) Consideration be given to the changes to waste collection for dry recycling starting in May 2022.
 - (ii) To review the size of refuse containers provided to new properties based on number of residents living in the property.

- (iii) To review the Council's process for applying for assisted collections.

3 Key Issues and Reasons for Recommendations

Key Issues

- 3.1 Within its 2021-22 workplan the Health and Wellbeing Scrutiny Committee decided to review three waste and recycling processes. A Task and Finish Group (the Group) was set up to look at these.
- Requests for assisted collections
 - Communal Recycling Bins
 - Bin size requests (new properties)
- 3.2 At its initial meeting on 9th November 2021 (notes are appended to the report which is included as Appendix 1 to this report) the Group received a presentation detailing a brief background into waste collection for Cannock Chase Council including annual communications to residents and detailed information on three waste processes to be reviewed. There followed a debate on the three areas with a keen interest on how residents apply for an assisted collection and how other local authorities process applications for assisted collection with a request for a task in researching what happens across Staffordshire.
- 3.3 At its second meeting on 11th January the Group received a presentation by the Staffordshire Waste Partnership Manager Kay Buck on various topics concerning the future of waste in particular food waste, she reported that a consultation was underway with the support of WRAP (Waste and Resources Action Programme). There was a further debate with members on food waste collections and the governments impending strategy. The group then agreed to review the three areas recommended with the following proposals.
- (i) A proposal for a revised assisted collection application process be designed considering what other Local Authorities application processes are and to align the Council's with what is current best practice. The proposal to be completed following the implementation of the dual stream dry recycling service to allow blue bags to be included.
 - (ii) To review the Council's dry recycling scheme for communal areas and to take advice and guidance from other Local Authorities who have implemented a dual stream recycling service.
 - (iii) To consider providing smaller refuse containers to smaller new properties who only have one or two people living in the property. Promoting a reduction in waste and a focus on recycling more.

Reasons for recommendations

- 3.4 The recommendations will ensure we continue to focus on our most vulnerable residents in our community, ensuring everyone has access to our waste services in a way that fits their needs. In addition, there is a need to continue to focus on increasing recycling and reducing contamination and waste produced, by

providing our residents simple/easy ways for them to recycle in a way that suits their properties whether that be via communal recycling or an individual bin/bag.

4 Relationship to Corporate Priorities

4.1 This report supports the Council's Corporate Priorities as follows:

- (i) Supporting Health & Wellbeing-Waste and Recycling - by supporting the recommendations, it ensures we are considering our most vulnerable residents whilst also making sure we continue to improve our recycling and reduce the amount of waste produced.

5 Report Detail

5.1 At its initial meeting on 9th November 2021 the Group received a presentation on Waste and Recycling and heard that:

- (i) Waste is collected from 44,820 households fortnightly, in 2020-21 18,000 tonnes of domestic waste (green bin) was collected and sent for incineration, 9,000 tonnes of dry recycling (blue bin) was collected and recycled, and 8,000 tonnes of garden waste (brown bin) was collected and composted.
- (ii) An annual calendar is produced providing a regular update and reminder of what goes in what bin, and what can and cannot be recycled.
- (iii) Regular campaigns on recycling and waste are produced, which includes social media both Facebook and twitter along with other ways of communicating with residents.
- (iv) An introduction into the areas to be reviewed and agreed
 - a. Assisted collection application process
 - b. Communal Recycling
 - c. New property bin sizes
- (v) Detailed information on how a resident currently applies for assistance/help with their waste collections.
- (vi) Information on 3-year review on current assisted collections being carried out, with the exception of short-term applications which would require a review earlier to avoid assistance being offered when it is no longer required.
- (vii) Current numbers of assisted collections across the district stands at 1229, each approved application costs the council £85 per annum.
- (viii) 10% of Local Authorities offer smaller properties, with one or two people living in the household, a smaller 180 Litre general waste bin rather than a 240 Litre which encourages recycling and encourages waste reduction.
- (ix) Level of contamination of dry recycling, 81 loads rejected in March 2020, lost recycling tonnage 7-8 tonnes per load at approximately £1,000 per tonne.

Levels of contamination have since dropped, which could be contributed to ongoing campaigns, tagging of bins and the reducing impact of the Covid pandemic.

- (x) Bring sites on Car Parks and Supermarket Car Parks have been removed due to constant contamination and fly tipping at the sites
- (xi) Information on how the dual stream service would be implemented.

6 Implications

6.1 Financial

If there is an increase in the number of assisted collections due to the review in process this may have an impact on charges made by waste collection contractor. Currently the cost to the Council is £85 per collection per year.

6.2 Legal

None

6.3 Human Resources

None

6.4 Risk Management

Failure to manage waste and recycling correctly could have a significant financial and reputational risk attached to it for the Council.

6.5 Equality & Diversity

None

6.6 Climate Change

Proper waste management, waste reduction and waste recycling, by residents and the Council has a significant impact upon Climate Change and the Council's Net Carbon Zero ambitions.

7 Appendices to the Report

Appendix 1: Notes of Task & Finish Group meeting held on 9 November 2021

Appendix 2: Notes of Task & Finish Group meeting held on 11 January 2022

Appendix 3: Presentation to Task & Finish Group 9 November 2021

CANNOCK CHASE COUNCIL
NOTES OF THE
WASTE & RECYCLING SCRUTINY REVIEW WORKING GROUP
TUESDAY 9 NOVEMBER 2021 AT 4.00 P.M.
REMOTE MEETING VIA ZOOM

Present: Councillors:

M. Buttery (Chairman)
L. Arduino
A. Beach
J. Newbury
H. Sutton
S. Thompson
J. Preece (arrived later)

Officers:

J. Presland	Head of Environment and Healthy Lifestyles
Y. Williams	Interim Waste & Engineering Services Manager
N. Samrai	Head of Housing and Partnerships
J. Hunt	Senior Committee Officer

1. Apologies

No apologies received.

2. Declarations of Interests from Members

Nothing declared.

3. Waste & Recycling Review

Ysanne Williams, Interim Waste & Engineering Services Manager gave a presentation to Members on Waste and Recycling. The presentation covered the background to the service, the application process for assisted collections, problems with contamination and communal bin recycling.

She suggested that the process of application for assisted collections should be considered for review. She then discussed with Members the problem with contaminated waste in communal recycling bins. She also touched on the idea of providing a larger recycling bin to households provided the relevant audit was carried out.

Members were then given the opportunity of asking questions regarding the presentation.

Members discussed assisted collections and the eligibility criteria, the process of application and how the application was assessed.

The Interim Waste & Engineering Services Manager explained that checks were in place for those households that required assistance with their collections. She explained that various questions were asked of the applicant although there was certain information that could not be requested due to GDPR, however she suggested that the review process could be streamlined and the application process could be more efficient. She then discussed in more detail the 'official stamp' from a GP as part of the application being submitted.

A Member commented on the process and how some older residents/households may not be aware of the service but who also would not want to visit a GP to obtain an 'official stamp'. He asked if the criteria could be expanded to include other people who could apply on behalf of the resident/household.

The Head of Environment and Healthy Lifestyles reported that there were approximately 80 collections per day on average carried out and advised that Biffa would undertake risk assessments on households. He then referred to the application process and advised that a signature from a carer must be that of someone who was caring in a medical capacity. He commented that by removing the need for a GP to sign an application, this would save both time and the cost element.

The Interim Waste & Engineering Services Manager advised Members that the process would be reviewed every 3 years to ensure that the household/person still required assistance for collections, and this would be on a rolling programme. In response to some concerns expressed by Members around those that required assistance for a short period of time, she advised that this would be noted to avoid assistance being provided for longer than necessary.

In response to Member questions concerning the makeup of those receiving assistance, who the service was offered to and including offering to certain age groups. The Interim Waste & Engineering Services Manager advised that whilst she did not have the figures available, the breakdown for assistance would mainly be older people. There was also some reluctance to advertise the service and some older people would still prefer to move their own bins but knew the service was available to them.

The Head of Environment and Healthy Lifestyles concurred with this. He also added that each collection cost £85 per year which resulted in a further £162K per year to the waste collection contract. He explained that resources were limited, and cost needed to be considered.

The Interim Waste & Engineering Services Manager in response to a Member question around the process, advised that the application form would be posted, however if the Council received a call from a family member or a contractor, it could then be a combination of a visit and the necessary form being completed.

A Member referred to the process and questioned whether Council Officers should be undertaking the assessment. She also discussed how the application should be measured and how people could qualify for the service.

The Interim Waste & Engineering Services Manager advised that she was confident when carrying out assessments on people who had poor mobility. In terms of those that could qualify, she commented that by providing the service to only those on benefit related assistance, this could cause issues as many other older residents used the service. It was considered that the service should be available to those that qualified.

The Head of Environment and Healthy Lifestyles would ensure that the form used by the applicant was emailed to Members so they could consider this. He would also check to see what information was available from the Staffordshire Waste Officers Group.

A Member discussed communal bins located at apartment/flats blocks and suggested that room may be an issue that would need to be considered for smaller individual bins. However, he advised that another Local Authority currently provided these, and he was supportive as this would encourage people to recycle more.

The Head of Environment and Healthy Lifestyles reported that the top 10% Local Authorities recycling, used smaller bins, with South Staffs using a 180Ltr bin. He suggested that this could be phased in especially with new build developments, although some smaller households preferred to use this size. He also commented on the weight of items being recycled which was reducing such as bottles and touched on the scheme around the Waste Strategy.

In response to a Member question, the Head of Environment and Healthy Lifestyles confirmed that the new bags used for the dual stream recycling would be plastic. He then commented on the Waste Strategy.

The following suggestions were then made:

- Further meeting to be arranged
- Suggestion that another Local Authority be invited to discuss how they recycle. The Head of Environmental and Healthy Lifestyles suggested that the Waste Contract Manager from Stafford be invited
- Application form for assisted collections to be emailed to Members on the Group
- Check to see what information was available from the Staffordshire Waste Officers Group in terms of assisted collections.

The meeting closed at 5.20 pm

CANNOCK CHASE COUNCIL
NOTES OF THE
WASTE & RECYCLING SCRUTINY REVIEW WORKING GROUP
TUESDAY 11 JANUARY, 2022 AT 4.00 P.M.
REMOTE MEETING VIA ZOOM

Present: Councillors:

M. Buttery (Chairman)
H. Sutton
S. Thompson
J. Newbury
L. Arduino (arrived later)
A. Beach

Officers:

J. Presland	Head of Environment and Healthy Lifestyles
Y. Williams	Interim Waste & Engineering Services Manager
N. Samrai	Head of Housing and Partnerships
J. Hunt	Senior Committee Officer

By Invitation: Kay Buck, Staffordshire Waste Partnership Manager.

1. Apologies

Apology received for Councillor L. Wilson.

2. Declarations of Interests from Members

Nothing declared.

3. Notes

The Notes of the Working Group meeting held on 9 November, 2021 were agreed.

4. Waste & Recycling Review

Members welcomed Kay Buck, Staffordshire Waste Partnership Manager to the meeting.

Kay Buck discussed her role with Members of the Working Group and then discussed how food waste collections operated across Staffordshire. She explained that the only Local Authority (LA) that currently collected food waste separately was Newcastle-Under-Lyme.

She reported that the Government were currently considering separate mandatory food waste collections across England which would be collected on a weekly basis. However, there was currently discussions around whether the waste should be completely separated or if it should be placed in the garden bin which was the method currently used by Stoke and Staffordshire Moorlands. However, she explained that by using the garden bin a charge could not be passed on.

Kay Buck reported that a consultation process was underway, although the current strategy had been produced prior to the Covid pandemic. The dates of implementation had not deviated, and it was looking likely that the introduction of food waste collections would start around 2024/2025.

She discussed the food waste collections further and commented that other LAs across Staffordshire could consider working collectively which could save money across authorities. She explained that the project would consider the service as a whole and separately.

Kay Buck discussed the competition across Staffordshire around food waste and recent discussions with AD operators who would be prepared to implement the procedure straight away, although they were also content with a long lead time.

She reported that in terms of funding the Government had insinuated that they would provide 'burden funding', however the detail was not yet known. Defra had advised that they would be working with LAs but would not provide any further detail. The funding would only be available for the start-up costs, and this would not be available long-term.

Members were then invited to ask questions.

A Member asked questions about the 'caddy' that was previously provided by the Council to households for food waste.

The Head of Environment and Healthy Lifestyles referred to this and reported that prior to 2016 food and garden was in-vessel composted. He explained the lengthy process and advised that due to the cost, it was agreed that this would stop.

(Councillor L. Arduino joined the meeting).

In response to a Member question concerning the reduction in tonnage being incinerated, Kay Buck explained the way in which the incinerators worked and indicated that they were currently full. She advised that some of the tonnage could be reduced and any spare capacity could be sold commercially.

Members thanked Kay for the information she had provided.

Members then welcome Ysanne Williams to the meeting who would provide Members with updates on assisted collections and communal recycling.

The Interim Waste and Engineering Services Manager indicated that she had previously circulated information to Members on assisted collections.

She advised that there was a proposal to streamline the process for residents and

indicated that this would need to be put forward for Members to consider. However, she would email this to those on the Working Group.

She then reported on communal recycling which would change with the introduction of dual stream. She indicated that a trial would take place, and 360ltr bins would be introduced and smaller ones removed. The bins would be made up of paper and card and glass and cans. It was hoped that feedback would be received from residents on the trial prior to this being introduced in communal blocks mid-February.

Kay Buck updated Members on the position concerning the bags which would be used for recycling of cardboard/paper. She explained she was working with multiple LAs and that the bags had been ordered and made and she was awaiting an update this week. It was hoped that a delivery would be made early March followed by deliveries continuing every 2 weeks.

The Interim Waste and Engineering Services Manager updated Members on how the bags would be distributed and indicated that the Council's contractor would probably do this, however costs were currently awaited. It was hoped that the bags would be distributed to households mid-April.

There were around 48,000 to be distributed and 60,000 ordered. There would be enough for each household with some spares. The Council's calendar was currently being produced which would start from April and some form of Communication with residents was being considered. Stickers would be placed on bins at the same time as the bags being delivered.

In response to a Member question, the Interim Waste and Engineering Services Manager explained that a FAQ section would be available on the Council's website and in the calendar, which would answer questions such as those where residents required an additional bag.

A Member asked what material the bags were made of and then referred to social media where most comments reported were by people suggesting that the bags would not hold enough.

Kay Buck would clarify the material the bags were made of, however she suggested that they were the same as the bags used in Stafford made from virgin plastic. In respect of the comments from residents on social media, the Interim Waste and Engineering Services Manager hoped that when residents received their bags, they would realise that they would hold quite a large capacity.

The Head of Environment and Healthy Lifestyles discussed comments on social media with Members and commented that pressure needed to be applied to businesses to reduce their waste. Members also discussed and made further comments on waste and packaging.

The Head of Environment and Healthy Lifestyles referred to the next Health and Wellbeing Scrutiny Committee and the need for the Working Group to have some proposals, if any.

Members discussed education and how residents could be assured that the bags would work. Members commented that a positive approach would be needed when replying to residents.

The Head of Environment and Healthy Lifestyles responded about working with residents and highlighted that the change to the recycling of cardboard/paper was to help save money, as costs would continue to rise if the Council continued to provide the same service.

(The Chair left the meeting).

Members also discussed the use of social media and asked if a video could be made that showed residents how packaging should be folded down in the recycling bags. The Head of Housing and Partnerships in response to this indicated that the Council could also use other social media platforms such as Tik Tok.

In response to a question concerning the storage and movement of the bags, the Interim Waste and Engineering Services Manager reported that the bags were weighted and other residents of other LAs did not appear to have many issues with the bags moving in windy weather. She explained that some people placed their bags inside their bin for storage and some kept them outside. It was a possibility that the contractor may place the bag half inside bins. However, this was a choice for the residents to make.

The meeting close at 5.10 pm

Scrutiny Committee

Waste & Recycling

9th November 2021



Background to the service

Waste is collected from 44,820 households fortnightly



Refuse
Waste 240 Ltr

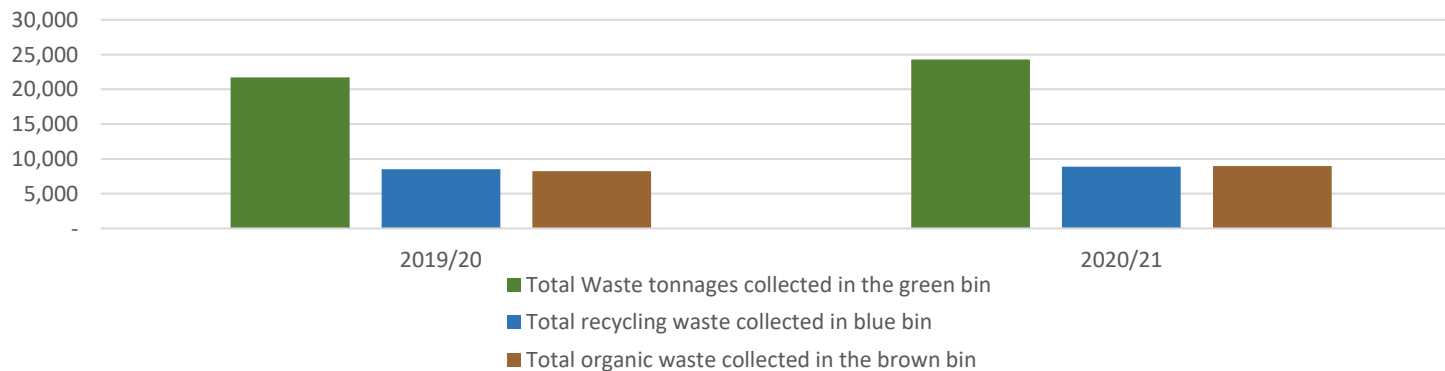


Dry Recycling
240 Ltr & 360 Ltr



Garden Waste
240 Ltr

Waste Tonnes

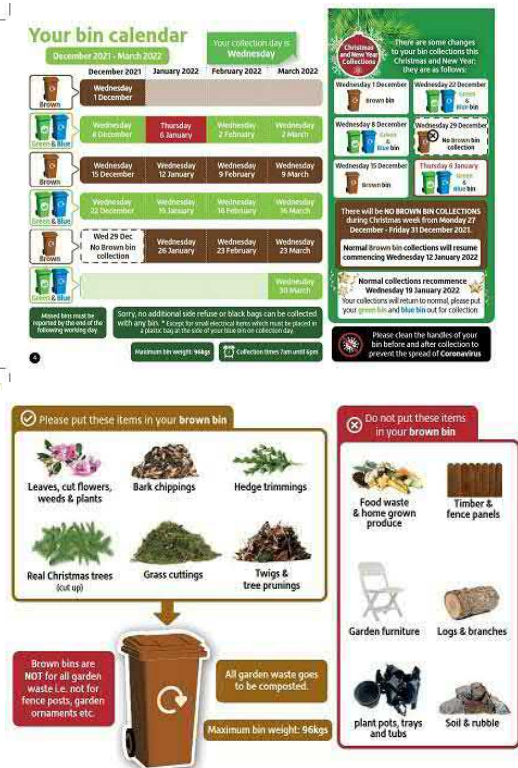


Annual Calendars Information Booklet

A calendar and information booklet is printed and delivered annually in November

The calendar includes:-

- Christmas and New Year collection arrangements
- Information on the service



Background to the service cont...

As part of the service, we also provide:-

- **Assisted Collections** - available where there is no one else in the household to help put out the bins for collection
- **Communal Recycling Bins** - communal recycling facilities are available for residents of flats, apartments and sheltered housing
- **Bulky Collection** – a collection service for bulky items is available via our waste collection contractor Biffa, the service is chargeable with the first two items costing 17.50 each and any subsequent units at £15.00 each
- **Additional Capacity:-**
 - **Green Bin** - we can provide additional capacity for households who have 6 or more, in the household or residents who have special medical requirements
 - **Blue Bin** – we can provide additional capacity for dry recycling to residents provided they have a waste review, which will be carried out by the council's recycling officer



Dry Recycling

Sometimes our bins are contaminated with non recyclable material

- 81 loads were rejected in March 2020 (full/part)
- Lost recycling 7-8 Tonnes per load
- Approx. £1,000 per load the cost is being shared 50/50 with our contractor Biffa



Contamination what we have done...

- Continued issuing contamination campaign messages
- Over 12,500 warning tags placed on recycling bins September 2019
- In October over 7,740 bins were tagged
- Our Contact centre received 1,062 waste calls at the start of the campaign, some were extremely abusive so much so the contact centre had to record a message saying abusive calls would **not** be tolerated
- Calls started to subside in October down to 234
- Waste calls now back down to average 26 per day .

Contamination cont.....

- 87% of residents produced satisfactory to excellent recycling even at the height of the tagging.
- Communal bins are still being contaminated and tagged
- Bring sites on Car Parks and Supermarket Car Parks are being removed due to constant contamination.
- New contamination campaign in August 2021 to reduce even further contamination in our dry recyclable collections.

Changes from April 22

Changes to the way we collect your recycling

What are the changes?

Early 2022 we will be delivering to every householder in Cannock Chase District a new **blue bag** to collect paper and cardboard (mixed together), we will no longer collect cardboard and paper in the **blue bin**, it must be put separate in the bag provided.

The new bag will be collected by the side of your **blue bin** on your normal collection day.



Why are we doing it?

Our contract for the processing of mixed dry recycling comes to an end in March 2022. The processing market has changed and companies in the UK and abroad that buy recycling material now demand much higher quality. By moving to 'dual-stream' service which means we collect paper and card separately, increases the quality of the recycling material, the **blue bag** will also have a positive impact on the amount we recycle and, importantly, it will help ensure that the materials stay in the UK for processing.

The blue bin will still be used for tins, plastics and glass.

From April 2022 paper and card must be put in your **blue bag**. If it is found in your **blue bin** it will not be emptied.

April
2022

When will it happen?

We need to have made the changes by 1 April 2022, the **blue bags** will be delivered across the district during February through to March 2022, along with a new calendar and more information on the changes.

What's next?

We would like to review some of the ways we deliver our services:-

- **Requests for Assisted Collections**
- **Communal Recycling Bins**
- **Bin size requests (new properties)**

Assisted Collections

There are currently 1194 Households who are currently receiving assistance with their collections

Eligibility

The service is only available to those who find it difficult to take their waste bins to the boundary of their property because

- They have a medical condition, or
- They have a disability or
- Their age makes it too hard or heavy for them

and they have no one living with them who can help

How does a householder apply for assistance with their bins

They can apply by either

- going on-line or
- by contacting the Contact Centre

What happens next?

A letter/form is sent to the applicant requesting that they complete the form, it must be signed by a GP, Social Services or Carer it should also have

- Official stamp (GP) or include
- Letter head (attached to the application form)

When the form is completed and returned (with the correct evidence) it will be approved

How long will assistance last for?

Short-term

- When someone registers for an assisted collection, they may only need assistance for a short time, e.g., broken arm or recovering from an operation

Medium term

- Recovering from a medium-term illness of disability, e.g., in need of a series of operations

Open ended

- Permanent condition that is unlikely to improve

Application for assistance process review

Things to consider?

- Should we continue with our current application process?
- or should we be making it simpler for householders to apply?
- Should we accept applications from family members, officers of the Council, carers etc., without having to go through the application process?
- Do we want an officer visit rather than asking for verification from a GP, Social Services, Carer?
- Increase costs to the council
- Increase on work for crews – length of time it take for crews to complete a round

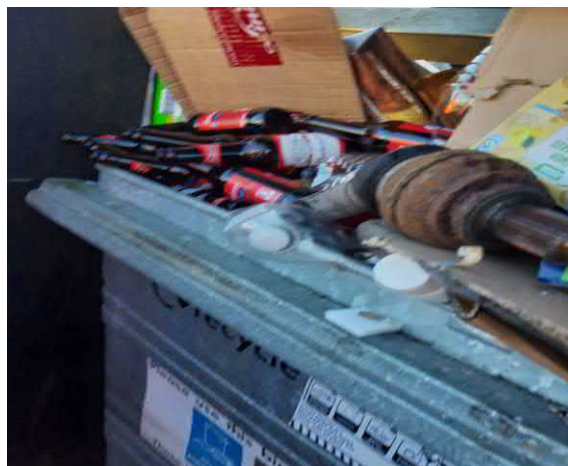
Communal Recycling Bins

- Communal recycling bins are placed across the district for flats, sheltered housing scheme and communal housing
- A good majority of communal bins are contaminated with a variety of non-recyclable items, it only takes one resident to place something in the bin e.g., food waste for it to be contaminated, a domestic waste vehicle is sent to empty the bin



Contamination in Communal Bins

- A small sample of pictures showing how communal bins are being used for non-recyclable items such as food, small electrical items etc., mostly they are used for extra capacity for domestic waste



Communal recycling bins review

Things to consider?

- In April 2022 we will be implementing a dual stream collection service taking paper/card out of the blue bin, providing all residents with a blue bag for their paper/card, alterations will also have to be made to communal recycling collections.
- Biffa (our waste collection contractor) will need to change their recycling collection vehicles to accommodate our dual stream collections which will also mean that they will not be able to lift an 1100 Ltr bin. They would need to use a normal vehicle which would mean two trips.
- We could offer individual households an option to participate in another way e.g., by giving each flat their own blue bins for recycling (provided they have room for storage), we could also provide each flat with a bag to allow those who do not have storage capacity to participate in paper and card recycling.
- Another option might be to look at alternative bins with appropriate apertures or use 360 blue bins with apertures trialing them before rolling out across the district.

Smaller **green** bins for smaller households

We need to continue to reduce residual waste and encourage recycling



- Currently every household is given a 240ltr residual (green) bin despite the number of people living in the household
- Some local authorities ask how many people live in a property and adjust the green bin size accordingly?
- If there are only two people living in the household, we could provide a 180 Ltr green bin instead of a 240 Ltr
- Larger families would continue to be given 360 Ltr bin



Waste & Recycling Scrutiny Committee

Report of:	Head of Environment & Healthy Lifestyles
Contact Officer:	David Prosser-Davies
Telephone No:	01543 464 202
Portfolio Leader:	Housing, Heritage & Leisure
Report Track:	Health & Wellbeing Scrutiny Cttee: 23/03/22

Health & Wellbeing Scrutiny Committee
23 March 2022
Effectiveness of Housing Assistance Policy Since Introduction

1 Purpose of Report

- 1.1 To present to the Scrutiny Committee the findings of an officer review carried out to assess the impact and effectiveness of the Housing Assistance Policy (the Policy) introduced in June 2020.

2 Recommendation(s)

- 2.1 That the Committee notes the content of this report.
- 2.2 That the Committee recommends to Cabinet that a review of the Policy be carried out in 2022-23 and that this task be taken forward for inclusion within the Committee's 2022-23 work programme.

3 Key Issues and Reasons for Recommendations

Key Issues

- 3.1 This report summarises officer findings in respect of an action within the Council's Corporate Priority Delivery Plan (Supporting Health and Wellbeing) 2021-22, to analyse the effectiveness of the new Housing Assistance Policy (the Policy) since its introduction and feed these findings into a full review of the Policy in 2022-23.
- 3.2 The current Policy (Independent Living) (attached at Appendix 1) was adopted and introduced in June 2020 (early in the pandemic).

- 3.3 Officers have reviewed the impact of the Policy since its introduction and Appendix 2 shows key indicators comparing the take up of assistance before and after the introduction of the Policy.
- 3.4 It is considered that, for a number of reasons, the Policy has not had the impact intended. Reasons are likely to include elements of the Policy itself, but also a significant period of disruption within the delivery team resulting from COVID-19 and employee changes (as detailed in Paragraph 5.6 below) which have impacted on the effective implementation of the Policy and contact with partner agencies.

Reasons for Recommendations

- 3.5 A comprehensive, post-COVID pandemic review of the Policy, with member involvement and oversight via this Committee, will allow further insight to be gained from key stakeholders, including potential applicants, service providers, carers and the third sector, which will then inform a strategy to further enhance and promote the Policy during what is hoped will be a period of greater stability for the team. This is also in line with the Priority Delivery Plan actions.

4 Relationship to Corporate Priorities

- 4.1 This report supports the Council's Corporate Priorities as follows:
- (i) Delivery of mandatory and discretionary adaptations and assistance, through a progressive and flexible Housing Assistance Policy, supports the Council's Corporate Health and Wellbeing priority by ensuring vulnerable individuals, particularly those who are older and living with disabilities, are afforded assistance and support to remain within their homes, living safely, independently, and with dignity.

5 Report Detail

- 5.1 Cannock Chase Council, in its role as a local housing authority, has a statutory duty to provide Disabled Facilities Grants (DFGs) to qualifying applicants under the Housing Grants, Construction and Regeneration Act 1996.
- 5.2 In addition to providing mandatory DFGs, the Council has the power to offer discretionary financial assistance by virtue of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002. This Order allows the Council to determine how it will use its discretion in the form of a Housing Assistance Policy (HAP).
- 5.3 The current Policy was adopted and introduced in June 2020 following work undertaken by a member task and finish group set up by this Scrutiny Committee in 2019.
- 5.4 The key aim of the Policy was to remove perceived barriers to take up of mandatory DFG grant assistance and provide greater flexibility for discretionary assistance, ensuring wherever possible the process was made simpler and easier for the most vulnerable applicants. The policy introduced a range of new forms of discretionary assistance which, it was hoped, would result in increased numbers of referrals.

5.5 New forms of discretionary grants available included the following:

- Hospital Prevention and Discharge Assistance
- Dementia Friendly Assistance / Cognitive Behaviour Disorders
- Carer Support Assistance
- Assistive Technology Assistance
- Discounting the initial £5,000 of applicants' contributions
- Inclusion of Local Council Tax Reduction (LCTR) as a passporting benefit
- Increase in the permitted "top up" payment where the maximum £30,000 grant allocation was reached.

5.6 Since the Policy was introduced the team delivering Disabled Facilities Grants and Discretionary Assistance has been subject to some significant changes and disruption including:

- The national (COVID-19) lockdowns, resulting in limited availability of both contractors and materials and changes in Council working practices;
- Reluctance of clients to have work undertaken within their homes (due to COVID);
- Several personnel changes within the delivery team, including redeployment on COVID response duties, resulting in lack of stability and resilience;
- Reliance on temporary cover arrangements in key posts;
- Restructure in September 2021 created a new, dedicated Housing Adaptations and Assistance Team, with new posts including a team leader (formerly shared with the private sector housing team) and a Housing Adaptations Officer.

5.7 In terms of the impact and effectiveness of the Policy despite the above, data at Appendix 2 reveals:

- Since the introduction of the Policy, 18 applicants have benefitted from discounting of the first £5K contribution, with a total of £29,459 having been discounted, an average of £1,636 per applicant;
- The discounted contributions have enabled grant spending totalling £147,335, in these cases, which may otherwise not have been possible;
- A total of 19 applicants have been "passporting" due to receipt of LCTR, with a resulting spend of £58,029 which, again, may not otherwise have been possible;
- 12 cases have benefitted from discretionary additional top up, allowing total grant spend of £196,038 in these cases;

- In the 18 months prior to introduction of the Policy, of 227 referrals, 114 (50%) did not progress to a completed application, with 49 of these (22%) being due to issues with the Test of Resources, or 'means test';
- Since the Policy was introduced, of 305 referrals, 116 (38%) have not progressed to completed application, with 40 (13%) being due to Test of Resources issues.
- A low take up of the new discretionary assistance listed in paragraph 5.5 above;
- An *average* time from referral to completion since the introduction of the Policy, of 324 calendar days, compared to 188 days in the 18 months prior.

5.8 Given the significant change and disruption to both the team, and to partner organisations and wider society, due to the COVID pandemic, it is difficult to draw firm conclusions as to the efficacy and impact of the Policy since its introduction, however, it seems reasonable to suggest that:

- Overall, delivery times for DFGs have increased over the past 18 months;
- Take up of discretionary assistance, including hospital admission prevention, hospital discharge assistance, dementia-friendly, carer support and assistive technology, has been disappointingly slow;
- The Policy has resulted in an increase in the proportion of referrals that progress to completed applications;
- The introduction of LCTR has assisted 19 applicants (though the total number of passported applications has decreased in this period);
- The discounting of contributions has assisted 18 applicants in progressing with adaptations.

5.9 The various factors outlined in this report are believed to have had an impact on the ability and capacity of the service to both promote the Policy and to build links with relevant stakeholders in the NHS and adult social care services. It is hoped that the new structure, once fully recruited to, will result in a period of consolidation and stability and that progress can be made on realising the benefits of the policy as originally envisaged.

5.10 It is therefore suggested that a further, post COVID-19, review of the Policy be undertaken in 2022-23, with the involvement and oversight of this Committee, to include partners, third sector, carers, and potential applicants. This is considered necessary as it will hopefully give a more up to date picture of the service, and the impact of the Policy, as it emerged from the pandemic.

6 Implications

6.1 Financial

The review will be undertaken from within existing resources within the Council.

6.2 Legal

None

6.3 Human Resources

None

6.4 Risk Management

None

6.5 Equality & Diversity

Further revision of the Housing Assistance Policy will ensure it continues to maximise positive impact on older people and any person living with disabilities.

6.6 Climate Change

None

7 Appendices to the Report

Appendix 1: CCDC Housing Assistance Policy (2020)

Appendix 2: Data on DFG and Discretionary Assistance

CANNOCK CHASE COUNCIL HOUSING ASSISTANCE POLICY

*INDEPENDENT
LIVING -2020*

This policy document sets out the way in which Cannock Chase District Council will provide both mandatory and discretionary Disabled Facilities Grant (DFGs) for private sector residential adaptations.

1. Introduction

Cannock Chase District Council, in its role as a local housing authority, has a statutory duty to provide Disabled Facilities Grants (DFGs) to qualifying applicants under the Housing Grants, Construction and Regeneration Act 1996.

In addition to providing mandatory DFGs, the Council has the power to offer discretionary financial assistance by virtue of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002.

This policy document sets out the way in which Cannock Chase District Council will provide both mandatory and discretionary Disabled Facilities Grant (DFGs) for private sector residential adaptations.

This document contains information on eligibility criteria for grant assistance, conditions relating to applications, approval and payment of grant and other relevant conditions and requirements.

2. Purpose

The purpose of this policy is to enable the Council to provide more flexibility and discretion in the allocation and delivery of the Disabled Facilities Grants, thereby providing residents of the District greater access to home adaptations, in order to support people living safely, independently, confidently and with dignity in their own homes for as long as possible.

3. Policy Statement

Cannock Chase District Council is committed to ensuring that all eligible Disabled Facilities Grants applicants receive the appropriate home adaptation to meet their needs.

Where residents have a disability we will work with them and other agencies to arrange adaptations or provide advice about moving to a more suitable home.

4. National Context

Cannock Chase District Council, in its role as a local housing authority, has a statutory duty to provide Disabled Facilities Grants (DFGs) to qualifying applicants under the Housing Grants, Construction and Regeneration Act 1996.

The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 gave councils the power to provide financial assistance for home repairs, adaptations and other improvements to reflect local needs, conditions and resources.

The assistance provided under this Policy is subject to individual terms and conditions, including a requirement to contribute or repay some or all of the assistance in certain circumstances.

From the 1st April 2015 there was a significant change in the way that national government funding for the provision of home adaptations grants (DFGs) is paid to local authorities. Instead of making a direct payment to the local housing authority (Cannock Chase District Council) to meet the cost of providing DFGs, the allocation of the funds is now made through the Better Care Fund managed by Staffordshire County Council.

However the statutory duty to deliver DFGs for residents of this district remains with Cannock Chase District Council.

5. Local Context

Cannock Chase Council is ranked overall as the 126th¹ most deprived local authority district in England where 1 is the most deprived and 317 the least deprived. Cannock Chase is also ranked 13th most deprived in the Region.

The IoD 2019 ranks Cannock Chase 106 out of 317 districts in England for health deprivation and disability. The District is within the more deprived 50% of local authority districts for this domain which measures the risk of premature death and the impairment of quality of life through poor physical or mental health²

Life expectancy at birth in Cannock Chase was below the England average for both men and women between 2015 and 2017.

Men living in the most deprived areas of Cannock Chase had a life expectancy 6.9 years below that of their peers living in the least deprived areas of the District during 2015 – 2017. This was similar for women in Cannock Chase with those living in the most deprived areas of the District estimated to have a life expectancy shorter by 6.8 years.

The proportion of Cannock Chase population aged 65+ is forecast to increase by nearly fifth by 2027 (19.8%), with a rise of 37.7% estimated in residents aged 85+³

This increase in older age people raises the profile of health conditions associated with older age, particularly dementia. Cannock Chase is a dementia friendly district supported by the Dementia Action Friendly Alliance formed in 2016.

The estimated dementia diagnosis rate for people aged 65+ in the District in 2019 is 73.9% - above the England average of 68.7%.

¹ English Indices of Deprivation 2019 (IoD)

² Ministry of Housing, Communities and Local Government, The English of Indices of Deprivation 2019 (September 2019)

³ Staffordshire County Council, Cannock Chase Locality Profile Data Pack (September 2018)

Health related quality of life for older people in the District was below the England average in 2016-17 when around 17.9% of people aged 60+ were living in income deprived households.⁴

The 2011 Census revealed that a high proportion of Cannock residents provided substantial amounts of unpaid care.

Cannock Chase District Council is committed to ensuring that all eligible Disabled Facilities Grants applicants receive the appropriate home adaptation to meet their needs, in order that they and their families can remain living in their own homes safely, independently, confidently and with dignity for as long as possible

In 2017 Cannock Chase District Council withdrew from the Staffordshire-wide Home Improvement Agency and since then Council officers have been working closely with Occupational Therapists (OTs) to deliver DFGs to disabled residents of the district.

6. Links to Council's Strategic Objectives

This policy supports the Council's Strategic objectives of increasing housing choice, sustaining safe and secure communities and supporting the elderly and vulnerable, given that its intention is to enable residents who choose to live independently in their own home, have the ability to do so rather than being obliged to move into residential or nursing care homes.

7. Equality Impact Assessment

This revision of the Housing Assistance Policy has been subject to an Equality Impact Assessment which may be viewed at [\(LINK\)](#)

8. Principles of Assistance

The Council is a Housing Authority and under the Housing (Grants, Construction and Regeneration) Act 1996 has a statutory duty to provide grant aid to disabled people for a range of adaptations to their homes.

The Council recognises the vast majority of disabled people (all ages) live in general, non-specialist, housing. Home adaptations therefore play a key role in enabling these residents of the district to live a safe, healthy and independent life at home.

Home adaptations can be effectively used to reduce health and social care costs, decrease the risk of injuries in the home, e.g. from falls, enable faster hospital discharge, delay the point at which residential care is required and support individuals who experience functional and cognitive difficulties or have long-term chronic conditions e.g. dementia.

⁴ Public Health England, Public Health Outcomes Framework <https://fingertips.phe.org.uk/profile/public-health-outcomes-framework> (September 2019)

The Council is committed to using the available public funds to fulfil its statutory responsibilities towards the adaptation of the homes of eligible residents living with a disability through its Disabled Facilities Grant programme.

The policy aims to provide flexibility in order to deliver an efficient and effective response to the need for property adaptations for disabled persons, to reduce the number of people living in homes in the private sector that have category 1 hazards and to increase the number of people able to live independently at home. The provision and performance of mandatory grants and financial assistance in accordance with this policy will be subject to regular monitoring.

The Council recognises that these policies cannot cover every likely situation and there will be people who genuinely are in need of some form of urgent support or assistance that they are precluded from accessing. In these situations this policy provides the opportunity to consider offering assistance in exceptional circumstances as determined by the Head of Service.

Such circumstances may include, but are not limited to the following:-

- the needs of the individual applicant are extreme
- the adaptations or equipment required are of a specialist nature .
- the adaptations or equipment is expensive

9. Better Care Fund (BCF) Supporting Measures

Agency Fees and charges

The Government funding made available through the Better Care Fund (BCF) to the Council in support of its Disabled Facilities Grant (DFG) Programme may be used for activities in addition to the provision of mandatory DFGs where the activities support the national aims of the Better Care Fund. This includes reasonable agency fees and charges (staffing and resources costs) associated with delivering this policy, including managing the adaptation project on behalf of the applicant, providing OT advice and support, scheme design and specifications, appointing the contractor, applying for Planning and/or Building Control permissions, agreeing a commencement date, supervising the works on site by carrying out regular site visits, agreeing the completion of the works and making grant payments.

Although the demand for DFGs must be met first, the Council's agency fees and other charges (OT provision) associated with the delivery of the DFG programme and this policy will be assessed in total and drawn down from the annual DFG allocation, rather than being charged to each individual grant, thereby reducing the full grant entitlement to the applicant. Qualifying applicants will therefore be able to utilise the full amount of their grant entitlement on the provision of the necessary adaptations

and, in the absence of the administration fees, the ongoing financial burden (land charges) on them will be lower.

It is accepted that the Council's fees and costs will not be fully recovered, as they do not take account of the full staff time engaged in the process of administering and delivering DFGs in accordance with this policy. The proportion of the annual BCF used to contribute towards the administration processes includes the costs incurred by the Council for abortive work, namely work undertaken in good faith which does not conclude in the successful completion of an adapted home. This may arise at any stage in the process, from initial enquiry to final completion, normally as a result of a change in the applicant's circumstances, such as they enter nursing/residential care, are taken into hospital or sadly pass away.

Monies reimbursed to the Council in accordance with the application of the local land charge following the sale or disposal of a property which has been the subject of a Disabled Facilities Grant are returned to the Service's budget, to fund further grant applications.

The Council reserves the right to review the level of reclaimed costs for administering and delivering this policy as part of its annual budget setting process.

Other schemes targeted at supporting the aims of the BCF and included in this policy are:

- **Hospital Prevention and Discharge Assistance** - aimed at providing minor adaptations and other works designed to prevent admission to hospital, care or nursing home or to assist with speedy discharge from hospital
- **Discounting Applicants Contribution up to £5,000** – aimed at providing assistance to applicants who are required to make a significant or unaffordable contribution to the adaptations following the means test.
- **Dementia Friendly Grant** – aimed at providing adaptations required to assist the person diagnosed with dementia or cognitive/behavioural conditions to manage their surroundings and retain their independence.
- **Relocation Grant** - To meet the reasonable costs associated with moving where the existing home is considered not suitable for adaptations
- **Passported Benefits** – To include entitlement to Local Council Tax Reduction as a passported benefit
- **Assistive Technology Grant** – aimed at supporting a technology based approach to keeping people safe and well in their homes. For example, the provision of life line, fall detectors and key safes.
- **Carer Support Grant** – aimed at providing appropriate accommodation for a carer where they are required to provide 24/7 care
- **OT Assessment assistance** – to provide Occupational Therapy assistance in the development of reports for non for charitable organisations/institutions operating in the Cannock Chase District.

- **Extended warranties** – assistance with the provision of extended warranties for 3 years for all adaptations which require electrical installations such as through-floor lifts, step lifts, stair lifts, closomats etc.

10. Mandatory Disabled Facilities Grant

Cannock Chase District Council, in its role as a local housing authority, has a statutory duty to provide Disabled Facilities Grants (DFGs) to qualifying applicants under the Housing Grants, Construction and Regeneration Act 1996.

The purpose of the mandatory grant is set out in section 23(1) of the Housing Grants, Construction and Regeneration Act and includes:-

- Facilitating access to and from the dwelling
- Making the dwelling safe
- Facilitating access to a room usable as a principal family room
- Facilitating access to a room used for sleeping
- Facilitating access to a room in which there is a lavatory
- Facilitating access to a bathroom
- Facilitating access to a room in which there is a wash hand basin
- Facilitating the preparation and cooking of food
- Improving or providing a heating system to meet the needs of the disabled occupant
- Facilitating the use of a source of power, light, or heat by altering the position of controls
- Facilitating access and movement around the dwelling to enable the care of a person who is normally resident there and is in need of such care
- Access to the garden

Further detail on the nature of the work that may be grant aided is provided at **APPENDIX 1**

The provision of a DFG is dependent on the work being both necessary and appropriate and reasonable and practicable

Necessary and Appropriate – in order to determine if the works are ‘necessary and appropriate’ the Council has engaged an Occupational Therapist to assess the disabled person’s needs and provide a report indicating the nature of the adaptations and aids required to meet the needs identified.

Reasonable and Practicable – the Council must decide whether the works required are ‘reasonable and practicable’ considering the age and condition of the dwelling, along with the nature and cost of the works required.

Amount of Mandatory DFG

The maximum mandatory grant payable for a single application is set by order and is currently £30,000. This amount is reduced by any contribution assessed as payable by the grant applicant.

Mandatory Assistance Requirements

- Disabled Facilities Grants (DFGs) are grants that local Housing Authorities must make available to residents who meet defined disability and financial criteria.
- The applicant for a DFG must be assessed as being disabled in accordance with the provisions of Section 100 of the Housing (Grants, Construction and Regeneration) Act 1996.
- For the purposes of the legislation a person is disabled if:
 - Their sight, hearing or speech is substantially impaired;
 - They have a mental disorder or impairment of any kind; or
 - They are physically substantially disabled by illness, injury or impairment present since birth or otherwise.
- A person aged 18 or over is considered to be disabled if:
 - They are registered as a result of any arrangement made under section 29(1) of the national Assistance Act, or
 - They are a person for whose welfare arrangements have been made under that section or might be made under it
- A person aged under 18 is considered disabled if:
 - They are registered in register of disabled children maintained under the Children Act, or
 - In the opinion of the social services authority (Staffordshire County Council) they are a disabled child as defined for the purposes of Part III of the Children Act 1989.
- The proposed work must meet one or more of the assessed needs of the disabled occupant.
- The grant is subject to a means test for adults and this will determine what, if any, financial contribution the applicant must make towards the cost of the adaptation work are exempt from the means test.
- Applications from adults in receipt of specified (“passported”) benefits and for children under the age of 19 are exempt from the means test. Further information on passported benefits can be found at **APPENDIX 2**.

- Assistance is available to an applicant who currently does not live in the district but intends to relocate, either alone or with family, to a property which is, and requires adaptations to the property to meet his/her identified needs. This is subject to all other criteria for the grant being met.
- The disabled person must intend to remain in the property as their only or main residence for a minimum period of five years or such shorter period as health and other relevant circumstances permit.
- The Scheme of adaptation work must be necessary and appropriate to meet the assessed needs of the disabled occupant.
- The work must also be determined by the Council as being reasonable and practicable, having regard to the age and condition of the property to be adapted and the nature of the proposed adaptation(s).
- Any charges and fees associated with the administration of the grant application will be drawn directly from the Better Care Fund allocation to the Council and will not affect the grant maximum value.
- In the event that available funds are limited, applications may be placed to a Waiting List and subject to prioritisation. Further information on the prioritisation process can be found at “Prioritisation and Waiting list”
- Where the applicant is the owner, or has an owner’s interest in the property, a land charge for between £5,000 and a maximum of £10,000, depending on the cost of the works will be applied for a period of 10 years following the completion of the work. Further information on the application of land charges can be found at “Repayment of Grants and Land Charges”

11. Discretionary Disabled Facilities Assistance

In addition to providing mandatory DFG’s, the Council has the power to offer discretionary financial assistance by virtue of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002.

Using these powers and in certain specific circumstances, this policy includes discretionary DFG assistance for private sector adaptations that do not meet the criteria for a mandatory grant, or exceed the maximum level of funding available (currently £30,000).

All discretionary grants are subject to sufficient funds being available for the Council to meet its legal duty to provide adaptations for cases where a mandatory grant is required.

In cases where funds are limited, new enquiries will be placed on a Waiting List and the Council will assess each case on its own merits and the priority of each case will be determined in accordance with the Prioritisation Criteria set out at “ Prioritisation and Waiting list”

Discretionary Top-up Assistance to Mandatory DFG Grant

A top-up grant up to a maximum of £20,000 (previously £15,000) in those cases where the proposed works identified a part of a comprehensive adaptation scheme exceed the maximum grant limit applicable to the Mandatory Assistance grant.

Each case will be considered on its own merits by the Head of Service and one or more of the following criteria must be met :-

- The applicant has been assessed and is eligible for a mandatory grant
- The household is considered to be in financial hardship
- All other means of funding have been explored and discounted.

Successful applications will receive the funds in the form of a discretionary grant.

Where the applicant is the owner or has an owner's interest in the property a land charge for the full amount of the discretionary top-up grant will be applied for a period of 10 years following the completion of the work.

Grant maximum £20,000

Discretionary Hospital Prevention and Discharge Assistance

This discretionary grant is available for cases where the disabled person is in urgent need of adaptation work to assist them to live independently in their own home, to prevent them from becoming an in-patient in a hospital, care home or nursing home or to assist with their discharge from hospital at the earliest opportunity.

The maximum grant is £12,000 and will include adaptations such as:-

- Stair lifts (straight or curved)
- Vertical “through floor” lifts
- External step lifts and ramps
- Door widening
- Small scale bathroom, bedroom or kitchen adaptations
- Ceiling track hoists

The type of works may also include, but are not limited to, repairs to bring a property up to decent homes standard, to remove identified Category 1 hazards, for example boiler/central heating repairs, house clearances/disinfestations, structural repairs to address damp and mould.

The grant will not be subject to a means test to enable it to be processed as quickly as possible.

As a discretionary grant, if the applicant is the owner or has an owner's interest in the property, a land charge for the full amount of the discretionary top-up grant will be applied for a period of 10 years following the completion of the work.

Grant maximum £12,000

Discretionary Assistance discounting up to £5,000 contributions

For those applicants undergoing the Test of Resources, contributions may range from "nil" to several thousands of pounds and is calculated based on their financial status and assumed capacity to secure a loan for the relevant contribution.

In many cases this is not feasible and consequently a proportion of grant applications do not progress to completion, because the applicants do not have the financial resource to meet the assessed contribution.

This discretionary assistance is aimed at discounting the first £5,000 of the applicants assessed contribution thereby reducing the number of abortive applications and encouraging a greater number of applications progress through to completion; resulting in more disabled residents being able to live independently and safely in their home for longer.

Grant maximum £5,000

Discretionary Dementia Friendly Assistance

Where the disabled person is diagnosed with dementia, or other cognitive impairment or a recognised long term behavioural condition including but not limited to such conditions as Autism, Attention Deficit and Hyperactivity Disorder (ADHD) etc., works to make homes friendly and to help the person live safely, manage their surroundings and retain their independence for longer will be eligible for funding.

The types of works available may include:-

- Provision of a safe space
- Colour and contrast decorating
- Carbon monoxide/ cold/heat alarms
- Lighting
- Safety flooring

- Digital assistive technology

This list is not exhaustive and each case will be considered with the assistance and advice from the Council's external Occupational Therapist.

The grant will not be subject to a means test.

Grant maximum £10,000

Discretionary Relocation Assistance

A relocation grant may be available to an applicant who owns or privately rents their property and the identified adaptations involve substantial structural alterations or extensions that are considered not to be feasible or reasonable.

Applicants must be 18 or over on the date of the application and in the case of a disabled child, the parent(s) would make the application.

Any application must be supported by a recommendation made by an Occupational Therapist and the Council and the OT must be satisfied that the proposed property already meets the needs of the disabled person without further adaptation or are satisfied that it can be adapted at a reasonable cost. (If the combined cost of adapting the new home and specific relocation expenses are less than the cost of the adaptation of the existing home).

Applicants must be relocating within the Cannock Chase District.

Applications must be submitted prior to relocation; grants cannot be paid retrospectively and assistance will not be given towards the purchase price of the new property.

The new property must be the disabled person's main residence.

The specific eligible relocation expenses are:-

- Estate agents fees
- Solicitors costs
- Survey costs stamp duty
- Removal expenses
- Disconnection/reconnection of appliances

The relocation grant will be subject to the same test of resources as the mandatory DFG unless the relocation is for a disabled child in which case no test will be applied.

Grant maximum £7,000

Discretionary Assistive Technology Assistance

Advances in assistive technology are currently available to support disabled and older people living in their own home. This discretionary grant of up to £3,000 is designed to cover the purchasing of such technology including life lines, fall detectors, flood detectors, extreme temperature sensors, GPS Tracker pendants, key safes and for the payment of the monthly monitoring fee to the call centre (if required) for a period of up to 3 years. However following the expiry of this period, the applicant will be responsible for continuing with the monitoring fee.

Any application must be supported by a recommendation made by an Occupational Therapist or GP.

The grant will be subject to a means test and a land charge for the full amount of the discretionary top-up grant will be applied for a period of 10 years following the installation of the required equipment.

Grant maximum £3,000.

Discretionary Carer Support Assistance

In the relatively rare cases where the disability of an individual is so profound that care for that person is required 24 hours per day, and no existing provision is available to accommodate the carers providing such care, the cost of the adaptation to property in order to accommodate the carers may be met from the grant.

Such costs may include adaptation of a suitable room within the existing dwelling, the provision of a bed and locker for personal items.

The grant will be subject to the same test of resources as the mandatory DFG unless the grant is for a disabled child in which case no test will be applied.

As a discretionary grant, if the applicant is the owner or has an owner's interest in the property, a land charge for the full amount of the discretionary top-up grant will be applied for a period of 10 years following the completion of the work.

Grant maximum £15,000

Discretionary OT Assessment Assistance

This discretionary assistance is available to charitable organisations /institutions that are operating in the Cannock Chase district and require an OT Assessment Report in order to assess adaptation schemes to meet the needs of their residents.

An application can be made for assistance of up to £200 towards the cost of the OT assessment.

The grant will not be subject to a means test or a land charge.

Grant maximum £200

Local Council Tax Reduction (LCTR)

Applicants in receipt of LCTR will be exempted from the requirement of the Test of Resources. (Means Test) Prior to the Government's revision of the list of passported benefits in 1996, applicants in receipt of Council Tax Benefit were exempt from the Test of Resources. Council Tax Benefit is a similar benefit to LCTR, but is no longer available. Inclusion of entitlement to LCTR as a passported benefit restores the pre-1996 position and consequently will enable a number of residents receiving LCTR to apply without undergoing the Test of Resources.

Extended Warranties.

Extended warranties for 3 years will be provided for all adaptations which require electrical installations such as through-floor lifts, step lifts, stair lifts, closomats

12. The Application Process

(a) Eligibility

Any person who makes an application for mandatory and discretionary DFG assistance must

- (i) be disabled, as set out in criteria of Section 100 of the Housing, (Grants, Construction and Regeneration) Act 1996,
- (ii) be over 18 years of age at the date of the application,
- (iii) live in, or intend to live in, a dwelling, a qualifying houseboat, or a qualifying park home, within the district of Cannock Chase Council, as his/her only main residence.
- (iv) have an owner's interest in the dwelling (other than an interest by virtue of being a Registered Social Landlord under Part 1 of the Housing Act 1996 or being eligible for such registration), or be a tenant or licensee of the dwelling, alone or jointly with others but not being a member of the landlord's family, with a tenancy or licence permitting occupation of the dwelling for a minimum period of 5 years after the completion of the relevant works.
- (v) have the power or duty to carry out works and where appropriate the owner's consent in writing to carry out the works
- (vi) satisfy such test(s) of resources as the Council may from time to time have in place. Children and young people under the age of 19 are exempt from the test of resources.
- (vii) not be ineligible, by virtue of the Housing Grants, Construction and Regeneration Act 1996, or regulations made under the Act or any other enactment.

The Council acknowledges that homeowners have the primary responsibility for ensuring that their homes are properly maintained. However the Council reserves

the right to offer assistance to home owners deemed to be vulnerable or in cases of hardship, where the works would ensure that the home is made safe, healthy and appropriately adapted to meet the needs of the disabled individual.

(b) Enquiry

Initial enquiries from adult Disabled residents are directed to Staffordshire Cares, part of Staffordshire County Council, who has a responsibility as Social Care Authority to provide community care equipment and minor adaptations (which a person has been assessed to need and for which he/she is eligible) free of charge, provided the cost is less than £1,000.

If a more comprehensive scheme is required to adapt the person's home because the person's needs cannot be fully met in this way and it will cost more than £1,000 Staffordshire Cares will refer the person to Cannock Chase Council for a Disabled Facilities Grant.

Enquiries in relation to DFGs for disabled children and young people are generally received from Occupational Therapists in Staffordshire County Council's Children's Disability Service.

(c) Referral

For DFG cases Staffordshire Cares will complete a form providing Cannock Chase Council with their contact details and identifying the person's needs. If the disabled person is a Council tenant, the referral will be forwarded to the Council's Housing Maintenance Team, which is responsible for carrying out adaptations to council properties and the case will not progress into the DFG system.

(d) GDPR and Data Protection

New legal requirements apply to the sharing of sensitive personal information which is required to ensure that the home adaptation meets the identified needs of the disabled person. An appointment will be made with the person to explain the data protection requirements and obtain written permission to share medical information about the disabled person with the Council's appointed Occupational Therapy Service, suppliers of specialist equipment and building contractors who will be engaged to carry out the necessary construction work.

In the absence of this permission no further progress can be made on the referral.

(e) Test of Resources (Means Test) and Benefits Check.

In the case of adults it is necessary to carry out a Test of Resources (means test) to determine if the person is required to make a contribution towards the cost of the works adapt their home. If, however they are in receipt of particular benefits they are “passport” through the means test and will not have a contribution to make. Further details on “passport” benefits are available in **Appendix 2**

Similarly children and young people under the age of 19 years are not required to make a contribution.

The means testing is conducted by the Council’s Benefits Team and is an essential part of the process. If people require assistance in completing the mean test, arrangements are made for an officer to visit and assist as far as possible. Where people are unwilling to provide the necessary financial information, the Council will unfortunately, be unable to proceed to the next stage of the process.

If a person is required to make a contribution, this will be explained by one of the Service Technical officers. Contributions are collected by the Council and placed in an account ready to transfer to the building contractor on satisfactory completion of the works.

In the absence of a means test result, where one is required, no further progress can be made on the referral.

(f) OT Assessment

The Council’s Occupational Therapy Service will be notified of the person’s details and will arrange to visit the property to assess the person’s needs and how they may be met in their particular home circumstances. The Occupational Therapist (OT) will determine what is “**necessary and appropriate**” and will then produce a report which is submitted to the Council’s Technical Officers.

(g) Design of Scheme

The Council's Technical officers work with the recommendations of the OT to design the scheme of works to adapt the home to meet the needs of the disabled resident.

In doing so the Technical Officer must assess whether the works required are both "**reasonable and practicable**". The Technical Officer will explain the proposed scheme to the disabled person and will endeavour to answer and questions that arise.

This assessment must consider:-

- The layout, construction age and condition of the accommodation.
- The number, ages and needs of the other occupants of the accommodation.
- The use of the accommodation by the disabled person and any other occupants
- The location of the accommodation e.g. steep access to the property.
- Any other options that have been considered less practicable than the proposed work
- The cost of the proposed work is assessed as reasonable having regard to the likely cost of any alternatives.
- The success of adaptations carried out in similar types of accommodation
- The implications of carrying out the required adaptation with regard to its future use and classification and potential hardship issues, particularly with regard to spare room subsidy.

Where it is not reasonable and practicable to adapt the property to meet the identified needs other options, for example relocation may be considered.

If other work, not specified by the Occupational Therapist, is requested by the disabled person, the homeowner may make arrangements directly with the building contractor to carry out the works. However, the Council will be unable to supervise such additional work, nor will it be able to fund them as part of the grant and the cost must be met by the homeowner/applicant.

(h) Estimation of Costs

The Council will provide details of the proposed scheme to one or more building contractors who are experienced in carrying out adaptation work so that an estimate of the cost can be made. The Council is legally obliged to allocate the work to the contractor offering the lowest estimate.

Applicants may, if they wish, select their own building contractor to carry out the work. This is called a “**preferred scheme**” and the Council would not be involved in managing the delivery of the scheme or works in such cases.

The Council will only be able to fund the work to the value of the lowest estimate. Consequently, any additional cost must be met by the applicant.

(i) Grant Application

Once the scheme has been designed and the estimates produced, a formal application can be made. In addition to the scheme and the estimate the following information will be required in support of an application:-

- A certificate Future occupation (confirming the applicant’s intention to stay in the property for at least 5 years)
- An Owners certificate from either the applicant (if an owner) or the relevant landlord (if the applicant is a tenant).
- Confirmation of ownership, e.g. land registry certification or equivalent; or permission from the owner.
- Proof of financial information and a test of resources to determine grant eligibility, or alternatively proof of a qualifying benefit dated within 3 months of grant approval.
- A completed referral from a suitable qualified person (The OT Assessment report).

If any of this information is not available it will delay progress of the application for a grant.

(j) Grant Determination

On receipt of a full and valid grant application the Council must issue a decision on approval within 6 months. The Council aims to provide a decision on urgent applications within 3 working days and all other cases within 20 working days.

All applicants will be advised in writing of the outcome of the application.

Where the Council is likely to refuse an application for a DFG, the Council will contact the applicant to give them the opportunity to provide additional information prior to a formal refusal being made.

Where the Council has no option but to refuse an application for a grant, the Council will advise the applicant of the reasons for the refusal.

(k) Appeals and Reviews

An applicant has a right to request a review of this decision which should be made in writing to the Private Sector Housing Team Leader within 28 days of the date of the refusal letter.

Where a Review of a refusal is requested the private Sector Housing Team Leader will provide a written response to the applicant within 10 working days.

If the applicant is dissatisfied with the response they have the right to escalate the matter to the Head of Service.

Where the applicant remains dissatisfied they may pursue a complaint through the Council's Corporate Complaints procedure, a details of which are available on the Council's website.

(l) Unexpected Additional Costs

In circumstances where, following the approval of the grant, additional unforeseen works are required to address problems or issues that arise on site, such as poor ground conditions, unknown locations of utilities, dry/wet rot, etc. the Council will have due regard to the increase of the level of funding awarded to ensure that the issue does not prevent the completion of the agreed scheme of adaptation work.

The applicant will be notified in writing of any amendment to the grant award.

(m) Additional Client Works

Applicants may, if they wish, have the work done to a higher specification than that of the proposed scheme. This is called a "preferred scheme" and may include the use of higher value or non-standard items than have been estimated for by the Council's contractor, such as decorative tiles, or other specific equipment or aids.

The Council will only be able to fund the work to the value of the lowest estimate. Any additional cost must be met by the applicant.

(n) Permissions and Consents

Some schemes of work will require permission or consent from a range of organisations. These consents may include, but are not limited to, building regulations approval, planning permission, build-over agreements, and Party Wall Act agreements. In addition where gas and electrical systems are affected, gas and electrical safety certificates will be required. The Council will ensure that the specific permissions/consents/certificates required will be

obtained by the contractor and provided to the applicant on completion of the work.

(o) Supervision

Site supervision will be carried out by the Council's Technical Officer who will make records of the visits made, and of any advice or instructions given to the contractor and any complaints or concerns of the applicant.

In particular site supervision will cover the following:-

- A full inspection of the works carried out to date.
- An assessment of the standard of work and in particular an assessment of whether the works carried out complies with the specification and plans
- Any concerns or complaints of the applicant.
- The availability of services; e.g. water, gas, electricity and heating whilst the works are in progress.
- Any problems with the proposed works specification that would require the input of the OT or the owner of the property; e.g. the landlord.

(p) Completion of Works

Adaptation schemes must be completed within 12 months of the approval date. However in exceptional circumstances this period may be extended.

On notification of the completion of the approved work the Council's Technical Officer will visit the adapted property to confirm that it has been completed in accordance with the approved plans and specifications and has been done to a satisfactory standard.

The Council will issue a completion pack to the applicant containing all the documentation in relation to the permissions, consents, warranties and certificates generated during the course of the work.

(q) Payment of Grant

Where an application for a Disabled Facilities Grant (mandatory or discretionary) has been approved, the grant may be paid

- In whole after the satisfactory completion of the eligible works, subject to any delayed payment notification in the approval document; or
- In part by instalments as the work progresses to an approved standard and the balance after the

satisfactory completion of the works subject to any delayed payment notification in the approval document.

If a grant is paid by instalments, the aggregate of the instalments paid before completion of the eligible works shall not exceed 90% of the amount of the grant awarded.

Where a dispute arises regarding the standard of the works the Council will withhold any payment until the works have been satisfactorily completed in the professional opinion of the Council's Technical Officer.

If the works meet the Council's approval but the applicant is not satisfied the Council will not unreasonably withhold payment to the contractor.

(r) Maintenance and Warranties

All equipment and fixtures, and associated modifications to properties undertaken as part of a DFG are "gifted" to the applicant. Cannock Chase Council is not responsible for the maintenance or repair of items or the restoration of properties to their condition prior to the award of a DFG

Equipment supplied such as ceiling track hoists, step lifts, through floor lifts stair lifts, Closomat toilets and various other items will be subject to an extended 3 year manufacturer's warranty including servicing. The grant funding covers this extended warranty. However following the expiry of this period, the applicant will be responsible for the servicing and maintenance of any equipment provided.

Staffordshire County Council is notified of the installation of all ceiling track hoists, step lifts, through floor lifts, because as the Social Care Authority it is responsible for ensuring that such equipment is subject to regular safety checks.

(s) Changes in Circumstances

Certain changes in the applicant's circumstances may affect the payment of grant.

Such changes, prescribed by legislation, are:

- where the works cease to be necessary or appropriate to meet the needs of the disabled person;
- the disabled occupant ceases to occupy the dwelling; or

- the disabled occupant dies.

In such circumstances the Council can decide:

- not to pay the grant, or pay any further instalments;
- that some or all of the works should be completed and grant or partial grant will be paid; or
- that the grant application should be re-determined.

(t) Repayment of Grant/Land Charges

Where the Council approves an application for a mandatory grant amount exceeding £5000 and the applicant has an owners' interest in the premises on which the works are to be carried out, the Council will demand the repayment of the grant which exceeds £5000 up to a maximum of £10,000 if-

- a) the recipient disposes (whether by sale, assignment, transfer or otherwise) of the premises in respect of which the grant was given within 10 years of the certified date; and
- b) the Council is satisfied that it is reasonable in all the circumstances to require the repayment having considered-
 - i. The extent to which the recipient of the grant would suffer financial hardship were s/he to be required to repay all or some 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 his 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 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, which the recipient of the grant is intending to provide, or who is intending to provide care of which the recipient of the grant is in need by the reason of disability or infirmity.

This condition places a local land charge on the property which is binding on any person who is the owner of the dwelling or building.

In cases of financial hardship and on representation from the grant recipient, consideration will be given on a case by case basis to further reduce the grant repayable, however this is likely to only occur if the recipient is in negative equity.

The Council may demand the repayment of a grant that has already been paid, together with any interest in the circumstances outlined above. However, each case will be considered on its merits.

The right to demand repayment also applies where an applicant ceases to be entitled to a grant before completion of the works. An example of where this may apply would be if the applicant ceases to own or have the tenancy of the dwelling to be adapted.

The Council may refuse to pay the full grant, pay any further instalments or recalculate the grant in such circumstances if:

- The grant was approved on the basis of inaccurate, incomplete or false information
- The cost of works is less than the original estimates

The Council will register a charge with Land Registry in respect of all mandatory grants discretionary grants, and the charge will remain indefinitely

13. Prioritisation and Waiting List

Where there is a waiting list, cases will be split into High, Medium and Low priority groups and will be moved off the waiting list in batches on the basis of the oldest cases within that group.

Higher Priority Cases will include:-

All children's cases

Cases where the person has two or more needs as defined under the Care Act;

Any Medium Priority Cases which have been waiting over 6 months;

Any Lower Priority Cases which have been waiting over 12 months.

Medium Priority Cases will include:-

Cases where the person has only one need as defined under the Care Act;

Any Lower Priority Cases which have been waiting over 6 months.

Lower Priority Cases will include:-

Cases where the person doesn't have any needs defined under the Care Act.

Armed Forces Personnel

Cannock Chase District Council has marked its support for the local armed forces services community by adopting the Armed Forces Community Covenant⁵. The covenant is a voluntary statement of mutual support between a civilian community and its local armed forces representatives. It not only recognises the contribution of serving personnel, their families and veterans but importantly it identifies practical ways the Council can help them access support to help them adjust to life after leaving the services.

In this regard, where a priority system is in place this policy will class an application made by or on behalf of ex-service personnel as a priority 1 providing the priority status is supported by an Occupational Therapist and/ or GP.

14. Complaints

Complaints about service delivery should be made in writing or by phone to the Private Sector Housing Team Leader. Efforts are made to resolve complaints informally at the initial stage. However, if the complaint is not resolved in this manner, it will be investigated in accordance with the Council's Corporate Complaints procedure, a copy of which is available on the Council's website.

15. Policy Audit, Amendments and Review

The provision and performance of mandatory grants and financial assistance will be subject to regular monitoring and to internal and external auditing in order to ensure adequate procedures are in place and followed and that there is an appropriate use of public funds.

The relevant Head of Service acting in conjunction with the Portfolio Leader may from time to time make minor policy amendments which do not affect the broad thrust of the policies purpose and direction.

This Policy will be reviewed every 3 years or following significant changes to relevant legislation, Government guidance and local conditions and circumstances.

Next Review Date: March 2023

⁵ Cabinet on 20th December 2012 resolved and delegated authority to the Chief Executive to sign the Armed Forces Community Covenant (Minute 103A)

Appendix 1

Works Eligible for Grant Aid

Examples of the type of work that may be included in each of the purpose categories is listed below. It should be this list is not exhaustive and other adaptations/aids may be considered if recommended by the Occupational Therapist.

Facilitating access to and from the dwelling

- Ramped access to the main entrance door
- Widening doors
- Resurfaced path to the entrance door
- Structural alterations for the installation of a stair lift or step lift
- Handrails

Making the dwelling safe

- Provision of lighting where safety is an issue
- Adaptations designed to minimise the risk of danger where a disabled person has behavioural problems

Facilitating access to a room used for sleeping

- Provision of door widening
- Installation of a through-floor lift where the living area is on the 1st floor.

Facilitating access to a room usable as a principal family room

- Provision of a room usable for sleeping where the adaptation of an existing room in the dwelling (upstairs or downstairs) or the access to that room is unsuitable in the particular circumstances.

Facilitating access to a room in which there is a lavatory

- Provision of access to a room in which there is a lavatory.
- Provision of door widening or a through floor lift
- Provision of an adapted toilet

Facilitating access to a bathroom

- Provision of a level access shower or wetroom
- Provision of a thermostatically controlled shower or specialist bath

- Door widening

Facilitating access to a room in which there is a wash hand basin

- Provision of a wash hand basin, normally in the same room as the toilet.
- Relocation of a wash hand basin
- Replacement with a more suitable type.

Facilitating the preparation and cooking of food

- Alteration to the height of the kitchen sink
- A cooker point and oven-housing in a safe position and the provision of worktops either side if possible
- Work surfaces located beside the sink and each side of the cooker having a total length of 1.5m where spacing allows
- Accessible cupboards for food storage on an essential basis and space for a refrigerator

Please note

- Full adaptation will only be considered where the disabled person is the main or only user of the kitchen.
- Certain adaptations may be carried out to enable the disabled person to perform minor functions in the kitchen, such as preparing light meals or hot drinks, where most of the cooking and preparation of meals is done by another household member drinks
- Hobs, ovens, extraction systems and white goods are not provided under a DFG

Access to heating, lighting and power

- Provision or improvement the existing heating, lighting or power system in the dwelling to meet the disabled person's needs.
- relocation of power points or controls.

Please note

- A grant will not be given to adapt or install heating in rooms which are not normally used by the disabled person.
- The installation of central heating to the dwelling will only be considered where the well-being and mobility of the disabled person would otherwise be adversely affected.

Access to a garden

- Improving existing access where access cannot be gained via the main entrance.
- Provision of a suitable outdoor space that can be accessed safely from the dwelling to allow appreciation of the outdoor area by the disabled person.

Appendix 2

Test of Resources (Means Test)

A standard test of resources is undertaken for all applicants applying for a DFG in accordance with the Act to determine what, if any, contribution they are expected to make towards the cost of the adaptation work.

Children and young persons (under the age of 19 years) are exempt from the means test.

The Test of Resources only takes into account the resources of the disabled applicant and their spouse or partner, where applicable. It does not take into account the applicant's outgoings.

Applicants in receipt of one of the following types of income will be 'passport' through the means testing process:

- Income Support
- Income Based Job Seekers Allowance
- Income Based Job Employment Support Allowance
- Guarantee Pension Credit
- Housing Benefit
- Working/Child Tax Credit (if income for tax credits is below a specified amount)
- Universal Credit
- This list is prescribed by Central Government and may be amended from time to time.

Please note

Cannock Chase Council has resolved to remove the requirement for a Test of Resources for the following cases:-

- Applicants in receipt of the benefit called "Local Council Tax Reduction"
- Applications for Discretionary Hospital Prevention and Discharge Assistance and Dementia Friendly Assistance.

Appendix 3

Summary of Assistance available

The tables below summarise the measures covered in the Housing Assistance Policy

Description	New /Existing	Funding	Means Test	Land Charge	Objective
DFG (Mandatory Assistance)	Existing	£30,000	Y except where a child or on passported benefits	For cost over £5,000 Max charge £10,000 Duration 10 years	Adaptation of the home in accordance with the criteria in the Housing (Grants, Construction and Regeneration) Act 1996
Discretionary Assistance - Top- up grant	New Limit raised from £15,000	£20,000	As above	Y Full amount of grant	Provide for cost of the adaptation scheme where works exceed the Mandatory £30,000 limit
Discretionary – Hospital Prevention and Discharge Assistance	New	£12,000	N	Y Full amount of grant 10 years	Minor adaptations and other works designed to prevent admission to hospital, care or nursing home or assist with speedy discharge from hospital
Discretionary – Dementia Friendly - Dementia Cognitive and Behavioural Adaptations Grant	New	£10,000	N	Y Full amount of grant 10 years	Adaptations to assist the person diagnosed with dementia or cognitive/behavioural conditions to manage their surroundings and retain their independence.
Discretionary – Relocation Grant	New Limit raised	£7,000	Y except where a child or on passported benefits	Y Full amount of grant 10 years	To meet the reasonable costs associated with moving where the existing home is not suitable for adaptations

Description	New /Existing	Funding	Means Test	Land Charge	Objective
Discretionary – Carer support assistance	New	£15,000	Y except where a child or on passported benefits	Y Full amount of grant 10 years	Provision of appropriate accommodation for a carer where required to provide 24/7 care.
Discretionary – OT Assessment assistance	New	£200	N	N	Provision of Occupational Therapy report where an organisation/charity is to fund adaptation scheme
Discretionary – Assistive technology assistance	New	£3,000	Y	Y Full amount of grant 10 years	Supports a technology based approach to keeping people safe and well in their homes. eg life line, fall detectors, key safes – for purchasing equipment and monthly fee to connect with call centre (if required)

Other measures

Extended warranties: 3 years	New	As appropriate	Included in grant	As per grant	For all adaptations which require electrical installations such as through-floor lifts, step lifts, stair lifts, closomats etc.
Local Council Tax Reduction to be considered a DFG passport benefit	New	Not applicable	N	Not applicable	Anticipated to help people in sole receipt of this benefit to access necessary adaptations.
Discounting of first £5000 of applicants contribution following means testing	New	£5,000	Y	N	Anticipated to help people who are obliged to make a significant or unaffordable contribution to the adaptations required.

Data on DFG and Housing Assistance Delivery

Progress times - referral to completion

Calendar days			
	2019/20	2020/21	2021 (Q3)
Average	188	244	324
Minimum	27	49	96
Maximum	494	509	757
Median	190.5	211	261

Working Days			
	2019/20	2020/21	2021 (Q3)
Average	134	174	231
Minimum	19	35	69
Maximum	353	364	541
Median	136	151	186

Grants by Type awarded since Policy introduction

GRANT TYPE	NUMBER APPROVED (IN PROGRESS)	ACTUAL SPEND TO DATE* (£)
Discretionary Top Up	4 (8)	196,038
Hospital Discharge / Admission Prevention	1 (4)	8,175
Dementia-Friendly / CBD	0(1)	0
Care Support Assistance	0	0
OT Assessment	0	0
Assistive Technology	1(1)	712
Relocation	1	2,624

* includes whole grant award

Passported benefits

	18 months prior to HAP 2020	18 months post HAP 2020
Applications passported	71	64
Of which, total on LCTR	NA	19
Additional spend resulting to date	NA	58,029

Discounted Financial Contributions

Number of cases where first £5K contribution discount applied	18
Total discounted contributions (£)	29,459
Average discount per applicant (£)	1636
Total additional grant spend resulting from these cases (£)	147,335.96

Summary of closed cases due to ToR pre and post HAP introduction

	18 months prior to HAP 2020	18 months post HAP 2020
Total Referrals	227	305
Refusal to do Test of Resources (ToR)	20	26
Contribution too high	29	14
Number (%) withdrawing due to ToR	49 (22%)	40 (13%)