

**Meeting of:** Overview and Scrutiny Committee

**Time:** 6.30pm

**Date:** 13<sup>th</sup> November 2023

**Venue:** Council Chamber, The Business Centre, Futures Park, Bacup. OL13 0BB



**Supported by:** Carolyn Sharples, Committee and Member Services Manager, Tel: 01706 252422 or email [carolynsharples@rossendalebc.gov.uk](mailto:carolynsharples@rossendalebc.gov.uk)

**The meeting will also be live streamed at the following link:**

<https://www.youtube.com/channel/UCrLsMDOP7AYxik5pNP0gTIA/streams>

ITEM		Lead Member/Contact Officer
<b>A.</b>	<b>BUSINESS MATTERS</b>	
<b>A1.</b>	<b>Apologies for Absence</b>	
<b>A2.</b>	To approve and sign as a correct record the Minutes of the Overview and Scrutiny Meeting held on 25 <sup>th</sup> September 2023.	
<b>A3.</b>	<p><b>Declarations of Interest</b> Members are advised to contact the Monitoring Officer in advance of the meeting to seek advice on interest issues if necessary.</p> <p>Members are requested to indicate at this stage, any items on the agenda in which they intend to declare an interest. Members are reminded that, in accordance with the Local Government Act 2000 and the Council's Code of Conduct, they must declare the nature of any personal interest and, if the interest is prejudicial, withdraw from the meeting during consideration of the item.</p>	<p>Carolyn Sharples, Committee and Member Services Manager Tel: 01706 252422 Email: <a href="mailto:carolynsharples@rossendalebc.gov.uk">carolynsharples@rossendalebc.gov.uk</a></p>
<b>A4.</b>	<p><b>Urgent Items of Business</b> To note any items which the Chair has agreed to add to the Agenda on the grounds of urgency.</p>	
<b>B.</b>	<b>COMMUNITY ENGAGEMENT</b>	
<b>B1.</b>	<p><b>Question Time</b> Members of the public and councillors wanting to speak must be in attendance to participate.</p>	<p>Carolyn Sharples, Committee and Member Services Manager Tel: 01706 252422 Email: <a href="mailto:carolynsharples@rossendalebc.gov.uk">carolynsharples@rossendalebc.gov.uk</a></p>
<b>C.</b>	<b>CHAIR'S UPDATE</b>	
<b>C1.</b>	To receive any communications from the chair.	Councillor S.Barnes

The agenda and reports are also available for inspection on the Council's website <https://www.rossendale.gov.uk/>. Other formats are available on request. Tel 01706 217777 or contact Rossendale Borough Council, Futures Park, Bacup, OL13 0BB

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<b>D.</b>	<b>ORDINARY BUSINESS</b>	
<b>D1.</b>	Disabled Facilities Grant Policy Review	Kelly Jenkinson, Housing Renewal Manager, Private Sector Housing, <a href="mailto:kellyjenkinson@rossendalebc.gov.uk">kellyjenkinson@rossendalebc.gov.uk</a>
<b>D2.</b>	Quarter 2 Performance Management Report (July, August & September) 2023/24	Clare Law, Head of People and Policy <a href="mailto:clarelaw@rossendalebc.gov.uk">clarelaw@rossendalebc.gov.uk</a>
<b>D3.</b>	The Forward Plan <a href="#">Key decisions (forward plan)   Rossendale Borough Council</a>	Carolyn Sharples, Committee and Member Services Manager <a href="mailto:carolynsharples@rossendalebc.gov.uk">carolynsharples@rossendalebc.gov.uk</a>



**Rob Huntington**  
Chief Executive

**Date published:** 3<sup>rd</sup> November 2023

**MINUTES OF: OVERVIEW AND SCRUTINY COMMITTEE**

**Date of Meeting:** 25<sup>th</sup> September 2023

**Present:** Councillor S Barnes (Chair)  
Councillors D. Ashworth, Foxcroft, McMahon, Norton, Rooke and Thompson.

**In attendance:** David Smurthwaite, Director of Economic Development  
Clare Law, Head of People and Policy  
Jac Jordan, Account Manager - Viva PR  
Samantha, Sandford, Chief Executive - Rossendale Leisure Trust (RLT)  
Carolyn Sharples, Committee and Member Services Manager

**Also Present:** Councillors Ashworth, Lythgoe, McInnes and Oakes.  
3 members of the public

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**1. Apologies for Absence**

Apologies for absence were submitted from Councillors Coogan, Kenyon and Whitehead.

**2. Minutes**

**Resolved:**

That the minutes of the meeting on 12<sup>th</sup> June 2023 be approved as a correct record.

**3. Declarations of Interest**

Councillor Foxcroft declared a non-pecuniary interest in item E1 as he was as a RLT Board Member (minute 13).

**4. Urgent Items of Business**

There were no urgent items of business.

**5. Question Time**

There were no public questions.

**6. Chair's Update**

6.1 In relation to queries raised at previous meetings, information had been circulated to members in advance of the meeting, which included the following:

- Two briefing notes had been circulated to committee members on Climate Change and Ease the Squeeze to keep members informed of progress.
- Two workshops had taken place to discuss task and finish group work. The topics agreed were Road Safety and Temporary Accommodation.
- A focus group would meet quarterly to undertake finance scrutiny and feed back its findings to the committee. A budget consultation briefing meeting had also been scheduled for Monday 20<sup>th</sup> November 2023 at 6.30pm and would be open to all members to attend.
- After the last committee several actions were followed up all of which had been completed and related to:
  - Providing an update on how long people were in temporary homeless accommodation and also the turnover, including how many were presented and how many had gone into accommodation compared with how many were waiting to move on.

- Providing information on the number of homeless people as a result of domestic violence.
- Providing the quarterly numbers for fly tipping over last 12 months.
- Circulating the Risk Strategy.
- Providing information on the recycling pilot.
- Providing information on the monitoring and ownership of the Climate Change Network Facebook group.
- Providing information on why the payment of invoices had suddenly turned to red RAG status.
- Providing an update on the enforcement contract.
- Bringing the Communications Plan to the committee, which had been circulated to members and was on this evening's agenda.

## **ORDINARY BUSINESS**

### **7. Quarter 1 Performance Management Report (April, May and June) 2023**

- 7.1 The Head of People and Policy presented the Q1 Performance report and noted the changes to the report format and the reviewed key performance indicators (KPI's). It was intended that tier 1 information would be presented in future reports and tier 2 information was intended for services managers. Members were asked to consider whether they would prefer just tier 1 information or both tier 1 and 2 in future reports.
- 7.2 In response to members' questions the following clarification was given:
- The Council has seen Government funding reductions of c£4m pa since 2010, over the same period staff numbers had reduced from 223 to 168.
  - Where engagements were referred to regarding the Visit Rossendale website, this was the number of people that had clicked onto the website.

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### **N.B. Councillor Norton entered the meeting.**

- Several Economic Development websites were currently under review until the new website was launched. A 'we are updating' holding message would be placed on the website whilst the reviews and updating was completed.
- The new Council website had more functionality in relation to the collection and use of data, for example, spikes would be able to be seen.
- Training on the new Council website would take place for Web Champions.
- Compliments were shared via the Communications Team internally, going forward these would be shared via email with all staff and councillors.
- Compliments in quarter 1 were mainly for Operations and Corporate Support, but also included a few more unusual compliments (which were shared with the committee).
- Individual town vacancy rates were calculated by the town centre regeneration officers. Each town had different needs and required a different approach. Rawtall had seen significant improvements and Bacup results were around 15%, which was 1% above the national average. With the ongoing work, the impact would be seen in Haslingden and Waterfoot in the future.
- The processing of requests and enquiries had transferred to Corporate Support during Q1. Reports on these were reviewed by Corporate Management Team monthly and by service managers weekly. A more robust approach would be taken to chase outstanding information. Where regular information requests were made, the Council would look to provide frequently requested information on the web site.
- The data regarding Disabled Facilities Grants (DFG's) has been misinterpreted. The DFG annual target for this year was 80, which equated to 20 per quarter. Quarter 1

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performed above that by completing works relating to 4 grants. Lancashire County Council had put in place additional resources to reduce the Occupational Health assessment backlog and relieve the blockage for Local Authorities.

- The turn-around time from Rossendale Council receiving a referral to making contact with the customer was consistently less than 1 working day for DFG's.
- The DFG policy was currently under review to broaden the programme to achieve more of its spend.
- Each service area does a Business Continuity Plan and was expected to look at staffing and identify any gaps where additional resources were needed to mitigate staff leaving or retirement.
- Tier 2 information was used internally by managers at team meetings, particularly to have discussions around savings and efficiency.
- The new Council web site was expected go live on the 3<sup>rd</sup> October.
- With engagement there needed to be a way to measure sentiment, such as positive intentions by sharing or linking social media posts.
- Leaving feedback on web content was not possible but could apply to social media posts.
- The number of statutory indicators the Council was required to report on was relatively small. The rest of the indicators and information was provided to have good governance.

Several members commented that the new report was better presented and was easier to digest.

It was also requested to have status colours in written form, for those who could only access black and white report copies.

**Resolved:**

The Overview and Scrutiny Committee noted the update on the performance of the Council and made the following recommendations:

1. To add a link in the performance report to where the savings information could be found in the Audit and Accounts reports for further information.
2. To put a covering message on the Economic Development websites to say that information was currently under review.
3. Regarding the demographic split on the ageing workforce, to link this back to risk 5 and reference what contingencies were being put in place as mitigation for this.
4. To review whether the performance measure *Engagements with the Visit Rossendale Website* was an effective measure for Priority 1 – A Thriving Local Economy.

**8. Equality Report and Workforce Profile**

8.1 Members noted the update report on the workforce profile.

8.2 Members had been provided with the following clarification in advance of the meeting:

- All job descriptions were reviewed for each vacancy to ensure the criteria and qualification were still relevant. If possible, the qualification would be amended to request equivalent experience.
- Human Resources (HR) discuss with Managers the most appropriate place to advertise and attract potential applicants depending on the role. All roles were advertised via Department for Work and Pensions (DWP), Job Centre, social media, other local government job sites including Greater Jobs, and voluntary and community groups (via the Communities Team).
- All adverts include the salary details.

- The Council was currently developing an employee wellbeing strategy which would include menopause guidance for staff and managers. This was in addition to already circulating any information, training or workshops available.
- There were no roles within the Council that preclude women, 50% of the Council's workforce was in Operations, and there were female workers in traditionally male occupied roles e.g. Heavy Goods Vehicle (HGV) driver, waste operative, town centre caretaker and gardener roles.
- All application forms were redacted at shortlisting stage for age and gender.
- All managers receive recruitment and selection training, and if possible, a HR officer would be part of the recruitment and selection panel.
- Equality and diversity training was delivered periodically to staff and new starters.
- Currently there were no local trade union representatives and the Council was working with the regional representative. There was a productive relationship with the trade union.
- Current equality monitoring forms include categories for Male/Female/Other. Including a question - Do you currently live in the gender you were given at birth? Yes/No/Prefer not to disclose. The guidance within the Public Sector Equality should reflect the Census 2021 questions and only ask if an employee is Male or Female, and therefore we have only reported on Male and Female statistics. In addition, there is a recommendation in the Census 2021 to ask a gender identity question whether an employee's gender is the same sex as registered at birth. This is a voluntary question.
- It was confirmed that congratulations would be passed on regarding the Council's success with Public Sector Equality Duty.
- HR would include the image from [Interaction Institute for Social Change - Artist: Angus Maquire](#) in future training sessions.

In relation to follow up questions, the following was clarified:

- Job adverts were placed in the usual places including with the job centre, on the web site, distributed via the Communities Team to partners and voluntary groups and on social media. In addition to this, where relevant, managers were also consulted on any professional or specialist publications for specifically qualified roles.
- The Council was also working with Rossendale Works to see if there were opportunities to support those accessing the programme as well.

**Resolved:**

The Overview and Scrutiny Committee noted the Equality Report and Workforce Profile and recommended to continue to monitor the Council's progress on equality.

**9. Ombudsman's Annual Letter Annual Council Complaints Review**

9.1 Members noted the annual update report.

**Resolved:**

the report on the different types of feedback received by the Council, in addition to the Local Government Ombudsman (LGO) enquiries and complaints for the period 1st April 2022 to 31st March 2023.

**10. Communications Strategy 2023-25**

10.1 The Head of People and Policy and Account Manager, Viva PR presented the Communications Strategy 2023-25.

10.2 In response to members' questions the following clarification was given:

- The Council had a contract with local PR firm Viva PR to carry external communications, media relations, and reputation management.
- The contract was tendered in May 2022, for a 4 year period, reviewed on an annual basis.
- The contract manager was the Head of People and Policy.
- The Account Manager at Viva PR worked closely with the Council's Digital Marketing Apprentice to support social media and internal communications.
- Viva PR worked closely with officers and supported the development of the 2023-24 Communications Strategy, action plan and schedule, which would support the work plan for the next 2 years and support the delivery of the Valley Plan 2021-25.
- The Viva PR Account Manager supported officers in writing write press releases and acted as a press office for media enquiries.
- They also helped to create, develop and design corporate campaigns, such as *Rossendale Forest* and *Check Before You Chuck*.
- Social media figures were gathered from each platform and recorded by the Digital Marketing Apprentice.
- All media coverage was monitored and picked up by Viva PR and reported monthly to the Chief Executive and Council Leader.
- The report could be amended to make it clear that the Council was working with an external provider for external communications.
- An extra column on the action plan could be included for members to show what was going to be delivered.
- The Council previously had communications support from Blackburn with Darwen Council.
- A number of Viva PR staff were available to provide 24/7 support, but the Account Manager was the main point of contact.
- Work aimed to raise the Council's profile and be more proactive rather than reactive.
- Hyperlinks could be added where reference was made to other reports, so they could be read together.

**Resolved:**

The Overview and Scrutiny Committee noted the report and recommended the Communications Strategy 2023-25 to Cabinet for approval with the following recommended amendments:

1. To make it clear in the report that the Council was working closely with an external provider and to ensure that reference was made to how the decision was made to use an external company.
2. To provide information about what provision we asked for when the service was contracted out.
3. To share the additional column of information to the action plan to show the detail around the delivery of each action.

**11. The Forward Plan**

- 11.1 Members were updated on the Forward Plan and Overview and Scrutiny Work Programme for November and were encouraged to submit their questions in advance in relation to items on the next agenda.

**Resolved:**

The Forward Plan and Overview and Scrutiny Work Programme items were noted.

**12. Exclusion of Public and Press**

**Resolved:**

That the public and press be excluded from the meeting during consideration of the following items of business on the grounds that it involves disclosure of exempt information relating to the financial or business affairs of any particular person (including the authority holding that information) under Part 1 Paragraph 3 of Schedule 12A to the Local Government Act 1972.

**13. Rossendale Leisure Trust Business Plan Update**

13.1 Members discussed the update from the Leisure Trust.

**Resolved:**

The committee noted the update and asked for the Leisure Trust to consider their suggestions.

Members thanked the Chief Executive of Rossendale Leisure Trust for attending and for providing the informative update.

**(The meeting commenced at 6.30pm and concluded at 8.30pm)**

Signed.....

(Chair)

Date .....



<b>Subject:</b>	Disabled Facilities Grant Policy Review		<b>Status:</b>	For Publication	
<b>Report to:</b>	Overview and Scrutiny Committee Cabinet		<b>Date:</b>	13 November 2023 6 December 2023	
<b>Report of:</b>	Housing Renewal Manager		<b>Lead Member:</b>	Housing and Customer Services	
<b>Key Decision:</b>	<input checked="" type="checkbox"/>	Forward Plan	<input checked="" type="checkbox"/>	General Exception	<input type="checkbox"/> Special Urgency <input type="checkbox"/>
<b>Equality Impact Assessment:</b>	Required:	Yes	Attached:	Yes	
<b>Biodiversity Impact Assessment:</b>	Required:	No	Attached:	No	
<b>Contact Officer:</b>	Kelly Jenkinson		<b>Telephone:</b>	01706 252533	
<b>Email:</b>	kellyjenkinson@rossendalebc.gov.uk				

## 1. RECOMMENDATION(S)

**That the Overview and Scrutiny Committee make the following recommendation to Cabinet:**

- 1.1 To approve the Housing Assistance Policy 2023, replacing the Disabled Facilities Grant Policy 2020-22.**
- 1.2 To delegate authority to the Director of Economic Development, Head of Legal Services and Lead Member to procure a Home Improvement Agency.**
- 1.3 To delegate any future minor amends and changes to the Director of Economic Development in consultation with the Lead Member.**

## 2. EXECUTIVE SUMMARY

- 2.1 This Housing Assistance Policy is designed to support residents of Rossendale by providing comprehensive housing assistance, ensuring accessibility, safety, and comfort for all. This policy replaces the previous Disabled Facilities Grant Policy, expanding its scope to maximise spend and offer increased support to Rossendale residents.
- 2.2 The aim of our new Housing Assistance Policy is to:
  - improve the lives of people with disabilities by enabling access and movement around their own home with the use of adaptations
  - allow more effective use of the Better Care Fund by contributing to the aims of the fund, in particular, reducing hospital admissions and allowing early hospital discharges
  - reduce the need for domiciliary and residential care by allowing people with disabilities to live more independently in their own homes
  - provide advice, information and support regarding the adaptation of properties to meet accessibility needs, and provide a framework of assistance to vulnerable groups
  - treat individuals fairly regardless of age, sex, gender, disability and sexual orientation and to protect their rights under Data Protection and human rights legislation

### 3. BACKGROUND

3.1 In June 2023, Rossendale Borough Council launched a Housing Strategy for Rossendale. This Housing Strategy sets out Rossendale Borough Council's vision for housing in Rossendale in the next 5 years:

In the next 5 years, Housing in Rossendale will be accessible, affordable and appropriate.

3.2 A key objective of the Housing Strategy is to make the best use of existing housing in Rossendale and the updated Housing Assistance Policy is a clear effort to keep local people in their own homes.

New government guidance, published by the Department for Levelling Up, Housing and Communities and Department of Health and Social Care (Disabled Facilities Grant (DFG) Delivery: Guidance for Local Authorities in England) in 2023 has requested changes in the local authority approach to Disabled Facilities Grants (DFGs).

3.3 The current policy is outdated and a full overhaul is required to facilitate greater use of the Better Care Fund.

As evidenced from the table below (full document attached), the Council has had significant underspend for the last 5 years. By increasing our offerings and working with a Home Improvement Agency (HIA) the Council will be able to assist more people that it would otherwise have been unable to help due to policy restrictions.

	A	B	C	D	E	F	G	H	I
1	Year	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24 YTD	ESTIMATED 2023/24
2	Funding Received	£869,409.00	£1,063,527.00	£1,022,385.00	£1,160,178.20	£1,160,053.00	£1,160,053.00	£1,261,279.00	£1,261,279.00
3	Spend inc Fee's	£556,224.74	£889,935.48	£730,683.78	£486,192.08	£796,556.52	£804,126.39	£547,131.42	£937,939.58
4	% of Funding spent	64%	84%	71%	42%	69%	69%	56%	75%
5	Remaining Funding	£313,184.26	£173,591.52	£291,701.22	£673,986.12	£363,496.48	£355,926.61	£714,147.58	£323,339.42
6	Completions	74	103	127	60	86	74	62	106
7	Recs Received	90	164	159	124	117	98	72	123
8	Largest Grant Approved	£30,000	£30,000	£22,038	£36,935	£49,000	£62,356	£70,288	N/A
9				New policy introduced	Covid	Backlog			ESTIMATED, WORKING OFF YTD
10									
11	Total Underspend	£2,171,886.21	NOT INCLUDING THIS YEARS FUNDING RECEIVED						
12	Funding Received 2023/24	£1,261,279.00							
13		£3,433,165.21							

3.4 The Council must approve mandatory DFG applications made under section 23(1) of the Housing Grants, Construction and Regeneration Act 1996. In 2002, the Government provided opportunities for Local Authorities to provide other forms of financial assistance to address particular housing issues. This was the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002, which was further extended in 2008-9 to include use of the DFG money. This enables authorities to use specific DFG funding for wider purposes. The Council has discretionary powers under the legislation to provide assistance in any form for the purpose of improving living conditions.

#### About the DFG process

3.5 Rossendale Borough Council's mandatory role is to provide disabled facilities grants to Rossendale residents based on a referral from an Occupational Therapist. The Service User is visited upon receipt of the referral and works are discussed and agreed, a brief schedule is noted, the room is sketched and photos are taken (where applicable). All statutory paperwork is signed including: an application form, an owners/tenants certificate and all income details are taken where relevant.

3.6 If a means test is required, this is carried out by Council officers. This ascertains whether firstly, the grant is available or if there is a contribution required from the Service User.

Works under £7000 and people who are on a passported benefit automatically bypass the means test.

- 3.7 The grant covers both equipment purchases and construction related costs. All schemes are developed in line with the Council's procurement processes and where necessary statutory approvals are obtained.

Upon completion of the works, a final quality check is completed and then all associated balances are paid, formalising the completion of the grant.

#### **Approach to the new policy:**

- 3.8 The following approach has been taken to developing the new Housing Assistance Policy:
- Research – Officers have reviewed the existing policy with the new guidance published and then have completed an exercise with other local authorities to identify any differences and understand best practice ideas. Officers have looked at their spend and the types of schemes being funded as well as their internal processes and procedures.
  - Officer have engaged with key stakeholders, such as GP's , Social Care, Occupational therapists, charity organisations like Age Concern to gauge their feedback and to understand how the new policy could affect them and what their priorities are.
  - Officers have reviewed the feedback from our customer satisfaction surveys. This highlighted that there is a need to increase the awareness of the DFG opportunity and a campaign around this will be developed, including posters in GP surgeries, social media posts, a press release etc.
  - Officers have participated in briefing sessions with the Lancashire DFG group and relevant Council members.
- 3.9 Following this preliminary work, the policy has been drafted that clearly outlines the goals and objectives.

Further consultation has then taken place including focus groups with key stakeholders, an email to all stakeholders with an opportunity for them to comment on the draft policy as well as a session with Cabinet members.

Their feedback was collated and suggestions incorporated within the policy.

- 3.10 Revising the policy will unlock further opportunities for Rossendale residents allowing them to remain in an accessible home.

## **4. DETAILS**

The new policy is appended to this report.

#### **Key amendments of the new policy include:**

- 4.1 Lower the maximum grant allowance from £100,000 to £60,000 to bring this in line with other local authorities in the region. Government guidance states the maximum grant allowable per single application is £30,000, however this can be topped up providing it is set out in our policy.

Previous years highest grant amounts are set out below:

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Financial Year	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
	£30,000	£30,000	£22,038	£36,935	£49,000	£65,356

- 4.2 Increasing the threshold for bypassing the means test from £7,000 up to £10,000 due to the increasing costs for materials and labour.
- 4.3 Decreasing the threshold for bypassing the means test for one single item, to fall in line with the maximum grant allowance (£60,000).
- 4.4 Increasing the hospital discharge grant allowance from £2,000 to £3,000 to fall in line with other LA's.
- 4.5 Introducing a Home Improvement Agency partner which will increase our offering to complete various grants that are not currently delivered within the current policy.
- 4.6 Grants that will be delivered via Home Improvement Agency are as below:
- Dwelling dementia grants, none means tested, self-referral, upto £2,000.
  - Emergency works grants, means tested, self-referral, upto £15,000.
  - Safe and secure grants, means tested, self-referral, upto £5,000.
  - Handyperson service, none means tested, self-referral, £12/hour (max 2 hours)
  - Affordable warmth grants; The Council already delivers this through other secured funding but we are looking to extend it to the Better Care Fund to boost the amount of people the Council can assist.
- 4.7 A Social Care Capital programme is available to aid the use of previous years underspent of the Better Care Fund. These funds can be used to facilitate schemes within the community in public and commercial spaces. A proposal is presented to LCC whom make a decision and feedback. Officers have already approached LCC with regards to ramping and new disabled WC facilities at Haslingden Market, a Changing Places WC for a family support group and discussions are set in motion regarding funding part of a supported living accommodation development within the Borough. Internal Financial protocols will be followed with regards to the spend.
- 4.8 Continual evaluation in the form of customer satisfaction surveys, spend monitoring and the number of referrals will take place. It is anticipated to continuously review and revise the policy based on feedback, emerging trends and new evidence. It is requested that any future minor amendments be delegated to the Director of Economic Development in consultation with the Lead Member.

### **Policy implementation**

- 4.9 Although there are no major changes to processes and procedures relating to DFG's, there are some items that will require implementation:

- The existing DFG team will be trained on the new policy and the wider offer for Rossendale residents.
- An awareness and promotional campaign will take place and this will be monitored on engagement with the public.
- A home improvement agency partner will be appointed to deliver this aspect of the policy.

## 5. RISK

All the issues raised and the recommendation(s) in this report involve risk considerations as set out below:

The policy does not get approval.

*Mitigation:* the policy has been developed with close consultation with various stakeholders and has been welcomed by and several feedback opportunities have been offered to reduce this risk.

Unable to secure a Home Improvements Agency partner:

*Mitigation:* An annual amount of £50,000 has been portioned to this element. A market testing exercise has already taken place and there is strong interest from local providers.

No Pipeline of referrals from Occupational Therapists:

*Mitigation:* A large campaign to raise awareness of the grant funding will take place and this is supported by local GP's and Occupational Therapists.

Our spend is all-dependent on referrals coming through. There is a plan in place regarding advertising, which is supported by local GP's and OT's

## 6. FINANCE

- 6.1 All the above proposals are eligible expenditure under the Better Care Fund rules and will therefore be funded from the Council's DFG allocation. There is no additional cost to the Council.

## 7. LEGAL

- 7.1 The Council has a statutory duty to provide DFGs and is required by law to adopt and publish a policy detailing any assistance it wishes to offer to improve private residential property prior to offering such assistance.
- 7.2 The proposed Housing Assistance Policy 2023 sets out how the Council will meet these statutory duties and exercise its flexible powers when awarding housing assistance grants.
- 7.3 Once adopted, the power to provide financial assistance must be exercised in accordance with the policy.

## 8. POLICY AND EQUALITIES IMPLICATIONS

Policy and consultation implications are included within the body of the report.

A Full Equality Impact Assessment has been undertaken and it has been identified there are no disproportional impact on any of the protected equality groups, with positive impact on age and disability, any disproportional impact in the implementation of the policy will be given consideration in a relevant and proportionate manner.

## 9. REASON FOR DECISION

This Housing Assistance Policy is designed to support residents of Rossendale by providing comprehensive housing assistance, ensuring accessibility, safety, and comfort for all. This policy replaces the previous Disabled Facilities Grant Policy, expanding its scope to maximize spend and offer increased support to Rossendale residents.

Background Papers	
Document	Place of Inspection
Policy Comparison and Amendments	Attached
Draft Policy	Attached
Current Policy	Attached
Full EIA	Attached

	Rossendale BC - DFG Policy	Hyndburn - Housing Renewal Policy	Pendle BC - DFG Policy	Burnley - Housing Renewal Assistance Policy	Ribble Valley - Discretionary Disabled Facilities Grant Policy
<b>Funding</b>	£1,160,053	£1,095,958	£1,104,815	£2,722,544	£393,008
	No HIA	£24k Capital Grant to Homewise and referrals	No HIA	In house HIA	£5760 Capital Grant to Homewise and referrals
	No means test <£7k	No means test <£7k	No means test <£10k	No means test >£10k	No means test>£10k one single item
	Max Grant £100k	Max Grant £50k	Max Grant £40k	Max Grant £60k	Max Grant £55k
	Relocation grant >£5k	Relocation Assistance	Relocation Grant >£3k	Relocation Grant >£5k	
	Hospital Discharge Grant >£2K	Hospital Discharge Grant >£3K		Hospital Discharge Grant >£2k	
	Home Displacement Grant >£5.5k			Home Displacement Grant >£4.5k	
	Safe Homes Grant >£5k no means test	Home Security Assistance Grant >£3k		Safe and Secure Grant >£4k	
				Dementia Grant >£1k	Dementia Grant>£2k
				Handyperson service	
		Emergency Works Grant >£7k		Emergency Works Grant >£15k	
				Decluttering and Cleaning Grant >£5k	
				Energy Efficiency Measures >£1k	Home Safety and Energy Efficiency>£4k
				Empty home loans (not through BCF)	
	No means test for one single item or LAS				
	Warm Homes Grant >£3k no means test				

Type of Grant	Max Amount	Means Test	Application Type
Discretionary DFG	Decrease £60K	Yes	OT referral
Discretionary DFG >£10K	£10,000	No	OT referral
Discretionary DFG single item	£60,000	No	OT referral
DFG Fee's Grant	£2,000	part of grant	part of grant
Disability Relocation Assistance	£5,000	No	OT referral
Hospital Discharge Grant	£3,000	No	OT referral
The Home Displacement Grant	£5,500	No	Self referral
Dwelling Dementia Grant	£2,000	No	Self referral
Handyperson Services	£10/hour	No	Self referral
Emergency Works Grant	£15,000	Yes	Self referral
Safe and Secure Grant	£5,000	Yes	Self referral





## A large, light green, semi-transparent version of the Rosendale Borough Council logo is positioned in the background. Overlaid on this is the title 'Housing Assistance Policy' in a bold, black, sans-serif font. The words 'Housing Assistance' are on the top line, and 'Policy' is on the bottom line, both centered horizontally.

The Regulatory Reform (Housing Assistance)  
(England and Wales) Order 2002

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## **1.0 Introduction**

This document sets out Rossendale Borough Council's policies in relation to home improvements and focusses specifically on the provision of financial assistance and other forms of assistance that the Council can offer to improve the standards of housing and the quality of life for qualifying residents.

The Council must approve mandatory Disabled Facilities Grant (DFG) applications made under section 23(1) of the Housing Grants, Construction and Regeneration Act 1996. In 2002 the Government provided opportunities for Local Authorities to provide other forms of financial assistance to address particular housing issues. This was the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002, which was further extended in 2008-9 to include use of the DFG money. This enables authorities to use specific DFG funding for wider purposes. The Council has discretionary powers under the legislation to provide assistance in any form for the purpose of improving living conditions and specifically for:

- I. The acquisition of living accommodation, where the Council wish to purchase a person's home as an alternative to adapting, improving or repairing it
- II. The adaptation or improvement of living accommodation (including by alteration, conversion or enlargement)
- III. The repair of living accommodation
- IV. The demolition of buildings comprising or including living accommodation
- V. The construction or replacement of living accommodation to replace living accommodation that has been demolished

In 2016-17, the Better Care Fund (BCF) was introduced to be used locally on health and social care through pooled budget arrangements between Local Authorities and Clinical Commissioning Groups (CCGs). Part of the fund must be allocated for DFGs, which is paid to the Local Authorities. As DFGs are now a component within the Better Care Fund there is greater flexibilities to maximise the benefits for service users.

In order for the Council to use its discretionary powers under The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 to tailor local delivery, it must have this policy. This policy sets out the new flexibilities the Council is adopting in respect of DFGs, including, but not restricted to, changes to bypassing the means testing, supporting Rossendale Borough Council to meet its responsibilities and legal duties to support local communities and the individual needs of residents.

This policy will remain in force until such time as it is amended. It is intended that there will be a review of this policy biennially.

### ***Policy Priorities:***

- I. To improve the lives of people with disabilities by enabling access and movement around their own home with the use of adaptations
- II. To allow more effective use of the Better Care Fund by contributing to the aims of the fund, in particular, reducing hospital admissions and allowing early hospital discharges

- III. To reduce the need for domiciliary and residential care by allowing people with disabilities to live more independently in their own homes
- IV. To provide advice, information and support regarding the adaptation of properties to meet accessibility needs, and provide a framework of assistance to vulnerable groups
- V. To treat individuals fairly regardless of age, sex, gender, disability and sexual orientation and to protect their rights under Data Protection and human rights legislation

***Strategic context for the Policy***

The Councils Corporate Plan 2021-2025 details the vision for the Borough and how that vision can become a reality.

“Our vision is to have a thriving economy, built around our changing town centres, creating a quality environment for all and improving the life chances of all those living and working in our Borough”.

Our place, Our plan – Healthy and proud communities

“Enable residents to remain in their own homes and live independent lives through a comprehensive adaptations programme and working closely with health partners”.

The Councils Housing Strategy 2023-2027

Our vision “In the next 5 years, housing in Rossendale will be accessible, affordable and appropriate”.

Objective two: Introduce new policies that enable people to remain in their own homes in suitable and sustainable properties.



## **2.0 The Rossendale Home Improvement Agency (HIA)**

The Rossendale Home Improvements Agency is dedicated to helping vulnerable older and disabled residents live safely and with dignity in their own homes.

The agency service is available to people who are vulnerable and need help repairing, maintaining, or adapting their home. The HIA deliver a range of financial assistance as well as having trained advisers offering help and advice on a wide range of problems that might affect resident's homes. Services include

- Visiting clients at home
- Setting out housing options to help clients decide what type of housing is best suited to their changing needs
- Delivering a wide range of disabled adaptations within residents homes
- Assistance with repair work around the home
- Provision of a handyperson service, to carry out small jobs around the home
- Helping to make homes more energy efficient

Rossendale Borough Council's HIA strives to extend the healthy life expectancy of older people, by reducing the need for intensive emergency services, maximising income by offering advice on benefits. The HIA provides quick and flexible responses to local needs, improving resident's health and wellbeing and make a real difference to the lives of vulnerable residents.

### ***Summary of the types of assistance available***

In brief, assistance will be provided for the following purposes, details of which are provided later in this document

#### **Adaptations to the home**

- Disabled Facilities Grants (Mandatory)
- Discretionary Disabled Facilities Grants
- Relocation Grants
- The Hospital Discharge Grant
- The Homes Displacement Grant
- Minor Adaptations
- Dwelling Dementia Grants

#### **Improvements to the home**

- Handyperson Services
- Emergency Works Grants
- Safe and Secure Grants

## **3.0 Mandatory Disabled Facilities Grant**

### ***Introduction***

The Council has a statutory obligation to administer mandatory Disabled Facilities Grants (DFGs) to provide adaptations to enable disabled residents to live independently within their own homes.

The provisions governing mandatory disabled grants are contained in the Housing Grants, Construction and Regeneration Act 1996 as amended by the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002. Advice on delivery of DFG's and the role and responsibility of the Council and Social Services is contained in the Department for Education and Skills/Department of Health good practice guides "Delivering Housing Adaptations for Disabled People" and "Home Adaptations for Disabled People, A detailed guide to related legislation, guidance and good practice (Home Adaptations Consortium 2015)".

### ***Purpose***

This grant is intended to help people with disabilities to live more independently in their home. It includes essential adaptations to enable a disabled person to gain access into their dwelling, to move around it and to access kitchen and bathroom facilities.

Where it is not reasonable and practical to carry out the works, the applicant may be eligible for assistance to relocate to a more suitable property.

### ***Eligibility Criteria***

All owner-occupiers, tenants, licensees, or occupiers who can satisfy the criteria in sections 19-22 of the 1996 Act are eligible. Private tenants may apply following approval by the landlord to the adaptation work. Housing Association tenants are also eligible and are assessed for need and means tested on the same basis as private owners and tenants. The eligible works are set out in section 23(1) of the 1996 Act.

The property must be the person with a disability's main or only residence to be eligible to be adapted, and if that is not currently the case, then the person with a disability must intend to occupy it as their main or only residence, once the work has been completed, for the grant condition period.

The grant condition period is for 5 years and starts when the works have been completed to the satisfaction of both the Council and applicant. If an applicant is proposing to buy a new home, then a DFG can only be awarded once the purchase has been completed and this can be proven. If an applicant is looking to buy a new property, then they will be encouraged to liaise with the OT service and the Council regarding the suitability of the dwelling, to meet the needs of the person with a disability, whether it is possible to adapt the property, and the likely timescales, cost and contribution expected to do so.

If an applicant is eligible then the Council has a maximum of six months to 'determine' the application, which means approve or otherwise, however the determination should be carried out as soon as is reasonably practicable.

Works covered under Disabled Facilities Grant include:

- Facilitating access to the dwelling and garden, to overcome or remove any obstacles, and allow free movement around the property
- Making the dwelling or building safe, e.g. lighting or provision of a safe space
- Facilitating access to a living or family room
- Access to, or the provision of, a W/C, bath or shower (or both) and wash hand basin facilities
- Facilitating accessible food preparation/cooking amenities
- Improving or providing a suitable heating system where necessary
- Providing accessible sockets, switches and controls for power, light and heat
- Allowing better access to care for a dependant resident in the dwelling
- To allow access to the dwelling through common-parts of a building
- Fixed hoists, stair-lifts, through floor lifts, external step lifts
- Windows openers
- Facilitating wheelchair access internally

Where additional facilities are provided, the Council will generally expect adaptation of the living or dining room rather than the use of a bedroom.

Wherever possible adaptations will be provided within the existing curtilage of the building, with extensions only being considered where the adaptation could not fit within the property.

The Council will look at the total occupation and use of the property when making the assessment.

The grant will not be given towards alternative works and cannot be granted retrospectively if works had already started.

### ***Amount and Application***

The maximum mandatory DFG in England is £30,000 and this amount would be reduced by any contribution determined as payable under the means test.

The grant is means-tested, except if the application is on behalf of a child or young person aged 19 or below. Therefore, the applicants income and savings are required to be assessed to determine if the applicant has a contribution to make or even pay the whole cost. Applicants who receive certain specified “passport” benefits are exempt from the means-test, however the means-test is set by law and the Council does not have any discretion when applying it.

Referrals for DFGs are received from Lancashire County Council (LCC) who have the social care responsibility for Lancashire, to undertake assessments to determine the needs of disabled adults and children who live in Lancashire. The assessment is normally carried out by LCC’s Occupational Therapist (OT) service prior to an application for DFG funding. In some cases, the customer may come direct to the Council, who can employ a private OT to carry out the assessment of need if required.

Referrals can also be made by Trusted Assessor (Level 4) for similar adaptations including level access showers, stair-lifts and ramps.

On receipt of a referral from LCC, the Council will deal with each case on a priority basis, regardless of their tenure. Each case will be classified, by the recommendation of the OT, into one of the following categories:

- Urgent Priority
- Non Urgent Priority

Urgent priority cases will be dealt with first by the Council in periods of high demand, the date a referral is received is also taken into account when determining priorities.

An applicant must be 18 years or older. Parents or guardians are able to apply on behalf of children. Landlords are able to apply on behalf of their tenants.

If the applicant is an owner occupier then an Owners Certificate must be obtained certifying that the person with a disability intends to live in the property, as their main or only residence for at least 5 years from the date the work was finished.

If the applicant is a tenant, then a Tenants Certificate must be obtained certifying that the tenant (or the person with the disability), intends to live in the property as their main residence for at least 5 years from the date the work was finished.

As detailed legislation requires a decision from the Council to approve the grant or not within 6 months of receiving the full application (this includes all necessary information e.g. proof of home ownership or landlord consent and received estimates/tenders for the required work). The Council will also aim to complete the installation of all disabled adaptations within 12 months from the date of grant approval.

While the applicant can choose any contractor of their choice, the Council can support the applicant with the appointment of contractors through an 'Advisory List of Building Contractors' who are willing to undertake grant work to the legislative standards and specification required by the Council.

This is not an 'approved' list in that the Council does not act as a guarantor for the quality and standard of work achieved by these building contractors. However, the list does include contractors who have, in the opinion of the Council, generally carried out satisfactory work in the past, and who are prepared to provide estimates in connection with grant applications.

In most cases three estimates/tenders will be required for the proposed grant work, the successful contractor will be based upon price, availability and customer satisfaction. There are exceptions to the tendering process as stair lifts, through floor lifts, step lifts, ceiling track hoists and automatic wash-dry WCs and rise and fall baths form part of a scheme for the provision of equipment with LCC. The stated items are recommended by LCC, Rossendale then take ownership of the item, other than hoisting equipment who are then responsible for maintaining once the manufacturers warranty has expired. When the item is no longer needed the Council will remove the item so that it can be utilised by another customer.



## **4.0 Legal Charge and Repayment of Grant**

In accordance with the legislation set out in the Housing Grants, Construction and Regeneration Act 1996: Disabled Facilities Grant (Conditions relating to approval or payment of Grant) General Consent 2008, where the adaptation is carried out to a property which is privately owned and the cost of work is £10,000, or more, the Council may place a legal charge on the property through the Local Land Charges Register. The legal charge will last for 10 years. If the property is sold or otherwise changes ownership within 10 years of the completion date, the Council will normally require repayment of the grant, however each case will be judged on its own merits as detailed on the Repayment Conditions form the owner is required to sign. The maximum repayable amount at the change of ownership is £10,000 for a mandatory DFG up to £30,000, however in some cases where discretion is shown, and a grant is paid by the Council in excess of £30,000 then a legal charge may be placed on the property for the additional amount for a period of 10 years.

## **5.0 Discretionary Disabled Facilities Grant**

The Council has approved the discretionary element of the DFG allowing maximum assistance of £60,000 to account for the demand for more complex adaptations with the requirement for more specialist equipment and the increased in building and material costs.

The Council has removed the financial assessment (means test) for DFGs where the approved grant does not exceed £10,000, again, due to increased building and material costs.

The council has also removed the need for a financial assessment for DFGs where the cost exceeds £10,000 for the following types of adaptation requests, submitted by the Occupational Therapy service, providing the request contains only one of the following items:

- Level access shower
- Stairlifts
- Through floor lifts
- External step lifts
- Ceiling track hoists
- Wash-dry toilets

## **6.0 DFG Fees Grant**

The Council, at its discretion, may pay professional fees and associated charges required for preliminary DFG work to see if the project is feasible. The fees must be reasonable, and are limited to £2,000, and cover, but are not limited to, Surveyors fees, structural engineer and private OT fees. All fees must be agreed with the Council before any work takes place.

## **7.0 Disability Relocation Assistance**

### **Purpose**

Where a disabled person needs their home to be adapted to allow them to live independently or to be cared for and the costs of the adaptation are unreasonable, not reasonable and practicable and not cost effective, the Council will consider assistance towards the purchase of an alternative dwelling that is either adapted or has greater potential for suitable adaptation. This will be in the form of Disability Relocation Assistance.

### **Eligibility Criteria**

The approval of assistance is subject to an option appraisal looking at financial, social and technical aspects to ascertain the best course of action in relation to the disabled person's needs. Persons eligible include:

- Owner-occupiers, their dependants, mother, father, grandparents regardless of age, who are disabled or registerable as disabled
- Persons who are eligible and have applied for a mandatory DFG, where it is considered that the proposed adaptation is not reasonable or practicable
- The applicant lives at the existing property as their sole or main residence

Owner-occupiers may be assisted to move to a more suitable property (in the following circumstances):

- Where it is more appropriate to assist in the purchase of a fully adapted dwelling or flat that suits the individual's medical needs. The suitability of the new property for adaptation would need to be agreed with both the Occupational Therapist and the Housing Renewal Team
- Where it is more appropriate to assist in the purchase of a dwelling or flat that has greater potential for adaptation
- Where it is more appropriate to assist in the rehousing of the individual or family into a privately rented property, RSL property, sheltered housing scheme, care home

### **Amount and Application**

The maximum amount of assistance will be £5,000 and can be made up of a number of elements including legal fees, surveyors and estate agents fees and removal costs. The cost of assistance will be taken out of the £60,000 maximum individual entitlement for DFG. This amount will be in addition to the grant awarded for the adaptation works to the applicant's new property.

The Relocation Assistance will not be means tested. The applicant's contribution to the DFG, if any, will not affect the amount of assistance available. Where the applicant is transferring from home ownership into a tenancy, there will be similarly be no means test. Where the disabled person is a child, the assistance will not be subject to a test of resources (in line with current legislation for DFGs).

An application for assistance must:

- Be in writing specifying the dwelling the applicant is proposing to move to

- Be accompanied by a report from the Occupational Therapist confirming the new qualifying dwelling is suitable for the medical needs of the disabled person
- Be accompanied by a report confirming the new qualifying dwelling to be free from serious Category 1 Hazards under the HHSRS and will be suitable for the applicant and family to occupy. If requested, the Council can undertake this inspection. The Council retains the discretion to award an Emergency Work Grant in circumstances where it considers appropriate to do so in order to facilitate the relocation and adaptation works
- Be accompanied by an undertaking by the applicant where Category 1 Hazards exist, that the dwelling will be repaired prior to occupation and that assistance will not be released until it is. As indicated above, an Emergency Works Grant may be available for this purpose for persons who are eligible under the criteria
- Be accompanied by an owners certificate that it is intended that the house be occupied as the applicants main or sole residence throughout a 5-year grant condition period or shorter if health or other relevant circumstances dictate. If the applicant is required to move to another property, it is at the councils discretion whether further relocation assistance is reclaimed if the property is sold within the 5-year condition period
- An application will only be approved if accompanied by a proof of title from the applicant or their solicitor, showing the owns legal interest in the new property

## **8.0 The Hospital Discharge Grant**

### ***Purpose***

The council will help facilitate hospital discharges by supporting people with disabilities or vulnerabilities to return to a home which is suitable, safe and clean.

### ***Eligibility Criteria***

Residents of Rossendale living in their own home either in the private rented sector, social rented sector or owner occupiers who are disabled or vulnerable. Eligible works are not restricted to but can include:

- Small emergency repairs
- Removal of trip/falling hazards
- Clearing properties
- Cleaning properties

### ***Amount and Application***

The grants are not means tested and can fund works up to the cost of £3000. The funding will be available where there is no other relevant health or social care funding obtainable, and following a referral from an Occupational Therapist, Clinical Health Practitioner from the Integrated Neighbourhood Team or other health care professional. The grant does not cover packages of care or resettlement funded by the NHS or Social Care.

An application for assistance will be in writing and include either a tenant or owners certificate.

## **9.0 The Home Displacement Grant**

### ***Purpose***

In extreme and rare circumstances residents and in some cases their household may have to move to temporary accommodation whilst major adaptation work through a disabled facilities grant is undertaken. This grant is to support the residents to move temporarily, it is not to cover the social care costs or residents staying in residential care temporarily.

### ***Eligibility Criteria***

A disabled facilities grant has been approved for major adaptation work, it has been agreed in writing by the Council that temporary accommodation is required during the grant work being undertaken and residential care is not a suitable form of temporary accommodation for that resident.

### ***Amount and Application***

The grants are not means tested and can fund alternative accommodation up to £5,500 or £55 per night of temporary accommodation, whichever amount is the lowest. While the Council will support the resident, they are responsible for finding suitable alternative accommodation and providing evidence such as an invoice of the cost. The Council will not pay more than the actual cost of the temporary accommodation.

An application will be made in writing.

## **10.0 Minor Adaptations**

### ***Purpose***

If an adaptation is expected to cost below £1,000 then it will be considered to be a minor adaptation and Lancashire County Council will arrange for those works to be completed without the need for a referral to the Council.

## **11.0 Dwelling Dementia Grants**

### ***Purpose***

Home improvement dementia grants are available for people with dementia or memory loss to help fund a range of adaptations to their home or to provide equipment which may help people to live well at home. This could include buying bespoke products or the use of colour and contrast to aid orientation in the home.

### ***Eligibility Criteria***

Residents of Rossendale living in their own home either in the private rented sector, social rented sector or owner occupiers and who have received a clinical diagnosis of dementia or who are experiencing memory loss. Eligible works are not restricted to but can include:

- High lumens light bulbs
- Coloured sticky covers for light switch plates
- Coloured strips to indicate edges of stairs
- Key locators
- Memo minder
- Coloured key fobs
- Key safe
- Signage
- Notice board/white board
- Big button telephone
- Dementia clock
- Magiplug (for all sinks)
- Large or small locks for cupboard doors
- Additional shelving
- Touch bedside light
- Day/night clock
- Bathroom slip mat
- Coloured toilet seat
- Coloured towel rail
- Grab/handrails
- Wet rooms/bathroom adaptations

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BOROUGH  
COUNCIL

### ***Amount and Application***

The grants are not means tested and can fund aids/equipment up to the cost of £2000. The grants will take the form of adaptations and equipment to the home rather than a monetary award.

Referrals can be made in writing from a range of agencies including Age Concern, GP's, early intervention dementia service, integrated neighbourhood team, Cross Roads Care, social prescribing workers, occupational therapists, social services, carers link and via self-referral and through family members.

## ***12.0 Improvements to the Home***

### ***Handyperson Services***

#### ***Purpose***

To assist older, disabled and vulnerable people to live independently in their own homes for longer in greater levels of comfort and security by undertaking small jobs that will:

- Prevent falls and accidents
- Prevent delayed discharges from hospital
- Improve home security
- Improve energy efficiency
- Prevent fire and detection of carbon monoxide

To give residents support from somebody they can trust to provide a wide range of affordable small jobs where it is difficult to find “ordinary” trades people who would be prepared to undertake such work.

### ***Eligibility Criteria***

Residents of Rossendale living in their own home either in the private rented sector, social rented sector or owner occupiers who are aged 65 or over, disabled or vulnerable. Eligible works and services will include:

- Small building repairs
- Minor adaptations (such as installation of grab rails or temporary ramps)
- “Odd” jobs (for example, putting up curtain rails and shelves, moving furniture, installing smoke and carbon monoxide alarms, changing light bulbs)
- General home safety checks with remedial action (for example safety checking or repairing/replacing appliances)
- Falls/accident prevention checks with remedial action (for example, securing loose carpets or putting up grab rails)
- Security checks with remedial action (for example, checking and replacing window and door locks)
- Energy efficiency (for example installing low energy light bulbs, draft proofing)
- Signposting clients for other services

Jobs in private or social rented properties will only be undertaken providing the works are not the responsibility of the landlord and the tenant has the permission of the landlord to carry out the work.

Handyperson jobs will not normally take more than 2 hours to complete. It will sometimes, however, be efficient to combine numerous smaller jobs in one visit.

### ***Amount and Application***

This assistance is not means tested and the hourly labour rate is subsidised by the Home Improvement Agency to cost £12. Residents are required to pay for any materials that are needed to carry out the requested work.

Enquiries for the handyperson service will be made by telephone. Proof of landlord permission for private and social tenants will be required. The Home Improvement Agency can support tenants to obtain this.

## **13.0 Emergency Works Grant**

### ***Purpose***

The grant is available to remedy urgent disrepair where there is a danger to the occupants health, safety or welfare. The grant is available where works or repair have been identified as being Category 1 hazards (A to C) or high Category 2 hazards (D to F) under the Housing Health and Safety Rating System that pose a risk to the occupants of a property. The grant is not for larger scale home improvements but to help remove significant hazards to help the resident stay in their own home.

### ***Eligibility Criteria***

To qualify a person must be an owner-occupier (including a Park Home owner) in receipt of income related benefits and aged 65 or over or must be a disabled person in receipt of income related benefits.

For the Council to consider applications for Emergency Works Grant the applicant must occupy the property as their only residence or care for an elderly, disabled or infirm person.

In most cases, private tenants will not be eligible as usually the landlord would be expected to carry out such works as part of their repairing obligations for the property. Housing Association tenants are not eligible as there are systems in place to report and deal with emergency repairs.

All applicants will be asked whether they have an emergency response service contained within an insurance policy. If so, they should approach their insurance company in the first instance.

Eligible works include but are not restricted to:

- Essential repairs to electrical wiring where this has been assessed as dangerous
- Dry and wet rot
- Extensive raining in, damp and mould growth
- Essential repairs to heating or hot water systems
- Rotted windows and or doors that are causing excess cold

### ***Amount and Application***

The maximum amount of grant is £10,000 and it is means tested. In cases of Emergency Works Grants here the amount of assistance required to remove a Category 1 hazard or high Category 2 hazard or to deal with unforeseen works exceed £10,000, the grant limit can be raised to a maximum of £15,000. The additional amount will be reserved for essential major works where imminent risk exists such as re-roofing, structural works and other works considered essential by the Council.

The application will be made in writing and will require an owners certificate.

On completion and payment of the works, further terms and conditions will apply. There will be a condition period, which means the period of 5 years beginning with the certified date in the case of any grant assistance. The certified date is the date the eligible works were completed to the satisfaction of the Council.



Within a period of 5 years from the certified date, the property must be occupied by the applicant(s) and/or members of his/her immediate family. This means the property must be occupied by one of the following as their only or main residence:

- The applicant
- The applicants spouse or partner
- The applicants son/daughter (including stepson/daughter)
- The applicants mother/father (including stepfather/mother)

If the property is sold or other relevant disposal made or the Council has reason to demand repayment of the financial assistance within the condition period, the Emergency Works Grant must be repaid in full.

The Council may waive its demand for immediate repayment of Emergency Works Grant and allow the transfer of conditions to a new or additional owner(s) if there has been an exempt disposal.

In most circumstances, one grant only will be permitted to the property in a period of 5 years. The Council will only permit a successive grant application on the same property within the 5 year period if the application is to remedy a new Category 1 hazard, which has arisen in the property and which poses a serious risk of injury to the occupier. After the 5 year period, a successive grant application will only be permitted for items of work, which are different to the previous grant or require the same type of work to a different part of the property.

All eligible grant works shall be carried out within 12 months from the date of approval of the application. The Council may extend this period if it is satisfied that the eligible works cannot be carried out without carrying out other works, which could not have reasonably been foreseen when the application was made.

If the eligible works are not completed within 12 months from the date of approval and there is deemed to be unnecessary delay, or the Council has reason to believe that the grant will not be completed, the Council may pay grant on the completed works undertaken then cancel the grant on the remaining works.

## ***14.0 Safe and Secure Grant***

### ***Purpose***

The grant is to help older, disabled or vulnerable residents to feel safe and secure in their own home.

### ***Eligibility Criteria***

Residents of Rossendale living in their own home either in the private rented sector, social rented sector or owner occupiers who are aged 65 or over, disabled or vulnerable.

Eligible works can include but are not restricted to:

- New window and door locks



- New front and rear doors if they are insecure
- Secure gates
- Fencing
- Security lighting
- Home security kits

### ***Amount and Application***

The maximum amount of grant is £5,000 and it is means tested.

The application will be made in writing and will require an owner or tenant certificate.

In most circumstances, one grant only will be permitted to the property in a period of 5 years.

## ***15.0 Affordable Warmth Assistance***

The Affordable Warmth Scheme is a Government initiative designed to help householders who receive certain state benefits, to replace their faulty electric storage heaters or faulty central heating boilers.

Affordable Warmth Scheme Qualifying Criteria regarding your home.

You live in your own home, or if you rent your home from a private landlord it must have an EPC rating of E or above.

Affordable Warmth Scheme Qualifying Criteria regarding your State Benefits.

You receive at least one of the following state benefits or qualify under eco flex rules:

Pension Credit – Guarantee Credit

Pension Credit – Savings Credit

Universal Credit

Child Tax Credit

Working Tax Credit

Income-Related Employment and Support Allowance (ESA)

Income-Based Job Seeker's Allowance (JSA)

Income Support

Child Benefit (subject to maximum household income thresholds)

Housing Benefit

ECO Flex Rules allow local councils to recommend that a householder qualifies for the gas central heating grants for pensioners scheme without the need to receive one of the qualifying benefits above.

To satisfy Affordable Warmth Scheme Qualifying Criteria for a Storage Heater Grant:

You must have at least one existing electric night storage heater installed in your home which is faulty or inefficient, OR you have electric panel heaters in your home.

To satisfy Affordable Warmth Scheme Qualifying Criteria for a Boiler Grant:

You must have a boiler installed in your home which is either:

Less than 86% efficient (C rated or below) AND broken.

(In most cases you must also have insulation installed under the ECO Scheme)

## ***16.0 Review of the Policy***

Where it is considered that there are exceptional circumstances, which warrant consideration outside of this policy, an application may be made to the Head of Housing and Regeneration in conjunction with the Lead Member for an appropriate decision and each case will be considered with regard given to the Council's statutory responsibilities, overall priorities, and the financial resources available.

This policy will be kept under review and will be subject to progressive amendment. The development of further measures and options for intervention and assistance will continue in line with the Council's priorities and resources.

## ***17.0 Compliments, Complaints and Appeals***

The Council is keen to receive feedback from all applicants for assistance on how it performed. Applicants may include comments on the customer satisfaction questionnaires, which will be sent out following the completion of the individual casework.

All applicants for Council assistance who are dissatisfied with the way the Council performed have the right to make comment to the Council using the formal complaints procedure about any aspect of the service received. A detailed response will be given in all cases.

Any applicant wishing to appeal against a decision on the provision of financial or other assistance may appeal in writing to the Head of Housing and Regeneration, setting out the grounds for appeal.

## Disabled Facilities Grant Policy 2020-22

Other formats are available.  
Please call 01706 217777 or  
visit our One Stop Shop at  
Futures Park, Bacup.

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## 1. Introduction

Under the Housing Grants, Construction and Regeneration Act 1996 (the Act), Rossendale Borough Council (the Council), in its capacity of a housing authority, has a statutory duty to provide Disabled Facilities Grants (DFGs) to applicants who qualify. The primary aim of DFGs is to provide aids and adaptations to enable people with disabilities to live independently and safely in their own homes. This policy sets out the mandatory legal framework for DFGs, and how the Council intends to use its powers under the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 (RRO) to provide discretionary interventions to promote independent living and well-being.

In order for the Council to use its discretionary powers under the RRO it must have a policy. This policy sets out the new flexibilities the Council is adopting in respect of DFGs, including, but not restricted to, changes to the maximum award and as ceiling for means testing.

## 2. Aims of the Policy

- To improve the lives of people with disabilities by enabling access and movement around their own home with the use of adaptations
- To allow more effective use of the Better Care Fund, cutting out bureaucracy and contributing to the aims of the fund, in particular, reducing hospital admissions and allowing early hospital discharges.
- To reduce the need for domiciliary and residential care by allowing people with disabilities to live more independently in their own homes.
- To provide advice, information and support regarding the adaptation of properties to meet accessibility needs, and provide a framework of assistance to vulnerable groups
- To treat individuals fairly regardless of age, sex, gender, disability and sexual orientation and to protect their rights under Data Protection and human rights legislation.

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### 3. Links with the Council’s Corporate Strategy 2017-21

The policy works towards Priority 3 of the Council’s Corporate Strategy, which is **a proud, healthy and vibrant Rossendale**, in particular the Key Action of Healthy and the following objectives:

- Work with partners to improve the health and wellbeing of our residents, particularly through sport, leisure and our well used parks and open spaces
- Protect the most vulnerable in our communities

### 4. Mandatory Disabled Facilities Grant

#### 4.1 Legal Framework and Eligibility

Although DFGs were introduced in 1990 the principal legal provisions are contained in the Housing Grants, Construction & Regeneration Act 1996 (the Act) and subsequent associated regulations. The following is a summary of main legal provisions that apply to mandatory DFGs:

- A customer, who defined by the Act as a person with a disability, is eligible for assistance.
- DFGs are mandatory grants which are available to people with disabilities for works which are necessary and appropriate to meet their needs, and when it is considered reasonable and practicable to carry out the works when having regard to the age or condition of the dwelling or building.
- DFGs are means-tested, except if the application is on behalf of a child or young person aged 19 or below. Therefore, the applicant’s income and savings are required to be assessed to determine if the applicant has a contribution to make or even pay the whole cost. Applicants who receive certain specified “passport” benefits are exempt for the means-test, however the means-test is set by law and the Council does not have any discretion when applying it.
- If an applicant is eligible then the Council has a maximum of six months to ‘determine’ the application, which means approve or otherwise, however the determination should be carried out as soon as is reasonably practicable.

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- The maximum mandatory DFG in England is currently £30,000, and this amount would be reduced by any contribution determined as payable under the means-test.
- The Council has the power to recover grants if the dwelling is sold within 10 years, with a maximum recoverable amount of £10,000. Grants below £5,000 are excluded from the recovery powers, and it must be 'reasonable' for the Council to require the repayment given the circumstances.
- The duty to provide DFGs is 'tenure blind', and therefore applications from home owners or those renting in the private or social sector are treated equally depending on their needs.
- An applicant must be 18 years of age or older.
- Parents or guardians are able to apply on behalf of children;
- Landlords are able to apply on behalf of their tenants;
- The property to be adapted must be a legal residence, and this can include dwellings, houseboats, caravans and mobile homes as well as buildings which contain dwellings.

## 4.2 Eligible works for Disabled Facilities Grants

The Act sets out for what purpose DFGs can be used and applies to all legal residences. Eligible works under the Act in respect to assisting the person with a disability are summarised below:

- Facilitating access to the dwelling and garden, to overcome or remove any obstacles, and allow free movement around the property.
- Making the dwelling or building safe, e.g. lighting or provision of a safe space.
- Facilitating access to a living or family room
- Access to, or the provision of, a W/C, bath or shower (or both) and washhand basin facilities.
- Facilitating accessible food preparation/cooking amenities.

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- Improving or providing a suitable heating system where necessary.
- Providing accessible sockets, switches and controls for power, light and heat.
- Allowing better access to care for a dependant resident in the dwelling.
- To allow access to the dwelling through common-parts of a building.

### 4.3 Referrals for Disabled Facilities Grants

Lancashire County Council (LCC) has the social care responsibility for 12 districts in Lancashire including Rossendale, whilst Rossendale Borough Council (the Council) and the districts are responsible for statutory housing functions. Therefore LCC has a duty to assess of the needs of disabled adults and children who live in Lancashire, and the assessment is normally carried out by LCC's Occupational Therapist (OT) service prior to an application for DFG funding. In some cases the customer may not come through LCC and customer makes an application direct to RBC, and in these cases RBC reserve the right to employ a private OT to carry out the assessment of need required.

### 4.4 Prioritisation of DFG Applications

On receipt of a referral from an OT, the Council will deal with each case on a priority basis, regardless of their tenure. Each case will be classified, by recommendation of the OT, into one of the following categories:

- High Priority
- Standard Priority

High Priority cases will be dealt with first by the Council in periods of high demand, and the date a referral is received is also taken into account when distinguishing between referrals.

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## 4.5 Lancashire County Council Financial Threshold

If an adaptation is expected to cost below £1,000 then it will be considered to be a Minor Adaptation and LCC will arrange for the works to be completed and a referral will not be made to the Council.

## 4.6 Residence and Ownership

The property must be the person with a disability's main or only residence to be eligible to be adapted, and if that is not currently the case, then the person with a disability must intend to occupy it as their main or only residence, once the work has been completed, for the grant condition period. The grant condition period is for 5 years, and starts when the works have been complete to the satisfaction of both the Council and applicant.

If an applicant is proposing to buy a new home, then a DFG can only be awarded once the purchase has been completed and this can be proven. If an applicant is looking to buy a new property, then they will be encouraged to liaise with the OT service and the Council regarding the suitability of the dwelling to meet the needs of the person with a disability, whether it is possible to adapt the property, and the likely timescales, cost and contribution expected to do so.

If the applicant is an owner occupier then an **Owner's Certificate** must be obtained. The Owner's Certificate needs to certify that the applicant has or proposes to acquire an owning interest in the property, and that the person with a disability intends to live in the property, as their main or only residence, during the course of the grant condition period.

If the applicant is a tenant then a **Tenant's Certificate** must be obtained. The Tenant's Certificate needs to certify that the application is a tenant's application, and that the tenant (or the person with a disability), intends to live in the property, as their main or only residence, during the course of the grant condition period (providing it is possible due to health and other factors). For rented properties an Owner's Certificate is also needed to be provided by the owner.

If the applicant lives in a **house boat, caravan or mobile home** then an **Owner-Occupation Certificate** must be obtained. The **Owner-Occupation Certificate** needs to certify that the application is an occupier's application, and that the occupier, (or the person with a disability, intends to live in a house boat, caravan or mobile home, as their main or only residence, during the course of the grant

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condition period (providing it is possible due to health and other factors). For rented properties an Owner’s Certificate also needs to be provided by the owner. A consent certificate , consenting to the work being carried out, is also required from each person, apart from the applicant, who is entitled to possession of the premises where the houseboat is moored, or caravan or mobile home are pitched.

#### 4.7 Legal Charges

In accordance with the legislation set out in the Housing Grants, Construction and Regeneration Act 1996: Disabled Facilities Grant (Conditions relating to approval or payment of Grant) General Consent 2008, where the adaptation is carried out to a property which is privately owned and the cost of the work is £10,000, or more, the Council may place a legal charge on the property through the Land Registry.

The legal charge will last for ten years. If the property is sold or otherwise changes ownership within ten years of the completion date, the Council will normally require repayment of the grant, however each case will be judged on its own merits as detailed on the Repayment Conditions form the owner is required to sign.

The maximum repayable amount at the change of ownership is £10,000 for a mandatory DFG up to £30,000, however in some cases where discretion is shown and a grant is paid by the Council is in excess of £30,000 then then a legal charge may be placed on the property for the additional amount for a period of 10 years.

#### 4.8 The DFG application process: considering alternative options

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

- Alternative options such as a possible move to a property owned by a Registered Provider or a private sector property.
- If the customer is a Registered Provider tenant, the Council will liaise with the Registered Providers to determine whether it is more cost effective for the applicant to transfer to another property rather than adapt the existing property.
- Complete a financial assessment to determine eligibility for assistance and if a financial contribution will need to be made by the applicant.
- Explore options to assist the applicant in funding any contribution required by them.

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## 5. Tendering of DFGs

In accordance with the Council's procurement policy, if the anticipated cost of work is lower than £10,000 two quotations are required. If the anticipated cost of work exceeds £10,000 three quotations are required from the Council's list of contractors who have expressed interest in tendering for such work.

The lowest quotation that meets the specification usually wins the tender, however the customer may select a higher value tender provided they are willing to pay the difference between their preferred contractor's quotation and the lowest. To ensure value for money, the Council will estimate the cost of job using a schedule of works as a benchmark for comparing the value of tenders.

There are exceptions to the tendering process as stair lifts, through floor lifts, step lifts, ceiling track hoists and automatic wash-dry WCs and rise & fall baths form part of a scheme for the provision of equipment with LCC. The stated items are recommended by LCC, who take ownership of the item as well as the responsibility to maintain it once the manufacturer's warranty has expired. When the item is no longer needed LCC will remove the item so that it can be utilised by another customer.

## 6. Service standards

Legislation requires a decision from the Council to approve the grant or not within 6 months of receiving the full application (this includes all necessary information e.g. proof of home ownership or landlord consent); the Council will aim to achieve this within 4 weeks. In addition the Council will use reasonable endeavours to meet the following standards:

- After receiving a recommendation from the LCC OT service we will write to the applicant within 5 working days to acknowledge the DFG request has been received and a 'Preliminary Test of Resources from' will be sent.
- Urgent cases will be visited within 4 weeks, and non-urgent cases will be visited in order of recommendation received.
- In accordance with legislation, the Council will aim to complete the installation of all disabled adaptations within 12 months from the date of grant approval.
- The Council aims to process applications fairly, efficiently, courteously and promptly.

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- The Council aims to pay grant money due within 30 days of a valid claim on certified work.

## 7. Other Options

Registered Providers have the discretion to offer a tenant living in an adapted property, where the adaptations are no longer needed, a disturbance grant to help them move into a non-adapted property and for a DFG applicant to move into the existing adapted property. The discretionary move requires the agreement of both the tenant living in the adapted property and the DFG applicant.

There are benefits to the arrangement as it ensures resources within the borough are effectively utilised and may enable needs to be met more quickly. Registered Providers will seek to optimise the use of their stock by facilitating the transfer of an existing tenant whose needs may be better met by a move to more suitable accommodation such as a ground floor flat or bungalow, rather than adapting their existing home.

Applicants should refer to the Registered Provider's policies for further details on this option. The Council will expect the applicant to accept a reasonable offer of suitable alternative accommodation rather than progress a DFG application.

## 8. Better Care Fund

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

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

The Better Care Fund 2016/17 Policy Framework refers to the Better Care Fund as *“the biggest ever financial incentive for the integration of health and social care...it requires Clinical Commissioning Groups and Local Authorities to pool budgets and to agree an integrated spending plan for how they will use their Better Care Fund allocation”*.

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

The current Better Care Fund policy framework 2017 to 2019 can be accessed below:

<https://www.gov.uk/government/publications/integration-and-better-care-fund-policy-framework-2017-to-2019>

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

<http://www3.lancashire.gov.uk/corporate/web/?siteid=6715&pageid=40271&e=e>

The Health and Wellbeing Board is administered by LCC, and thus it is ultimately via LCC that the Council now receives its funding allocation to provide DFGs for residents of Rossendale.

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

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

## **9. Maximum DFG entitlement**

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

The Council recognise that extremely complex adaptation cases, mainly for children, involve ground floor extensions plus specialist equipment, resulting in tenders which exceed £30,000.

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The ability to award grants above the mandatory maximum will help the customers to receive adaptations more quickly, rather than seeking alternative sources of funding which is a lengthy process. In exceptional circumstances, at the discretion of the Council and consultation with health and/or social care professionals, the Council may award grants exceeding £30,000 up to a limit of £100,000 from 1<sup>st</sup> January 2020, which is an increase on the £60,000 maximum award introduced on 1<sup>st</sup> October 2018. DFG awards above £30,000 will be required to be signed off by the relevant Director after formal consultation with the Portfolio Holder.

## 10. Flexible DFG Arrangements

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

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

The Council made use of the RRO provisions to enable it to use funds received from the Better Care Fund more flexibly, responsively and effectively from 1<sup>st</sup> October 2018, and subject to available funding, the Council will use its powers to offer discretionary assistance as detailed in this section. However the Home Displacement Grant (see 10.8) is additional to the previous version of the policy and will be introduced from 1<sup>st</sup> January 2020.

### 10.1 Threshold for Financial Assessment

The Council has removed the financial assessment for DFGs in the following instances:

- All works where the cost of the approved grant does not exceed £7,000.
- Hospital discharge in urgent/extreme circumstances, cases identified by health and/or social care professionals, including where the costs exceed £7,000.
- At the discretion of the Council in consultation with health and/or social care professionals, including where the costs exceed £7,000.
- If the costs exceed £7,000 for the following types of adaptation requests, submitted by the Occupational Therapy service, providing the request contains only one of the following items:

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- Level Access Shower
- Stairlifts (via LCC Equipment Scheme )
- Through Floor Lifts (via LCC Equipment Scheme)
- Ceiling Track Hoists (via LCC Equipment Scheme)
- Wash-dry toilets (via LCC Equipment Scheme)

If additional works are required after approval of the grant that would increase the amended approval cost above £7,000 there will be no retrospective means test carried out.

### **10.2 Assistance with Assessed Contribution following a Means Test**

The Council is aware that in some cases there may be difficulty for the applicant paying the assessed contribution. In such cases applicants will be able to complete a financial statement detailing their income and outgoings, and at the discretion of the Council the contribution may be reduced or rescinded if appropriate. Assistance will be awarded on a case by case basis, and is aimed at stopping applicants facing hardship in order to receive appropriate adaptations to their home.

### **10.3 Relocation Grant**

In cases where the Council deem it not reasonable and practicable to adapt an applicant's current home to meet their needs, then a grant of up to £5000 may be awarded at the Council's discretion to assist the applicant to move to a more suitable home in addition to any adaptations required. The assessment of the suitability for adaptation of the existing and new property will be carried out by the Council in close liaison with a LCC OT. The OT will assess that the new property is suitable to meet the needs of the person with a disability. If the value of the grant for the adaptations in the new property is expected to be under the threshold (£7,000) for means testing according with section 10.1, then the relocation grant will not be subject to means testing. Any legal charge on the property in accordance with section 4.7 will not take into account the amount of the relocation grant. To be eligible for the Relocation Grant an owner occupier must commit to remain in the property for the grant condition period of 5 years.

### **10.4 Hospital Discharge Grants**

The Council at its discretion may pay up to £2,000 to support people with disabilities or vulnerabilities being discharged from hospital. The funding will be available if

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there is no other relevant health or social care funding obtainable, and following a referral from an OT or relevant healthcare professional. The Hospital Discharge grant excludes packages of care funded by NHS continuing healthcare. Work which may be carried out include, but are not restricted to; deep cleaning, clearing properties, repairs needed to free a property of Category 1 Hazards under the Housing Health and Safety Rating System, other urgent repairs, repair of heating systems and the provision of emergency heating. The Hospital Discharge Grant will not be means tested.

### **10.5 DFG Fees Grant**

The Council at its discretion may pay professional fees and associated charges required for preliminary DFG work to see if the project is feasible for cases where the DFG does not proceed. The fees must be reasonable, and are limited to £2,000, and cover, but are not limited to, surveyors' fees, structural engineer and private OT fees. All fees must be agreed with the Council before any work takes place, in order to be eligible, and this will be done on case by case basis.

### **10.6 Safe Homes Grant**

The discretionary Safe Homes Grant is aimed at keeping people who are disabled or vulnerable, including those who suffer from dementia or have visual impairments, safe in their homes by providing repairs to disability related equipment. Referrals are accepted from LCC or hospital based OTs, the maximum payment is £5,000, and it is not means tested. The works exclude and equipment under warranty or maintained by LCC or where LCC can provide assistance.

### **10.7 Warm Homes Grant**

The discretionary Warm Homes Grant is aimed at keeping people who are disabled or vulnerable, including those who suffer from dementia or have visual impairments, safe and warm in their homes by providing repairs to boilers and heating systems. Referrals are accepted from LCC or hospital based OTs. The maximum Warm Homes Grant payment is £3,000, and it is not means tested. The works exclude any equipment under warranty, or where other LCC, Council or similar funding/schemes are readily accessible and the applicant qualifies.

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## 10.8 Home Displacement Grant

The Home Displacement Grant is for those rare occasions when it is not possible for the applicant's households to remain in their home whilst the adaptation is being carried out. The maximum Home Displacement Grant payment is £5,500, or £55 per night of displacement, whichever is lowest, and it is not means tested. The Council will not pay more than the actual cost of the alternative accommodation, and the applicant will be responsible for finding suitable alternative accommodation and providing evidence such as invoices, bill or statements, before any grant is paid. Any Home Displacement Grants will need agreement in writing from the Council, and are only for extreme circumstances. Any legal charge on the property in accordance with section 4.7 will not take into account the amount of the relocation grant.

## 10.9 Review and Cessation of Flexible DFG Works

The policy will be reviewed within two years of its adoption to consider which flexible DFG works arrangements will continue. All flexible DFG works are discretionary and may be withdrawn by the Council at any time. The decision to award any flexible DFG work or services is completely at the discretion of the Council.

## 11. Compliments and Complaints

You can help us to improve our services by providing your feedback.

We would like to hear from you if:

- You have an idea that will help the council to do things better
- We have done a good job
- We have done something wrong or you want to complain

How to get in touch:

Online form or feedback form via [www.rossendale.gov.uk](http://www.rossendale.gov.uk)

By email to: [complaints@rossendalebc.gov.uk](mailto:complaints@rossendalebc.gov.uk)

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In writing: Committee and Member Services Team, Rossendale Borough Council, Futures Park, Bacup, Rossendale, OL13 0BB.

We aim to:

Write to you within 24 hours to tell you that your complaint /feedback is being dealt with and who is dealing with it.

Send you a full reply within a further 10 working days, or keep you informed of the progress of your complaint/feedback should it take longer than 2 weeks to resolve.

This is stage 1 of the process.

Provide you with a right to have your case reviewed by a senior manager if you are dissatisfied with the reply you receive or the action taken. This is stage 2 of the process.

The full complaints can also be found on the Council's website.

View the full complaints procedure in this section to find out more about how we will deal with your complaint

### **Local Government Ombudsmen**

The Ombudsman will only normally investigate complaints where they have been dealt with by the Council's own complaints procedure:

Contact Details:

Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

Tel No 0845 602 1983

Website [www.lgo.org.uk](http://www.lgo.org.uk)

Email [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

<b>Responsible Section</b>	Strategic Housing	<b>Version / Status</b>	V4
<b>Responsible Author</b>	Mick Coogan	<b>Agreed at ONS</b>	16/07/18
<b>Date last amended</b>	23/10/2019	<b>Agreed at Cabinet</b>	27/11/19
<b>Due for review</b>	01/01/2022	<b>Page</b>	15 of 16

## 12. Monitoring and Review

The Director covering Strategic Housing is responsible for ensuring that Council Officers adhere to this policy and that the policy is effective.

This policy will be reviewed after 2 years. It may be reviewed earlier if there are significant changes in legislation, statutory guidance, local priorities or capital funding.

<b>Responsible Section</b>	Strategic Housing	<b>Version / Status</b>	V4
<b>Responsible Author</b>	Mick Coogan	<b>Agreed at ONS</b>	16/07/18
<b>Date last amended</b>	23/10/2019	<b>Agreed at Cabinet</b>	27/11/19
<b>Due for review</b>	01/01/2022	<b>Page</b>	16 of 16

## FULL EQUALITY IMPACT ASSESSMENT

Name of Policy, Decision, Strategy, Service or Function, Other: (please indicate)	Housing Assistance Policy	
Lead Officer Name(s) & Job Title(s) :	Kelly Jenkinson Housing Renewal Manager	
Department/Service Area:	Strategic Housing	
Telephone & E-mail Contact:	01706 252533 kellyjenkinson@rossendalebc.gov.uk	
Date Assessment:	Commenced: 18/07/2023	Completed: 20/10/2023

We carry out Equality Impact Assessments (EIA) to analyse the effects of our decisions, policies or practices. The EIA should be undertaken/started at the beginning of the policy development process – before any decisions are made.

## 1. OVERVIEW

<b>The main aims/objectives of this policy<sup>1</sup> are:</b>
<p>This Housing Assistance Policy is designed to support residents of Rossendale by providing comprehensive housing assistance, ensuring accessibility, safety, and comfort for all. This policy replaces the previous Disabled Facilities Grant Policy, expanding its scope to maximise spend and offer increased support to Rossendale residents.</p> <p>The aim of our new Housing Assistance Policy is to:</p> <ul style="list-style-type: none"> <li>• improve the lives of people with disabilities by enabling access and movement around their own home with the use of adaptations</li> <li>• allow more effective use of the Better Care Fund by contributing to the aims of the fund, in particular, reducing hospital admissions and allowing early hospital discharges</li> <li>• reduce the need for domiciliary and residential care by allowing people with disabilities to live more independently in their own homes</li> <li>• provide advice, information and support regarding the adaptation of properties to meet accessibility needs, and provide a framework of assistance to vulnerable groups</li> <li>• treat individuals fairly regardless of age, sex, gender, disability and sexual orientation and to protect their rights under Data Protection and human rights legislation</li> </ul> <p>This policy has been specifically designed to support those with protected characteristics, particularly protecting age and disability.</p>

(Refer to "[EIA Guidance](#)" for details)

Is the policy or decision under review (please tick)

New/proposed

Modified/adapted

Existing

<b>The main intended people or groups that will be most affected by this policy are:</b>
The elderly, disabled and vulnerable.

(Refer to "[EIA Guidance](#)" for details)

<sup>1</sup> Policy refers to any policy, strategy, project, procedure, function, decision or delivery of service.

## 2. FINDINGS / EVIDENCE

<b>FINDINGS/EVIDENCE: The following information/data has been considered in developing this policy/decision (including any consultation or engagement):</b>	
<b>Information/data obtained and/or Consultation/engagement carried out (please state who with)</b>	<b>What does this tell us? / What does it say?</b>
Research – we've reviewed our existing policy with the new guidance published and then have completed an exercise with other local authorities to identify any differences and understand best practice ideas. We look at their spend and the types of schemes being funded as well as their internal processes and procedures.	This tells us what we are able to implement and what our current policy restrictions are in order to serve a wider audience and assist more people with staying in their own homes and funding community projects.
We've engaged with key stakeholders, such as GP's , Social Care, Occupational therapists, charity organisations like Age Concern to gauge their feedback and to understand how the new policy could affect them and what their priorities are.	All feedback was positive and we have agreed to arrange sessions with GP's and Dementia nurses within surgeries to raise awareness.
We've reviewed the feedback from our customer satisfaction surveys.	This highlighted that there is a need to increase the awareness of the DFG opportunity and a campaign around this will be developed. Including posters in GP surgeries, social media posts, a press release etc
We've participated in briefing sessions with the Lancashire DFG group and relevant Council members.	LCC were very supportive of the HIA which will assist us with widening our scope and spend.

*Add more/delete rows as required - See EIA Guidance*

### 3. EQUALITY IMPACT

Using the table below please indicate whether the policy/strategy/decision has a positive, negative or no impact from an equalities perspective on any of the protected equality groups listed below. Please also give consideration to wider equality of opportunity and community cohesion impacts within and between the groups identified. See EIA Guidance

Equality	Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts or reasons why it will be of positive benefit or contribution)	No Impact
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The implementation of the policy will mean we can assist more residents. The policy will support people with a range of needs, particularly those that may have decreased mobility.	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The implementation of the policy will mean we can assist more residents. Referrals will be made from occupational therapists, including specific children specialists and will support and enrich younger people and children's lives.	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The implementation of the policy will mean we can assist more residents. People with a range of disabilities will access the support and the schemes will be fully compliant and in line with recommendations from specialists to support their needs.	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Reassignment	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Pregnancy and Maternity	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Race (Ethnicity or Nationality)	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Belief or Religion	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>

Equality	Positive Impact (it could benefit)	Negative Impact (it could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts or reasons why it will be of positive benefit or contribution)	No Impact
Sex	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Women	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Men	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
gay men, gay women / lesbians, and bisexual people	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Marriage and Civil Partnership (employment only)	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Contribution to equality of opportunity	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Contribution to fostering good relations between different groups (people getting on well together – valuing one another, respect and understanding)	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Human Rights	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
<a href="http://intranet/site/scripts/documents/info.php?categoryID=86&amp;documentID=251">http://intranet/site/scripts/documents/info.php?categoryID=86&amp;documentID=251</a>	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>

4. OUTCOME OF EIA – COURSE OF ACTION TO BE TAKEN

What course of action does this EIA suggest you take? More than one of the following may apply	Please indicate
<p><b>Outcome 1: No major change required.</b> The EIA has not identified any potential for discrimination or adverse impact and all opportunities to promote equality have been taken.</p>	<input checked="" type="checkbox"/>
<p><b>Outcome 2: Adjust the policy</b> to remove barriers identified by the EIA or better promote equality. Are you satisfied that the proposed adjustments will remove the barriers identified? If there is a negative impact identified, you must consider (and evidence/record) what mitigating actions you have or will put in place to reduce the negative impact where/if possible, and to enhance the positive impact. This might include any partnership discussions/working that needs to be undertaken. Complete EIA Action Plan as appropriate.</p>	<input type="checkbox"/>
<p><b>Outcome 3: Continue the policy despite potential for negative impact</b> or missed opportunities to promote equality identified. You will need to ensure that the EIA clearly sets out the justifications for continuing with it. You should consider whether there are sufficient plans to reduce the negative impact and/or plans to monitor the actual impact. This might include any partnership discussions/working that needs to be undertaken. Complete EIA Action Plan as appropriate.</p>	<input type="checkbox"/>
<p><b>Outcome 4: Stop and rethink</b> the policy when the EIA shows actual or potential unlawful discrimination or significant negative impact that can not be justified or mitigated against. <u>You must speak to the People and Policy Team immediately.</u></p>	<input type="checkbox"/>

If a negative impact as been identified and there are no sufficient mitigating actions in place or planned. Please see the guidance and you must speak to/ see advice from your Head of Service or the People and Policy Team.

## 5. EIA ACTION PLAN & REVIEW

Based on the impact assessment, findings/evidence and outcomes identified above, please complete the Action Plan below – these should be actions arising as a result of undertaking the EIA.

The Action Plan should address (not exhaustively):-

- Any gaps in findings/evidence research including any consultation or engagement regarding the policy and its actual/potential affects.
- How you will address any gaps.
- What practical changes/action will help reduce any negative impacts that you have identified.
- What practical changes/action will help enhance any positive contributions to equality?

Further Actions Required: Yes  No

### EIA Action Plan

Issue	Action required	Lead officer	Timescale

Please add more rows if required.

***Actions arising from the Impact assessment should form part of the business planning process for service areas.***

#### Monitoring & Reviewing the Effect of the Policy

Please state how you will monitor the impact and effect of this policy and where this will be reported:

The policy will be monitored on the number of adaptations delivered vs the number of referrals made to the service area. Residents will be asked to complete a short survey following the completion of any adaptations. It is intended to report to O and S on an annual basis and make any tweaks to the policy that arise post implementation.



---

**INTERNAL ONLY**

**MANAGEMENT ACTION REQUIRED (to be completed by the relevant Head of Service following Management Team / Programme Board review)**

- Outcome of EIA agreed/approved by Management Team / Programme Board :  
Yes  No
- Referred back to Assessor/Author for amendment : (date)
- Published/made publicly available on: (date)

Signed: ..... *CEH* ..... (Head of Service / Director) Date: 31.10.23

Date of Review<sup>2</sup>:

**[To be completed by the lead officer]**

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<sup>2</sup> This date will be set on an annual basis as default for review unless otherwise specified by you.

<b>Subject:</b>	Quarter 2 Performance Management Report (July, August and September) 2023	<b>Status:</b>	For Publication		
<b>Report to:</b>	Overview and Scrutiny	<b>Date:</b>	13 <sup>th</sup> November 2023		
<b>Report of:</b>	Head of People and Policy	<b>Lead Member:</b>	Resources		
<b>Key Decision:</b>	<input type="checkbox"/> Forward Plan <input checked="" type="checkbox"/>	General Exception	<input type="checkbox"/>	Special Urgency	<input type="checkbox"/>
<b>Equality Impact Assessment:</b>	Required:	No	Attached:	No	
<b>Biodiversity Impact Assessment:</b>	Required:	No	Attached:	No	
<b>Contact Officer:</b>	Clare Law	<b>Telephone:</b>	01706 252557		
<b>Email:</b>	clarelaw@rossendalebc.gov.uk				

## 1. RECOMMENDATION

- 1.1 Overview and Scrutiny to note the Council's performance detailed in this report and make recommendations to Cabinet.

## 2. EXECUTIVE SUMMARY

- 2.1
- The Quarter 2 (Q2) Performance Management Report relates to the Council's performance in relation to the Valley Plan 2021-25 – Our Place, Our Plan, during the months July, August and September 2023.
  - The report provides an update in relation to the Council's performance measures, performance summary and actions for improvement, compliments and complaints and corporate risks.
  - The report concludes 10 performance measures reported as 'red' and 2 corporate risks reported as 'red' on the RAG status.
  - During Q2, the Council received 23 compliments, 28 complaints and 0 Local Government Ombudsman enquiries.

## 3. BACKGROUND

- 3.1 This report aims to summarise the Council's performance during Q2 2023/24 for the Overview and Scrutiny Committee. The Committee plays a strong role in scrutinising the Council's performance to highlight issues that may require further action.
- 3.2 The Performance Management Report was reviewed at the start of 2023/24, with significant changes made. The format and objectives of the report focus on performance measures, performance summary and actions for improvement sitting under each priority of the Valley Plan 2021-25 – Our Place, Our Plan. The Council has reviewed its performance measures to clearly review the impact of the delivered actions to meet the Council's priorities.
- 3.3 The Council continues to use the Red, Amber, Green (RAG) rating status to monitor performance. An arrow rating status has been introduced to demonstrate the performance trend

in comparison to previous outturns. Where applicable, the report will provide a wider comparison to the 'National Local Authority' (NLA) average and the Council's comparable authorities - 'Family Group' (FG) average. The comparable information is drawn from the LG Inform Platform, which provides the most up to date and accessible information in relation to local authority performance measures.

- 3.4 The identified performance measures have been split down into two tiers. Tier 1 measures are high-level strategic targets that constitute the Valley Plan 2021-25 – Our Place, Our Plan. Tier 2 measures are targets addressing performance within service areas at an operational level.
- 3.5 A 'Higher or Lower' column has been included to indicate whether the performance should be operating either higher or lower than the target to increase/improve the Council's performance.
- 3.6 The Q2 Performance Management Report is attached as Appendix 1.

#### 4. DETAILS

- 4.1 The Council's performance is assessed against the performance measures set at the beginning of the year, along with a performance summary update. The performance measures, performance summary and actions for improvement are referred to in more detail in the Q2 Performance Management Report, pages 3-14.
- 4.2 The below provides a summary of the performance measures reported under each priority.

<b>Priority 1</b>	<b>Green</b>	<b>Amber</b>	<b>Red</b>	<b>N/A</b>
	2	3	-	1

<b>Priority 2</b>	<b>Green</b>	<b>Amber</b>	<b>Red</b>	<b>N/A</b>
	12	2	3	-

<b>Priority 3</b>	<b>Green</b>	<b>Amber</b>	<b>Red</b>	<b>N/A</b>
	8	3	1	-

<b>Priority 4</b>	<b>Green</b>	<b>Amber</b>	<b>Red</b>	<b>N/A</b>
	12	4	6	2

\*N/A – performance measures reported within a specific quarter/annually, or no information available during the quarter.

#### 4.3 **Priority 1 – A Thriving Local Economy**

Regenerating the borough's town centres continues to progress well. Significant work is underway in Bacup, Haslingden and Rawtenstall, and preparatory works have started to develop an action plan for Waterfoot's improvement.

The Council remains persistent in providing support for both businesses and unemployed residents.

The Council's 'Green Flag' status for Stubbylee Park was re-awarded during July and indicated an improvement from the previous judging in 2021.


#### 4.4 **Priority 2 – A High Quality Environment**

The Council has continued to deliver its Waste, Cleansing and Recycling plan. During Q2, the Council has procured a waste management back-office system to effectively monitor both back and front office operations and support improvements to customer services.


Operations and the Public Protection Unit have successfully worked together to tackle fly-tipping and other environmental crimes across the borough. Both the investigation of environmental crimes and the removal of fly-tipping remain within target.

During Q2, Rossendale Civic Pride and Bacup Pride have been supported ready for the Britain in Bloom judging.


4.5 During Q2, 3 performance measures were reported within the 'red' status.

Performance Measures	Target	Q1	Q2	Q3	Q4	RAG
Increase household waste recycling rate per quarter	38%	34.6%	33.7%	-	-	

The borough's recycling rate will continue to be challenging until further guidance in relation to food waste and consistent collections is released from central Government. The Council will receive new burdens funding to support the changes required.

Performance Measures	Target	Q1	Q2	Q3	Q4	RAG
Percentage of side roads swept as per schedule per quarter	95%	90%	79%	-	-	

The percentage of side roads swept, as per schedule, has reduced during Q2 and failed to meet the performance target due to a long-term sickness absence.

Performance Measures	Target	Q1	Q2	Q3	Q4	RAG
Percentage of bowling greens, football pitches and memorial gardens cut as per schedule per quarter	95%	90%	85%	-	-	


The performance measures relating the percentage of bowling greens, football pitches and memorial gardens cut, as per schedule, is below target due to the increased wet weather during this quarter resulting in unallocated resources. To improve performance, winter programmes have been scheduled to direct additional resources to address the work required through Q3/4 in the boroughs parks and open green spaces.

#### 4.6 **Priority 3 – Healthy and Proud Communities**

To improve the borough's housing offer, the Council has continued to monitor the number of planning applications passed and has launched its Housing Strategy. During Q2, the Council has progressed the procurement of a home improvements agency to support the delivery of the Council's Disabled Facilities Grant process.

Work has continued to improve health and wellbeing across Rossendale. The Council is working with partners to develop and deliver actions to improve leisure facilities and health services. During Q2, 1,354 vulnerable residents have been supported through the Household Support Fund 4.

4.7 During Q2, 1 performance measure was reported within the 'red' status.

Performance Measures	Target	Q1	Q2	Q3	Q4	RAG
Processing of Disabled Facilities Grants – Application to Approval days/Approval to completion days per quarter				-	-	

The processing of Disabled Facilities Grants has reduced during Q2 due to a 66% increase in more complex cases which has negatively impacted the processing and turnaround of applications. The Council is reviewing its Disabled Facilities Grant policy to identify best practice to support the delivery of Disabled Facilities Grants.


#### 4.8 **Priority 4 – Effective and Efficient Council**

In preparation for roll out during Q3, the Council has finalised the designs and security for the new Council website, which will improve the Council's customer services.

The Council has continued to support staff, during Q2 an all staff 'pulse' survey was developed and shared to gather feedback relating to staff satisfaction.


2 further Health and Wellbeing champions have been recruited to provide addition wellbeing support.

4.9 During Q2, 6 performance measures were reported within the 'red' status.

Performance Measures	Target	Q1	Q2	Q3	Q4	RAG
Number of employee leavers employees in line with the nation average, 15% per quarter	7	5	11	-	-	


Throughout Q2 there has been a significant increase in the number of employee leavers; 1 employee leaver was due to expiry of temporary contract, 1 employee leaver moved to a job closer to home, 2 employee leavers were dismissed under performance management process and the 7 remaining employee leavers have left to further their careers (with the exception of 2 employee leavers) within local government.

To monitor the reasons for employee leavers, the exit interview process has been reviewed and will be completed by a member of People and Policy to identify patterns or concerns in relation to the reasons for leaving.


Performance Measures	Target	Q1	Q2	Q3	Q4	RAG
Number of days lost to sickness absence per full time equivalent employee per annum, cumulative figure	8 days	2.34 days	7.02 days	-	-	

The level of sickness absence has significantly increased during Q2, with 6 employees (4.39 days per FTE) related to long term absence (other musculo-skeletal stated as the main reason of absence) being managed under the Council's Absence Management Policy and 2 employees have now returned to work. The main reason for short term sickness absence (2.66 days per FTE) is infections, colds, flu (0.79 days per FTE confirmed covid cases although government advice is not to test therefore more days absence could be attributed to covid). Historically


payment of the flu jab has been offered to all staff, it is proposed to offer again this year to try to mitigate further absences due to infections, colds, flu absences.

Performance Measures	Target	Q1	Q2	Q3	Q4	RAG
Secured commercial waste subscribers per annum, cumulative figure	440	421	403	-	-	


The number of commercial waste subscribers has shown a reduction due to a system error. This error has been rectified and the new figures will be used to develop a revised base-line target for commercial waste customers.

Performance Measures	Target	Q1	Q2	Q3	Q4	RAG
Percentage of complaints responded to within 10 working days per quarter	95%	79.3%	66%	-	-	

During Q2, 28 complaints were received, 8 complaints were not answered within the 10 day response timeline, however action was taken to rectify the complaint within the timeline for 4 of the complaints but the response letter was not sent. All the complaints within Q2 are now closed at level 1.

Performance Measures	Target	Q1	Q2	Q3	Q4	RAG
Percentage of Member enquiries responded to within 10 working days per quarter	95%	66.7%	25%	-	-	

During Q2, 4 Member Enquiries were received (all to Operations), all 4 enquiries have been responded and closed, however due to the nature of the enquiries the response time exceeded the 10 working day response target.

Performance Measures	Target	Q1	Q2	Q3	Q4	RAG
Percentage of MP enquiries responded to within 10 working days per quarter	95%	70%	80%	-	-	

During Q2, 51 MP enquiries were received. Although 11 enquiries were not responded to within the 10 days response timeline, the enquiries were responded to within the following 10 days after the response timeline with the exception of 1 enquiry which took 54 days due to challenges to locate the owner of a property (Waterbarn Church).

#### 4.10 **Compliments and Complaints**

Compliments and complaints are also referred to in the Q2 Performance Management Report, page 15.

4.11	Q2 2022/23	Q1 2023/24	Q2 2023/24
Number of Compliments	28	26	23
Highest nature of Compliments	79% (22) Staff Member/Team	92% (24) Staff Member/Team	61% (14) Staff Member/Team
Highest Service Area with Compliments	Operations - 18	Operations - 11	Operations - 13

The number of compliments has increased by 3 in Q2 when compared with the previous quarter, but is lower when compared to Q2 last year. Q2 continues to see the top nature of compliment as 'Staff member/Team'. Throughout Q2, compliments were received across a wide range of service areas including: Corporate Support, Capita, Housing, Economy Development, Operations and Public Protection Unit.

#### 4.12 Examples of compliments received during Q2:

- “Thank you to Council Tax for kind words, patience and guidance and help following a bereavement.”
- “Just received the certificate for my plot at Rawtenstall Cemetery. Thank you for your quick and efficient service.”
- “Thank you so much to Housing for all of your help with this case, you have gone over and above, it is very much appreciated.”

4.13	Q2 2022/23	Q1 2023/24	Q2 2023/24
Number of Complaints	34	29	28
Highest nature of Complaints	35% (12) Bins/Bin Collection	21% (6) Bins/Bin Collection	21% (6) Bins/Bin Collection
Highest Service Area with Complaints	Operations - 15	Operations - 10	Operations - 15

The number of complaints received in Q2 has decreased by 1 when compared with the previous quarter, and is the lower when compared to Q2 last year.

#### 4.14 **Local Government Ombudsman (LGO) Enquiries**

During Q2, no new enquiries were received from the Local Government Ombudsman. The enquiry carried over from Q1 has been closed.

#### 4.15 **Corporate Risk Register**

The Council continues to review and monitor the Corporate Risk Register. 2 Corporate Risks were reported as 'red' on the RAG status during Q2.

4.16	Corporate Risk 1	Likelihood	Impact	Overall	Status
	Stability of the Medium Term Financial Strategy	B	1	B1	<b>RED</b>

The 2022/23 outturn has improved from the estimated position that was included in the February 2023 Medium Term Financial Strategy and has slightly improved the reserves balance. However, the Council is estimated to run out of reserves during 2026/27. Officers continue to investigate alternative delivery mechanisms and to maximise efficiencies and make savings wherever possible, however, it is difficult to making savings without affecting service delivery. The budget process for 2024/25 has commenced and income and expenditure are being scrutinised on a line-by-line basis. The Council continues to maximise income opportunities where possible. The Corporate Management Team review the need for all vacant posts prior to recruitment and have introduced a freeze on non-essential expenditure. The Empty Homes scheme continues to have an adverse impacts on the Medium Term Financial Strategy, officers continue to monitor and manage the scheme closely.

4.17	<b>Corporate Risk 9</b>	<b>Likelihood</b>	<b>Impact</b>	<b>Overall</b>	<b>Status</b>
	Financial Sustainability of Council Owned Leisure Assets	B	1	B1	<b>RED</b>

An external assessment has been carried out of the financial sustainability of Council owned leisure assets by Grant Thornton, which has made a number of recommendations that were agreed by Full Council in May 2023. This is now a focus of action. An established cross party working group monitors the delivery of the recommendations and associated action.

## 5. RISK

5.1 The Council's Corporate Risk Register continued to be monitored by the Corporate Management Team on a regular basis and is referred to within the Q2 Performance Management Report, pages 16-24.

## 6. FINANCE

6.1 Financial implications and risks arising are identified within this report.

## 7. LEGAL

7.1 There are no immediate legal considerations attached to the recommendations within this report.

## 8. POLICY AND EQUALITIES IMPLICATIONS

8.1 Effective performance management is very important to the Council, and the Council is committed to improving on an on-going basis how it operates and how it can improve the services it offers and delivers. In completing this report, consultation has been undertaken with the Corporate Management Team and Portfolio Holder for Resources.

## 9. REASON FOR DECISION

9.1 Monitoring of the Councils performance management will enable the Overview & Scrutiny Committee to identify any actions, projects, performance indicators or risks they may wish to escalate to the Cabinet for further action.

<b>Background Papers</b>	
Q2 Performance Management Report	Appendix 1





**VALLEY  
PLAN  
2021-25**

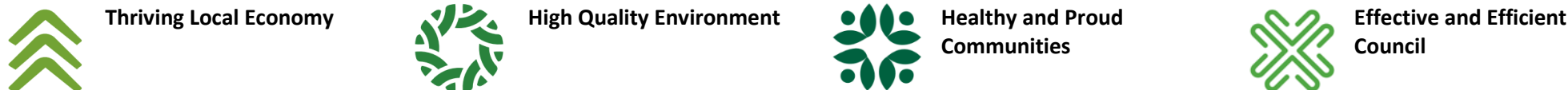


**PERFORMANCE  
MANAGEMENT REPORT**

**QUARTER 2 – 2023-24**

## Performance Management Report – Quarter 2 2023/24

Rossendale Borough Council (the Council) has four priorities within the Valley Plan 2021-25 – Our Place, Our Plan. These priorities represent the Council’s main aims to achieve the Council’s overarching vision.



This report captures the Council’s performance in relation to the outlined priorities and includes; Performance Measures, Performance Summary and Actions for Improvement, Compliments and Complaints and Corporate Risks. To deliver the outlined priorities, the Council revised the objectives within the Council’s annual action plan at the start of 2023/24. The information included within this report relates to Quarter 2 (Q2) 2023/24 – **July, August and September**.

A strong and robust approach to performance management and data quality processes will deliver a high quality service and drive service improvements. This report compiles information from the Council’s different service areas and ensures the information included is accurate, reliable and provided in a timely manner. The Council reviews its performance measures on an annual basis to ensure the targets are appropriate. A Red, Amber, and Green (RAG) rating status is used to monitor overall performance, and an arrow rating status has been introduced to demonstrate the performance trend in comparison to previous outturns.

To provide a clear understanding of how the Council is performing, the performance measures are split into Tier 1 and Tier 2 measures and where available will be compared to the ‘National Local Authority’ (NLA) average and the Council’s comparable authorities - ‘Family Group’ (FG) average. The comparable information is drawn directly from the LG Inform Platform (LGA- id), which provides the most up to date and accessible information in relation to local authority performance measures.

Performance RAG Rating Status		Performance Trend Status	
Indicator	Status	Indicator	Status
<b>GREEN</b>	On track, no substantial issues or risks which require action from the Council.		Performance has increased.
<b>AMBER</b>	Some issues or risks which require action from the Council.		Performance has decreased.
<b>RED</b>	Serious issues or risks needing urgent action.		Performance has continued with no increase or decrease / cannot be measured.
<b>ANNUAL/ UNKNOWN</b>	The status cannot be calculated.		

**Tier 1** – A set of high-level strategic measures and targets that constitute the Valley Plan 2021-25 – Our Place, Our Plan.






**Tier 2** – A set of performance measures and targets to address key priority areas of performance within Directorates/ Service Areas linked to the business planning process and the Valley Plan 2021-25 – Our Place, Our Plan.

**Higher or Lower** – Indicating whether the reported performance should be operating either higher or lower than the target to increase/improve the Council’s performance.

## Priority 1 - A Thriving Local Economy

### Outcomes

- To support Bacup, Haslingden and Rawtenstall town centres as better places to provide their unique offers and a destination for local shoppers and visitors.
- To have secured inward investment in the borough creating a sustainable economy, matching local skills provision with future job and career opportunities.
- Having a thriving visitor economy which is more widely known with enhanced attractions and a much improved accommodation offer.

Performance Measures	2022-23 Outturn	Higher or Lower	2023-24 Target	Q1	Q2	Q3	Q4	Trend	Comparative Performance
<b>Tier 1</b>									
Percentage of empty shops across the borough per annum, cumulative figure	New	Lower	14%	19.5%	<b>19.5%</b>	-	-	<b>AMBER</b> 	N/A
Vibrancy of town centers rated highly per annum, reported during Q3	New	Higher	75%	-	-	-	-	N/A	N/A
Productivity of local businesses measured through the revenue generated by each employee per annum, reported during Q1 (measured through ONS)	New	Higher	£54,500	£45,685	-	-	-	<b>AMBER</b> 	N/A
Number of people supported into employment, education and training through the Rossendale Works Programme per annum, cumulative figure	66	Higher	60	19	<b>75</b>	-	-	<b>GREEN</b> 	N/A
Reduce the unemployment rate (claimant count aged 16-64) quarterly figure (LGA – id:5472)	4%	Lower	3%	3.9%	<b>3.8%</b>	-	-	<b>AMBER</b> 	<b>4<sup>th</sup> QUARTILE</b> FG – <b>3.2%</b> (2023) NLA – <b>2.7%</b> (2023)
<b>Tier 2</b>									
Number of business support referrals per annum, cumulative figure	New	Higher	120	71	<b>121</b>	-	-	<b>GREEN</b> 	N/A

### Performance Summary

- Regeneration works have continued across Bacup town centre. A stone wall has been rebuilt to progress the improvement works to the rear of Hempstead Memorial Gardens and following vandalism, the Council has replaced the damaged uprighters at the Cenotaph within the Gardens.
- To re-engage residents and demonstrate Bacup's development, the Council has facilitated a 'Poverty to Progress' heritage walk, delivered in partnership with Rossendale Civic Society and Valley Heritage Building Preservation Trust.

- The concept designs for the new Bacup Market have been presented to the Bacup 2040 Strategic Board and will be develop following feedback. Planning permission to demolish the old Barclays Bank (12 Market Street) has been approved and a tender has been published to appoint a contractor for the works.
- During Q2, the Council successfully secured an additional £729,331 to deliver the public realm scheme of the Haslingden 2040 project. Renovation works have started on 51 and 53 Deardengate and will include the restoration of their shop fronts. 41, 18 and 25 Deardengate will be the next buildings to de renovated.
- The Haslingden Market proposals have been presented to the Haslingden 2040 Strategic Board by placemaking experts. A follow-up meeting is proposed with the High Street Task Force expert to finalise the proposals.
- To prepare for the improvements works to Rawtenstall Market, a competitive tender for architectural services has been published, it is proposed for an architect to be appointed during Q3. The Council has liaised with Lancashire County Council to maintain momentum in order to deliver the gyratory concept proposals within timescale. To increase activity within Rawtenstall, the town square was host to events over the summer period including the Roller Rink and ‘Sixties on the Square’.
- Preparatory works to reinvigorate Waterfoot continued during Q2 through a public consultation. The survey received 576 responses, which will be analysed to develop themes for the proposed action plan. Additional funding opportunities are being explored to boost the secured UK Shared Prosperity Funding.
- The Council has appointed Argyle NW to complete the junction improvements at Futures Park. The works are due to commence during Q4.
- During Q2, a ‘60 Minute Blast Session’ was attended by local businesses providing support through the cost of living crisis. Monthly business start-up workshops and 1-1 sessions have taken place at Rawtenstall Job Centre to support recovering businesses and claimants of Universal Credit. The support provided will continue throughout Q3.
- The Rossendale Works Scheme continues to work with partners to develop the local skills provision and generate opportunities. During July, the Rossendale Works Skills Hub opened at Futures Park to support residents into work.
- Stubblelee Park maintained its ‘Green Flag’ status following its improved judging results in July. The Stubblelee Masterplan Group has been renewed for the next 12-months to support the parks management and development.

### Actions for Improvement

- During Q3, engagement activities and a public consultation will be launched to evaluate the improvement works to Bacup’s town centre buildings and Hemstead Memorial Gardens. The concept designs for the new Bacup Market will be included to gather public feedback.
- Following the achievement of the Green Flag status for Stubblelee Park, a scoping exercise will take place to assess the feasibility of a Green Flag site in the west of the borough.

## Priority 2 - A High Quality Environment

### Outcomes

- A high quality 'clean and green' local environment where people feel proud to live.
- Reduced our carbon footprint.
- Improved waste recycling rate across the borough.

Performance Indicator	2022-23 Outturn	Higher or Lower	2023-24 Target	Q1	Q2	Q3	Q4	Trend	Comparative Performance
<b>Tier 1</b>									
Increase the household waste recycling rate per quarter	30.8%	Higher	38%	34.6%	<b>33.7%</b>	-	-	<b>RED</b> ↓	N/A
Residual household waste collection rate per annum, cumulative figure (LGA id: 3412)	516.72kg	Lower	540kg per household	118.5 kg	<b>234.87 kg</b>	-	-	<b>GREEN</b> █	N/A
Average removal time of fly-tipping per quarter	5 days	Lower	5 days	4.67 days	<b>3.5 days</b>	-	-	<b>GREEN</b> ↑	N/A
Initial investigation of fly-tipping per quarter	New	Lower	5 days	3 days	<b>3 days</b>	-	-	<b>GREEN</b> █	N/A
Initial investigation of abandoned vehicles per quarter	New	Lower	5 days	2 days	<b>2 days</b>	-	-	<b>GREEN</b> █	N/A
Initial investigation of trade waste issues per quarter	New	Lower	5 days	4 days	<b>3 days</b>	-	-	<b>GREEN</b> ↑	N/A
<b>Tier 2</b>									
Percentage of general waste bins collected as per schedule per quarter	99.88%	Higher	98%	99.9%	<b>99.9%</b>	-	-	<b>GREEN</b> █	N/A
Percentage of trade waste bins collected as per schedule per quarter	99.19%	Higher	98%	99.2%	<b>99.4%</b>	-	-	<b>GREEN</b> ↑	N/A
Percentage of public litter bins emptied as per schedule per quarter	99.1%	Higher	98%	97%	<b>99.9%</b>	-	-	<b>GREEN</b> ↑	N/A
Install additional/replacement bin per annum, cumulative figure	47 bins	Higher	60 bins	21 bins	<b>48 bins</b>	-	-	<b>GREEN</b> ↑	N/A
Percentage of main roads swept as per schedule per quarter	New	Higher	95%	89%	<b>100%</b>	-	-	<b>GREEN</b> ↑	N/A
Percentage of side roads swept as per schedule per quarter	New	Higher	95%	90%	<b>79%</b>	-	-	<b>RED</b> ↓	N/A

Percentage of amenity grass cut as per schedule per quarter	New	Higher	95%	94%	<b>89%</b>	-	-	<b>AMBER</b> ↓	N/A
Percentage of park grass cut as per schedule per quarter	New	Higher	95%	100%	<b>90%</b>	-	-	<b>AMBER</b> ↓	N/A
Percentage of bowling green, football pitches and memorial gardens cut as per schedule per quarter	New	Higher	95%	90%	<b>85%</b>	-	-	<b>RED</b> ↓	N/A
Percentage of play areas inspected as per schedule per quarter	New	Higher	80%	100%	<b>100%</b>	-	-	<b>GREEN</b> █	N/A
Percentage of cemeteries inspected as per schedule per quarter	New	Higher	80%	100%	<b>100%</b>	-	-	<b>GREEN</b> █	N/A

### Performance Summary

- The Council has progressed the procurement of a new back-office waste management system to replace the in-house access system. The new Coordinate Reference System, Bartec, will monitor both back and front office operations, creating efficiencies and improve customer services.
- During Q2, a new Parks Team and mobile rounds schedule has been rolled out to improve the management and maintenance of the borough's main parks.
- Operations and the Public Protection Unit have continued to work together to deliver Operation Trident to tackle fly-tipping across the borough. Throughout Q2, the Council has investigated a number of environmental crime reports including, 122 reports of fly-tipping, abandoned vehicles and other waste crime. The Council has had 4 successful prosecutions of fly-tipping and has carried out 33 interviews under caution.
- To further improve the appearance of town centres and the gardens within them, the Council has provided Rossendale Civic Pride and Bacup Pride with additional support aiming to improve the groups BIDs to Britain in Bloom in the hopes of achieving awards for both Rawtenstall and Bacup.
- During Q2, UK Shared Prosperity Funding has been allocated to improve Victoria Park. The improvements have made the park a safer environment for pedestrians. The Whitaker Masterplan has been finalised and consulted to determine the priorities for the park.
- Work continues to deliver the litter bin replacement programme, a further 60 litter bins have been purchased to replace the current smaller bins and will be installed as per the replacement programme.
- An annual Climate Change updated was presented to Full Council in September highlighting carbon reduction measures delivered including LED lighting at Futures Park and completed energy and carbon audits for Rossendale and Rossendale Leisure Trust facilities. A BID to fund the Net Zero Streets has been submitted and preparatory works have been undertaken to support funding BIDs for On Road Charging Scheme and Public Sector Decarbonisation Scheme.
- To deliver the Rossendale Forrest, the Council has continued to work with private landowners, Ribble Rivers Trust and Lancashire County Council to plant a further 3,400 trees during Q3/4.

## Actions for Improvement

- During Q3, the Council will continue to liaise with Lancashire County Council to review the Henrietta Waste Transfer Station in light of changes to disposal site at Lancashire's level.
- The borough's recycling rate will continue to be challenging until further guidance in relation to food waste and consistent collections is released from central Government. The Council will receive new burdens funding to support the changes required.
- The percentage of side roads swept, as per schedule, has reduced during Q2 due to a long-term sickness absence.
- The performance measures relating the percentage of bowling greens, football pitches and memorial gardens cut, as per schedule, is below target due to the increased wet weather during this quarter resulting in unallocated resources. To improve this performance, winter programmes have been scheduled to direct additional resources to address the work required during Q3/4 in the boroughs parks and open green spaces.


## Priority 3 – Healthy and Proud Communities

### Outcomes

- To have delivered more new homes and a good mix of housing tenures.
- Improved the health of residents through access to better leisure facilities and health services.
- A more joined up approach to physical and mental wellbeing which is more rapidly reducing health inequalities.
- Residents share a sense of pride in their immediate community and the wider borough.

Performance Indicator	2022-23 Outturn	Higher or Lower	2023-24 Target	Q1	Q2	Q3	Q4	Trend	Comparative Performance
<b>Tier 1</b>									
Reduce the number of homeless presentations requiring relief duty per annum, cumulative figure (2022/23 - 15% reduction)	13.5%	Lower	11.82%	14.9%	<b>10.8%</b>	-	-	<b>GREEN</b> ↑	N/A
Percentage of Disabled Facilities Grants completed within 12 months per quarter	New	Higher	95%	96%	<b>100%</b>			<b>GREEN</b> ↑	
Deliver 'new homes' within the Local Plan per annum, cumulative figure	75	Higher	180	32	<b>61</b>	-	-	<b>AMBER</b> ↓	N/A
Deliver 'affordable new homes' within the Local Plan per annum, cumulative figure	60	Higher	25	11	<b>21</b>	-	-	<b>GREEN</b> ↓	N/A
Determine major planning applications within 13 weeks per quarter (LGA id: 17482)	N/A	Higher	60%	N/A	<b>100%</b>	-	-	<b>GREEN</b> █	<b>1<sup>st</sup> QUARTILE</b> FG – 92% (2023/24) NLA – 88% (2023/24)
Determine minor and other planning applications within 8 weeks per quarter (LGA id: 17487)	85%	Higher	75%	92%	<b>92%</b>	-	-	<b>GREEN</b> █	<b>2<sup>nd</sup> QUARTILE</b> FG – 83% (2023/24) NLA – 85% (2023/24)
Initial response to housing complaints per quarter	New	Lower	5 days	3 days	<b>4 days</b>	-	-	<b>GREEN</b> ↓	N/A
Initial response to food hygiene complaints per quarter	New	Lower	10 days	7 days	<b>5 days</b>	-	-	<b>GREEN</b> ↑	N/A
Prevalence of overweight (including obesity) year 6 children per annum, reported in Q1.	New	Lower	37%	38.1%	<b>38.1%</b>	-	-	<b>AMBER</b> █	N/A
<b>Tier 2</b>									
Number of Disabled Facilities Grants awarded per annum, cumulative figure	74	Higher	80	24	<b>55</b>	-	-	<b>GREEN</b> ↑	N/A
Processing of Disabled Facilities Grants - Application to Approval days/Approval to Completion days per quarter	New	Lower	110/80 days	139/182 days	<b>72/190 days</b>	-	-	<b>RED</b> ↑	N/A



Number of Food Standards Agency food inspections per annum, cumulative figure	New	Higher	240	48	96	-	-	AMBER 	N/A
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### Performance Summary

- The number of planning applications passed in Q2 indicates the annual target to deliver 180 new homes and 25 affordable dwellings is on track to be met.
- To further improve the borough's housing supply, the Housing Strategy was officially launched during Q2. The launch informed partners and stakeholders on the main strategy objectives including; improved understanding of Rossendale's housing market, efficient use of existing housing and increasing housing variety within the borough.
- During Q2, the Council has progress the procurement of a home improvements agency to support the Council's Disable Facilities Grant process and will feed into the review of the Council's Disables Facilities Grant policy, to be finalised during Q3.
- A community asset feasibility study has identified 265 health and wellbeing activities which are delivered on a weekly basis by the Voluntary and Community Frontline Services and attended by 4399 residents. This study will be reviewed and actions will be drafted to further develop the health and wellbeing offer available to residents across the borough. To improve resident engagement, the Council is working in partnership with Together and Active Future to develop an activity programme for the borough parks. The first health walks have taken place in Stubblelee Park and a junior park run in Victoria Park is being developed.
- The Council has continued to work with health partners during this quarter. The integrated neighbourhood team is now established with the primary care network and the Council has secured membership with the Voluntary and Community Frontline services.
- The Council has worked in partnership with Citizens Advice to process applications for the Household Support Fund 4 which has supported 1,354 vulnerable households and provided financial health checks. Regular advice and sign posting has been available from Haslingden Community link.
- Rossendale Food Groups have met to coordinate foodbank activity across the borough. The Council will continue to explore the feasibility of a community grocery in Bacup and Haslingden and will work with partners to address the lack of availability of donated food for foodbanks.
- During Q2, the Council supported the Homes for Ukraine Independence day held in August. Support continues to be provided via the weekly support group, 'welcome' and 'thankyou' payments and supporting the move from host accommodation to their own homes.

### Actions for Improvement

- The Council will continue to work with Rossendale Leisure Trust in order to develop a Healthy Weight Plan and secure Lancashire County Council investment. Community research has been completed in Stacksteads and is ongoing in Worsley, the research will be analysed and fed back to the primary care network to identify solutions.

- The processing of Disabled Facilities Grants has reduced during Q2 due to a 66% increase in more complex cases which has negatively impacted the processing and turnaround of applications. The Council is reviewing its Disabled Facilities Grant policy to identify best practice to support the delivery of Disabled Facilities Grants.

## Priority 4 – Effective and Efficient Council

### Outcome

- Provide good quality and responsive services embracing new technologies.
- Be a financially sustainable Council with a commercial outlook whilst always considering social value.
- Provide sound governance to enable key decisions and major projects to be progressed in an efficient and professional way.
- Have a skilled and happy workforce, where we are able to retain and attract good staff.

Performance Indicator	2022-23 Outturn	Higher or Lower	2023-24 Target	Q1	Q2	Q3	Q4	Trend	Comparative Performance
<b>Tier 1</b>									
Time taken to process Housing Benefit new claims per quarter (LGA id: 299)	14.9 days	Lower	17 days	16.8 days	<b>11.7 days</b>	-	-	<b>GREEN</b> ↑	<b>1<sup>st</sup> QUARTILE</b> FG – 17 days (2022/23) NLA – 18 days (2022/23)
Time taken to process Housing Benefit change in circumstances per quarter (LGA id: 300)	2 days	Lower	4 days	4 days	<b>2.7 days</b>	-	-	<b>GREEN</b> ↑	<b>2<sup>nd</sup> QUARTILE</b> FG – 3 days (2022/23) NLA – 3 days (2022/23)
Time taken to process Council Tax benefit new claims per quarter	14.3 days	Lower	15 days	15.3 days	<b>15.7 days</b>	-	-	<b>AMBER</b> ↓	N/A
Time taken to process Council Tax benefit change in circumstances per quarter	2.4 days	Lower	4 days	3.4 days	<b>2.5 days</b>	-	-	<b>GREEN</b> ↑	N/A
Payment of undisputed invoices within 30 days per quarter	85%	Higher	90%	94%	<b>88%</b>	-	-	<b>AMBER</b> ↓	N/A
Number of Ombudsman Enquiries upheld per annum, cumulative figure	0	Lower	0	0	<b>0</b>	-	-	<b>GREEN</b> █	N/A
Number of employee leavers in line with the national average, 15% per quarter	New	Lower	7	5	<b>11</b>	-	-	<b>RED</b> ↓	N/A
Number of days lost due to sickness absence per full time equivalent employee per annum, cumulative figure	9.76 days	Lower	8 days	2.34 days	<b>7.02 days</b>	-	-	<b>RED</b> ↓	N/A
Percentage of staff who have completed an annual appraisal per annum, cumulative figure.	92.2%	Higher	100%	27%	<b>93%</b>	-	-	<b>AMBER</b> ↑	N/A
Percentage of staff who have completed mandatory training per quarter	New	Higher	100%	N/A	<b>N/A</b>	-	-	N/A	N/A
RIDDOR reportable accidents and incidents per annum, cumulative figure	3	Lower	< 5	2	<b>3</b>	-	-	<b>AMBER</b> ↑	N/A

Tier 2									
Percentage of Council Tax collected per annum, cumulative figure (LGA id: 199)	95.79%	Higher	96.1%	28.21%	<b>54.92%</b>	-	-	<b>GREEN</b> ↓	<b>4<sup>th</sup> QUARTILE</b> FG – 96.81% (2022/23) NLA – 97.11% (2022/23)
Percentage of NNDR collected per annum, cumulative figure	New	Higher	98.25%	28.51%	<b>58.11%</b>	-	-	<b>GREEN</b> ↑	N/A
Percentage of accurate processing of a Housing Benefit claim per annum, cumulative figure	New	Higher	95%	94.67%	<b>98%</b>	-	-	<b>GREEN</b> ↑	N/A
Secured garden waste subscribers per annum, cumulative figure	7257	Higher	7000	6938	<b>7174</b>	-	-	<b>GREEN</b> ↑	N/A
Secured commercial waste subscribers per annum, cumulative figure	430	Higher	440	421	<b>403</b>	-	-	<b>RED</b> ↓	N/A
Increase the number of electronic service request forms completed by residents by 15% per annum, reported in Q4	8250	Higher	9500	-	-	-	-	N/A	N/A
Distribute 12 positive new stories per quarter	New	Higher	12	12	<b>18</b>	-	-	<b>GREEN</b> ↑	N/A
Increase the number of LinkedIn followers by 4% per annum, cumulative figure	New	Higher	210	287	<b>396</b>	-	-	<b>GREEN</b> ↑	N/A
Percentage of FOIs responded to within 20 days per quarter	New	Higher	95%	86.9%	<b>93%</b>	-	-	<b>GREEN</b> ↑	N/A
Percentage of complaints responded to within 10 working days per quarter	New	Higher	95%	79.3%	<b>78%</b>	-	-	<b>RED</b> ↓	N/A
Percentage of Member enquiries responded to within 10 working days per quarter	New	Higher	95%	66.7%	<b>25%</b>	-	-	<b>RED</b> ↓	N/A
Percentage of MP enquiries responded to within 10 working days per quarter	New	Higher	95%	70%	<b>78%</b>	-	-	<b>RED</b> ↑	N/A
Number of Health and Safety reports received per annum, cumulative figure	99	Higher	90	26	<b>44</b>	-	-	<b>GREEN</b> ↓	N/A

### Performance Summary

- During Q2, the Council has continued to develop and finalise the Council's new website design and back-office system to improve customer services. Additional security measures and firewalls have been created to detect and prevent cyber-attacks/issues. The new website will be launched at the beginning of Q3.
- The Council continues to produce the 2024/25 budget and Medium Term Financial Strategy update. During Q2, the Council published its draft 2021/22 statement of accounts.

- The Council's proposed Constitutional changes were presented to the Governance Working Group in September. The main proposed amends were chnages to the Contract Procedure Rules and Finance Procedure Rules. The proposed changes will be presented to Full Council during Q3.
- Staff are continuously supported by the Council to promote welfare and satisfaction. Throughout Q2, the 'Your Voice' staff meetings have continued to consult and engage staff and an all staff 'pulse' survey (4<sup>th</sup> September to 18<sup>th</sup> September) was shared to gather anonymous feedback on staff satisfaction. An analysis report and recommendations for improvement will be drafted during Q3.
- To support staff development, the Council has provided managers with the opportunity to undertake a Level 3 Coaching and Mentoring qualification to develop management skills across the Council, this training is due to commence during Q3.
- To support the health and wellbeing of staff, 2 further Health and Wellbeing champions have been recruited and 3 champions have completed a Level 3 Skills for Workplace qualification.

### Actions for Improvement

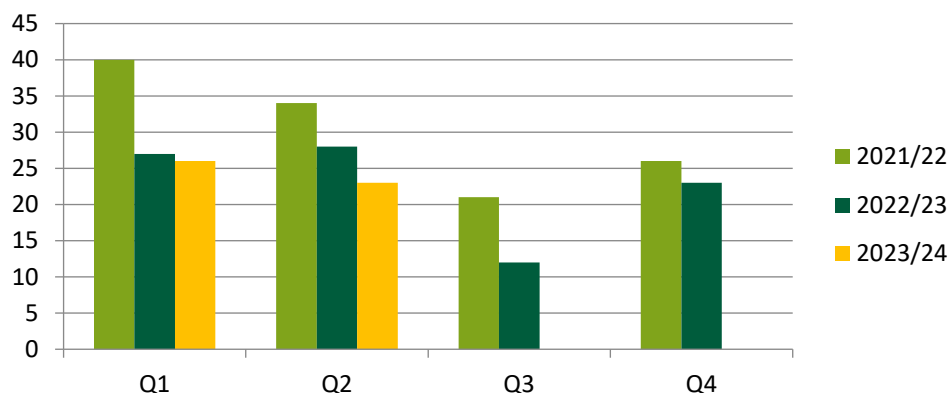
- During Q2, the Council implemented a new purchasing software which had minor technical issues when first implemented, impacting the percentage of invoices payed within 30 days. This issue has now been resolved and auto-generated invoices have been introduced. In addition, regular meetings are held with Properties and Finance to chase any outstanding invoices.
- The number of commercial waste subscribers has shown a reduction due to a system error at the beginning of the financial year. This error has been rectified and the new figures will be used to develop a revised base-line target for commercial waste customers.
- During Q2, there has been a significant increase in the number of employee leavers; 1 employee leaver was due to expiry of temporary contract, 1 employee leaver moved to a job closer to home, 2 employee leavers were dismissed under the performance management process and the 7 remaining employee leavers have left to further their careers (with the exception of 2 employee leavers) within local government. To monitor the reasons for employee leavers, the exit interview process has been reviewed and will be completed by a member of People and Policy to identify patterns or concerns in relation to the reasons for leaving.
- The level of sickness absence has significantly increased during Q2, with 6 employees (4.39 days per FTE) related to long term absence (other musculo-skeletal stated as the main cause of absence) being managed under the Council's Absence Management Policy. 2 employees have now returned to work. The main reason for short term sickness absence (2.66 days per FTE) is infections, colds, flu (0.79 days per FTE confirmed Covid-19 cases although government advice is not to test therefore more days absence could be attributed to Covid-19). Historically payment of the flu jab has been offered to all staff, it is proposed to continue this offer this year to mitigate further absences due to infections, colds, flu absences.
- During Q2, 28 complaints were received, 8 complaints were not answered within the 10 day response timeline, however action was taken to rectify the complaint within the timeline for 4 of the complaints but the response letter was not sent, all the complaints within Q2 are now closed at level 1.

- 4 Member Enquiries were received (all to Operations) during Q2, all 4 enquiries have been responded too and closed, however due to the nature of the enquiries the response time exceeded the 10 working day response target.
- During Q2, 51 MP enquiries were received. Although 11 enquiries were not responded to within the 10 days response timeline, the enquiries were responded to within the following 10 days after the response timeline with the exception of 1 enquiry which took 54 days due to challenges to locate the owner of a property (Waterbarn Church).

# Compliments and Complaints

## Compliments

Compliment Trend	Q1	Q2	Q3	Q4
2021-23	40	34	21	26
2022-23	27	28	12	23
2023-24	26	23	-	-
Number of Compliments	Compliment Detail			
3	Action/response/communication			
2	Bins/bin collection			
1	Property/land			
3	Quality of service			
14	Staff member/team			



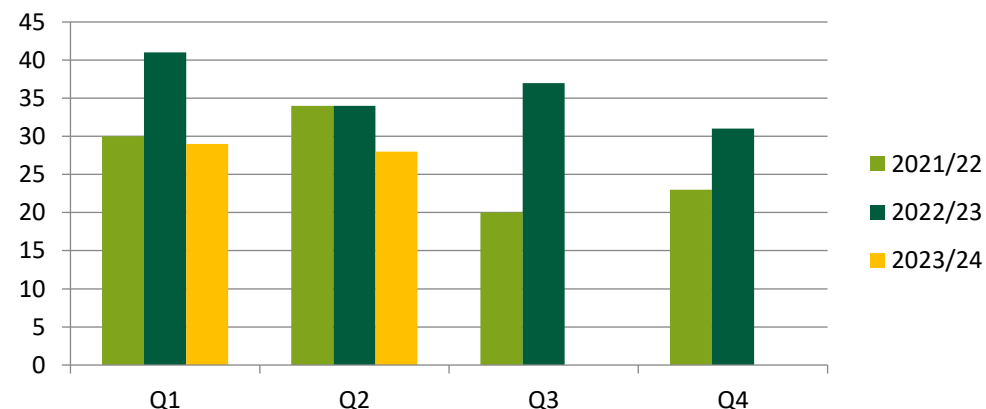
## Ombudsman Enquiry

Ombudsman Enquiry	Q1	Q2	Q3	Q4
2021-23	0	3	2	1
2022-23	2	3	0	0
2023-24	2	0	-	-

During Q2, no new Ombudsman enquiries were received, and the enquiry carried over from Q1 has been closed. It is noted that the Council isn't notified of all enquiries/decisions, the above relates to the notified enquires.

## Complaints

Complaints Trend	Q1	Q2	Q3	Q4
2021-23	30	34	20	23
2022-23	41	34	37	31
2023-24	29	28	-	-
Number of Complaints	Complaint Detail			
3	Action/response/communication			
1	Anti-social behaviour			
1	Bailiff			
1	Customer Services			
6	Bin/bin collection			
2	Council Tax charges/decision			
2	Grass cutting			
1	Littering/debris/fly-tipping			
2	Other			
2	Property/land			
1	Quality of service			
2	Staff member/team			
2	Time taken			
2	Weeds			



## Corporate Risk Register

### Risk 1 – Sustainability of the Medium Term Financial Strategy

Responsible Officer - Karen Spencer

#### Description

The Council's latest Medium Term Financial Strategy update published February 2022 indicates an underlying funding gap of c£600k per annum from 2023/24 onwards. The Council must take appropriate action in order to balance its annual expenditure against its available annual income and other revenue resources. The Council has a legal obligation to publish an annual balanced budget; this means its budget expenditure must equal its available income and any available reserves. Council reserves are limited and equate to only circa 3 years given the anticipated funding gap. Therefore additional income must be identified or annual costs reduced in future years. The current cost of living crisis may also add to the pressure on the Medium Term Financial Strategy through pay award, utility costs, contract inflation and Council Tax/NNDR collection rates.

#### Risk Consequence

If the Council is not able to prepare a balanced budget there would be legal ramifications, but would ultimately impact on the level of services the council is able to deliver to Rossendale residents and would result in major reputational damage.

#### Initial risk assessment RAG status (without mitigation)

Likelihood	Impact	Overall Risk	Status
B	2	B2	RED

#### Mitigation

The Medium Term Financial Strategy does not indicate a significant narrowing of the gap in the next four years. New income generating opportunities will need to be identified to generate additional revenue, along with improved efficiency and effectiveness of service delivery. Departments across the council will need to be challenged to become more effective.

#### Risk assessment RAG status (after mitigation)

Likelihood	Impact	Overall Risk	Status
C	2	C2	AMBER

#### Q2 Update

The 2022/23 outturn has improved from the estimated position that was included in the February 2023 Medium Term Financial Strategy and has slightly improved the reserves balance. However, the Council is estimated to run out of reserves during 2026/27. Officers continue to investigate alternative delivery mechanisms and to maximise efficiencies and make savings wherever possible, however, it is difficult to making savings without affecting service delivery. The budget process for 2024/25 has commenced and income and expenditure are being scrutinised on a line-by-line basis. The Council continues to maximise income opportunities where possible. The Corporate Management Team review the need for all vacant posts prior to recruitment and have introduced a freeze on non-essential expenditure. The Empty Homes scheme continues to have an adverse impact on the Medium Term Financial Strategy, officers continue to monitor and manage the scheme closely.

#### Q2 risk assessment RAG status (current)

Likelihood	Impact	Overall Risk	Status
B	1	B1	RED



## Risk 2 – Major Disaster affecting the Delivery of Council Services

Responsible Officer - Clare Law

### Description

The Council has statutory duties under the Civil Contingencies Act (2004) and to carry out emergency planning and business continuity management activities to minimise the impact of a civil emergency or business interruption on people living, working and visiting the borough.

### Risk Consequence

Failure to have robust contingency plans in place could result in the failure to deliver Council services, such as, the collection of residential and trade waste, burial services and payment of suppliers and benefits.

### Initial risk assessment RAG status (without mitigation)

Likelihood	Impact	Overall Risk	Status
C	1	C1	AMBER

### Mitigation

A robust Council Emergency and Business Continuity Plan is in place. Service continuity plans are updated and tested regularly through a quarterly Emergency Planning meeting. The plans are embedded with the Corporate Management Team as critical working documents to support the continued delivery of essential council services. All managers have a copy of the overall plan and their service plan and keep them under review. The Council is a member of Lancashire County Council Local Resilience Forum. Officers attend meetings and undertake regular training exercises. The council plans are available on the Resilience Direct website. Mutual aid agreements are in place with all Local Authorities across Lancashire.

### Risk assessment RAG status (after mitigation)

Likelihood	Impact	Overall Risk	Status
C	2	C2	AMBER

### Q2 Update

The Council's Local Emergency Plan has been reviewed and updated. The system for the Council's out of hours emergencies contacting arrangements have been reviewed, including the on-call telephone, out of hours arrangements with Capita and emergency arrangements with Lancashire County Council/Local Resilience Forum. Work is ongoing with Lancashire County Council's Emergency Planning Team to update the Rest Centre information and contacts. The Council's Emergency Planning Team continues to meet quarterly and relevant officers attend Local Resilience Forum meetings and training with other agencies to ensure the Lancashire response to major incidents is robust.

### Q2 risk assessment RAG status (current)

Likelihood	Impact	Overall Risk	Status
C	2	C2	AMBER

### Risk 3 – Incident resulting in Death or Serious Injury or HSE Investigation

Responsible Officer - Clare Law

#### Description

Under the Health and Safety at Work Act (1974), the Council has a duty of care towards the health, safety and wellbeing of its employees and others who may be affected by our work. In the event of a RIDDOR reportable accident, there is a risk of a Health and Safety Executive investigation and potential for a civil claim for damages.

#### Risk Consequence

Failure to comply with current legislation and demonstrate compliance may result in harm to staff and others, financial loss and enforcement action.

#### Initial risk assessment RAG status (without mitigation)

Likelihood	Impact	Overall Risk	Status
D	2	D2	AMBER

#### Mitigation

A robust Council Emergency and Business Continuity Plan is in place. Service continuity plans are updated and tested regularly through a quarterly Emergency Planning meeting. The plans are embedded with the Corporate Management Team as critical working documents to support the continued delivery of essential Council services. All managers have a copy of the overall plan and their service plan and keep them under review. The council is a member of Lancashire County Council Local Resilience Forum. Officers attend meetings and undertake regular training exercises. The Council plans are available on the Resilience Direct website. Mutual aid agreements are in place with all Local Authorities across Lancashire.

#### Risk assessment RAG status (after mitigation)

Likelihood	Impact	Overall Risk	Status
E	2	E2	GREEN

#### Q2 Update

Work has continued to implement the Health and Safety Action Plan with the main areas of work being the development of a draft Health and Wellbeing Strategy in conjunction with Human Resources; monitoring, risk control and clarifying training needs. Work to progress health and safety risk management is behind schedule as it is dependent on the corporate Risk Management Strategy being agreed. 18 health and safety reports were received during Q2. One accident was reported to the Health and Safety Executive under RIDDOR as a member of staff was absent from work for more than 7 days. No further contact has been received from the Health and Safety Executive in respect of the two reported cases of Hand Arm Vibration Syndrome. Ongoing management of vibration in Operations has been reviewed and is ongoing. Work to review controls for the removal of fly-tipping containing asbestos has been undertaken and robust controls are being implemented. The programme of workplace inspections for 2023/24 is ongoing and on target.

#### Q2 risk assessment RAG status (current)

Likelihood	Impact	Overall Risk	Status
D	2	D2	AMBER

**Risk 4 – Changes to Government policy on the delivery of the Council’s services****Responsible Officer - Rob Huntington****Description**

Like all local authorities the Council is a statutory body that is subject to changes being consulted upon and or implemented by central government that might affect how we operate and serve our residents/businesses.

**Risk Consequence**

The risk that the Council fails to react and be prepared for any changes being proposed or implemented by central government.

<b>Initial risk assessment RAG status (without mitigation)</b>	<b>Likelihood</b>	<b>Impact</b>	<b>Overall Risk</b>	<b>Status</b>
	E	2	E2	GREEN

**Mitigation**

The Council is a member of the Local Government Association and District Councils Network who keep us informed of government policy and consultations and lobby on behalf of councils to mitigate the impact of any change. The Council is also signed up to receive daily emails from Local Government Information Unit who provide daily government news and other Local Government Information Unit (LGIU) policy briefings. The Chief Executive and Leader of the Council meets regularly with our two MPs. The Council’s Corporate Management Team monitor and assess government’s position on funding to be distributed to local authorities and other Government announcements that impact funding.

<b>Risk assessment RAG status (after mitigation)</b>	<b>Likelihood</b>	<b>Impact</b>	<b>Overall Risk</b>	<b>Status</b>
	E	2	E2	GREEN

**Q2 Update**

The Council continues to be a member of the Local Government Association and District Councils Networks. The Chief Executive regularly attends the North West Chief Executive, and Lancashire Chief Executive meetings, both having representation from the Local Government Association. The Corporate Management Team weekly review recent policy announcements from government departments to determine any appropriate action required.

<b>Q2 risk assessment RAG status (current)</b>	<b>Likelihood</b>	<b>Impact</b>	<b>Overall Risk</b>	<b>Status</b>
	E	2	E2	GREEN

## Risk 5 – Sustainable Workforce

Responsible Officer - Clare Law

### Description

There is a requirement to have a sustainable workforce to deliver the Council services to residents and customers.

### Risk Consequence

Failure to have a fully resourced, trained staff could result in the failure to deliver statutory and non-statutory service in a safe and professional manner to residents and customers.

### Initial risk assessment RAG status (without mitigation)

Likelihood	Impact	Overall Risk	Status
D	3	D3	AMBER

### Mitigation

The Council has robust HR policies and procedures, an agreed Authorised Establishment, performance management framework and Service Area Business Continuity Plans in place to mitigate any staffing challenges such as loss of staff due to the impact of an epidemic or pandemic. HR will work with managers to develop workforce succession planning. The Council provides an attractive benefit package including final pension scheme, flexible working, generous annual leave, a purchase leave scheme, free onsite parking, family friendly policies, discounted gym memberships and a cycle scheme to attract and retain staff.

### Risk assessment RAG status (after mitigation)

Likelihood	Impact	Overall Risk	Status
E	3	E3	GREEN

### Q2 Update

The number of employee leavers has increased during Q2. 10 vacant posts have been advertised. Some of the vacant posts have been recruited to internally and the Operations Workshops have remained vacant.

The level of sickness absence has significantly increased throughout Q2, with 6 employees (4.39 days per FTE) related to long term absence (other musculo-skeletal stated as the main cause of absence) being managed under the Council's Absence Management Policy and 2 employees have now returned to work. The main reason for short term sickness absence (2.66 days per FTE) is infections, colds, flu (0.79 days per FTE confirmed covid cases although government advice is not to test therefore more days absence could be attributed to covid). Historically payment of the flu jab has been offered to all staff, it is proposed to offer again this year to try to mitigate further absences due to infections, colds, flu absences.

### Q2 risk assessment RAG status (current)

Likelihood	Impact	Overall Risk	Status
D	3	D3	AMBER

## Risk 6 – Insufficient data and cyber security

Responsible Officer - Andrew Buckle

### Description

Cyber security presents one of the most challenging areas for both the public and private sectors. With the proliferation and severity of attacks constantly increasing this represents a major threat.

### Risk Consequence

Cyber-attack resulting in a complete loss of all systems coupled with malware being spread across the entire network. Data breach resulting in information loss causing reputational damage and resulting in a financial penalty due to non-compliance with statutory requirements such as General Data Protection Regulation, Payment Card Industry Data Security.

### Initial risk assessment RAG status (without mitigation)

Likelihood	Impact	Overall Risk	Status
C	1	C1	AMBER

### Mitigation

To protect against a data breach the Council, host all council data in Tier 3 Data Centres located in different geographical regions and are backed up daily. The Council's Data Centres hold the following accreditations: ISO27001:2013 and the Payment Card Industry Data Security. The Council adopts a Risk Insight approach to determine the treat Landscape and more importantly its evolution. The Council has received notification of meeting the Public Services Network which means the Councils' infrastructure met all the security requirements to allow connection to the Public Services Network. A cyber security training is to be provided for all staff.

### Risk assessment RAG status (after mitigation)

Likelihood	Impact	Overall Risk	Status
D	1	D1	AMBER

### Q2 Update

To provide additional cyber protection and enhance Rossendale online security, replacement website firewalls along with the setup of Intrusion Detection Systems/Intrusion Prevention Systems have been implemented for the new Rossendale website. The website site is hosted on Amazon Web Services which offers increased resilience, performance and flexibility. Work has continued with the implementation of the Memorandum of Understanding compliance requirements imposed by the Department of Working Pension require set security standards and processes to be followed. Access to the revenues and benefits data is being audited along with all user access privileges.

The Council has selected a corporate cyber training and awareness package that will be deployed across Members and all Council staff.

### Q2 risk assessment RAG status (current)

Likelihood	Impact	Overall Risk	Status
D	1	D1	AMBER

## Risk 7 – Poor communications and public relations

Responsible Officer - Clare Law

### Description

Good communication and public relations is essential to inform, maintain and develop relationships with residents, customers and partners to provide effective and efficient Council services.

### Risk Consequence

Failure to communicate and respond to issues as they develop and inadequately or inappropriately communicating could lead to a major loss of reputation for the Council on a local, regional and national level. A loss of reputation can damage staff morale, trust between the Council and residents and impair the relationship between the Council and its partners meaning projects and services delivery is damaged.

### Initial risk assessment RAG status (without mitigation)

Likelihood	Impact	Overall Risk	Status
B	1	B1	RED

### Mitigation

Communication methods are in place to support face to face, mail or electronic communications with a developed website and social media channels to provide 24/7 communication service. The Council has an experienced public relation and communications function to support officers to deal with communications in a timely manner and promote the work of the Council.

### Risk assessment RAG status (after mitigation)

Likelihood	Impact	Overall Risk	Status
D	1	D1	AMBER

### Q2 Update

Viva PR has continued to deliver the agreed communications including updates to the Council's website and social media posts to residents, businesses and communities. The Corporate Management Team receive a weekly update, which includes horizon scanning and potential risks. 18 positive press releases have been released resulting in 104 pieces of media coverage. All of these pro-active positive releases help to promote the Council externally. Viva PR act as first point of contact for the media and always respond in a timely manner ensuring good working relationships with local and regional media.

The recycling 'Check Before You Chuck' campaign devised by Viva PR won a national PR campaign award in the PRCA Public Sector category to go with the earlier regional award and has been shortlisted in the National Recycling Awards to be held in London in November.

### Q2 risk assessment RAG status (current)

Likelihood	Impact	Overall Risk	Status
E	1	E1	GREEN

## Risk 8 – Non – Delivery of Corporate Programmes

Responsible Officer - Rob Huntington

### Description

The Council has agreed the 6 corporate programmes for 2023/24 to support the delivery of Corporate Plan.

### Risk Consequence

Failure to deliver the corporate programmes would have a detrimental impact on the delivery of the Council's Valley Plan 2021-25, Our Place, Our Plan, and result in a reputational risk to the Council's commitment to the residents. The failure to deliver the corporate programmes could potentially have a negative impact on the council's revenue budgets (by failure to deliver income generating projects) and delivery of the medium term financial strategy, and the associated economic and social benefits may not be realised.

### Initial risk assessment RAG status (without mitigation)

Likelihood	Impact	Overall Risk	Status
C	2	C2	AMBER

### Mitigation

Each corporate project has a Project Sponsor (member of the Corporate Management Team), a Project Manager and Finance Officer. Each corporate programme will have a robust project plan and live risk register. The Programme Sponsor will be responsible for the strategic overview of the corporate programme, and the Programme Manager will be responsible for the day-to-day management of the corporate programme. The Council's Programme Board meets quarterly to review the progress of the corporate programmes. The Programme Sponsor will be responsible for highlighting any concerns to the Corporate Management Team throughout the life of the corporate programme.

### Risk assessment RAG status (after mitigation)

Likelihood	Impact	Overall Risk	Status
E	2	E2	GREEN

### Q2 Update

A revised programme to support the delivery of the Valley Plan 2021-25 – Our Place, Our Plan has been produced and agreed with the Corporate Management Team, with appropriate governance and programme sponsorship in place.

### Q2 risk assessment RAG status (current)

Likelihood	Impact	Overall Risk	Status
E	2	E2	GREEN

## Risk 9 – Financial Sustainability of Council Owned Leisure Assets

Responsible Officer – Rob Huntington

### Description

National lockdowns due to Covid-19 resulted in Council owned leisure facilities closing for extended periods. During closure no income was received and outside of lockdown periods, income was significantly reduced. The cost of living crisis will have a significant negative impact on utility and salary costs for the Trust. This has impacted the financial sustainability of the Trust.

### Risk Consequence

If the Council owned leisure assets are to be sustained in the longer term, the operators of the facilities have little recourse to additional funding to survive other than through the Council. This financial impact was managed in 2021/22 through additional government grants and Council support, however the real impact is likely to be felt in 2022/23 and continue through 2023/24.

### Initial risk assessment RAG status (without mitigation)

Likelihood	Impact	Overall Risk	Status
A	2	A2	RED

### Mitigation

A report on the impact of all facilities has been produced by KKP and recommendations to minimise impact have been implemented. Senior Council officers are attending the Trust Board to ensure we work together to minimise costs and an intensive monitoring process is in place. Funding through a Covid-19 specific Sport England Fund has been received though this is limited in its amount and did not cover retrospective losses. Constant monitoring of future business plans and work in partnership to maximise income and reduce costs continues.

### Risk assessment RAG status (after mitigation)

Likelihood	Impact	Overall Risk	Status
A	2	A2	RED

### Q2 Update

An external assessment has been carried out of the financial sustainability of Council owned leisure assets by Grant Thornton, which has made a number of recommendations that were agreed by Full Council in May 2023. This is now a focus of action. An established cross party working group monitors the delivery of the recommendations and associated action.

### Q2 risk assessment RAG status (current)

Likelihood	Impact	Overall Risk	Status
A	2	A2	RED