

Cabinet

Wednesday, 18th January, 2023, 6.00 pm

Shield Room, Civic Centre, West Paddock, Leyland, PR25 1DH

The meeting will be available to view live on [You Tube here.](#)

Agenda

1 Apologies for Absence

2 Declarations of Interest

Members are requested to indicate at this stage in the proceedings any items on the agenda in which they intend to declare an interest. Members are reminded that if the interest is a Disclosable Pecuniary Interest (as defined in the Members' Code of Conduct) they must leave the room for the whole of that item. If the interest is not a Disclosable Pecuniary Interest, but is such that a member of the public could reasonably regard it as being so significant that it is likely that it would prejudice their judgment of the public interest (as explained in the Code of Conduct) then they may make representations, but then must leave the meeting for the remainder of the item.

3 Minutes of the Last Meeting

(Pages 5 - 18)

Minutes of the last meeting held on 16 November 2022 attached to be signed as a correct record.

4 Notice of Executive Decisions / Cabinet Forward Plan

(Pages 19 - 52)

The Notice of Executive Decisions / Cabinet Forward Plan for the period [1 January 2023 – 31 December 2023](#) is available on the website.

A copy of the latest version as of the date of agenda publication is attached.

Items of the Leader of the Council and Cabinet Member (Strategy and Reform)

5 Nomination of Mayor-elect and Deputy Mayor-elect 2023/2024

(Pages 53 - 56)

Report of the Director of Governance attached.

6 Lancashire 2050 Framework

(Pages 57 - 80)

Report of the Chief Executive attached.

Items of the Deputy Leader and Cabinet Member (Health and Wellbeing)

7 Mental Health Action Plan

(Pages 81 - 94)

Report of the Director of Communities attached.

8 Select Move allocations policy

(Pages 95 - 196)

Report of the Director of Communities attached.

Items of the Cabinet Member (Communities, Social Justice and Wealth Building)

9 Customer Access Charter

(Pages 197 - 228)

Report of the Director of Customer and Digital attached.

Items of the Cabinet Member (Finance, Property and Assets)

10 Fees and Charges 2023-24

(Pages 229 - 260)

Report of the Director of Finance and Section 151 officer attached.

11 Exclusion of Press and Public

To consider the exclusion of the press and public for the following items of business on the ground that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information)

Condition:

Information is not exempt if it is required to be registered under-
The Companies Act 1985

The Friendly Societies Act 1974

The Friendly Societies Act 1992

The Industrial and Provident Societies Acts 1965 to 1978

The Building Societies Act 1986 (recorded in the public file of any building society, within the meaning of the Act)

The Charities Act 1993

Information is exempt to the extent that, in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Information is not exempt if it relates to proposed development for which the local planning authority may grant itself planning permission pursuant to Regulation 3 of the Town & Country Planning General Regulations 1992(a).

**Items of the Leader of the Council and Cabinet Member
(Strategy and Reform)**

12 Leyland Town Deal - Land Acquisitions

(Pages 261 - 292)

Report of the Director of Commercial attached.

Items of the Cabinet Member (Finance, Property and Assets)

13 Shared Services Review- Property and Assets

(Pages 293 - 330)

Report of the Director of Change and Delivery attached.

Chris Sinnott
Chief Executive

Electronic agendas sent to Members of the Cabinet Councillors Paul Foster (Chair), Mick Titherington (Vice-Chair), Aniela Bylinski Gelder, James Flannery and Matthew Tomlinson

The minutes of this meeting will be available on the internet at www.southribble.gov.uk

Forthcoming Meetings

6.00 pm Wednesday, 22 February 2023 - Shield Room, Civic Centre, West Paddock, Leyland, PR25 1DH

This page is intentionally left blank

Minutes of	Cabinet
Meeting date	Wednesday, 16 November 2022
Members present::	Councillors Paul Foster (Chair), Mick Titherington (Vice-Chair), Aniela Bylinski Gelder, James Flannery and Matthew Tomlinson
Officers:	Chris Sinnott (Deputy Chief Executive), Louise Mattinson (Director of Finance and Section 151 Officer), Jonathan Noad (Director of Planning and Development), Dave Whelan (Shared Services Lead - Legal & Deputy Monitoring Officer), Emma Marshall (Service Lead - ICT), Rebecca Heap (Communities Manager), Darren Cranshaw (Shared Services Lead - Democratic, Scrutiny & Electoral Services) and Coral Astbury (Democratic and Member Services Officer)
Other members and officers:	Councillor Will Adams, Councillor Harold Hancock, Councillor David Howarth (Mayor), Councillor Lou Jackson, Councillor Chris Lomax (Deputy Mayor), Councillor Colin Sharples, Councillor Margaret Smith, Councillor Phil Smith (Deputy Leader of the Opposition and Deputy Leader of the Conservative Group), Councillor Kath Unsworth, Councillor Karen Walton (Leader of the Opposition and Leader of the Conservative Group) and Councillor Paul Wharton-Hardman JP
Public:	35 (Approximately)

43 Welcome and Introduction

The Leader of the Council welcomed everyone in attendance, particularly members of the public and thanked St Mary's Church for providing the venue and facilitating this meeting.

He explained that this "Cabinet in the Community" meeting was part of an initiative for Cabinet to be held in local communities, in order to make the Cabinet more visible and accessible to the public and to encourage greater public participation in the decision making process.

He then introduced members of the Cabinet and officers.

44 Public Question Time

The Leader of the Council invited members of the public in attendance to ask questions of any member of the Cabinet for up to one hour.

Members of the Public asked several questions in relation to the Penwortham masterplan and sought further detail on:

- Funding options
- Consultation with landowners
- Design ideas

Agenda Item 3

2

- Communications

In responding to the residents' concerns, the Leader explained that funding could be sourced from numerous options. Originally, there had been £2 million in the budget from the City Deal, however this has been withdrawn and the Council have provided their own £2 million to the budget. The authority had also applied for £6 million funding from the levelling up fund. If unsuccessful there would be a number of other funding sources which could be utilised such as grants, Section 106 and CIL money.

Members of the Public had some concern over the financial viability of the plan and how this would impact the finances of the Council. The Leader explained that the authority had no debt and has healthy reserves and money to fund the project without impacting other services. The Leader advised the authority would not be raising Council Tax in 2023 for the third year in a row as it did not need too.

The Cabinet Member (Planning, Business Support and Regeneration) explained that the masterplan was working through a process. The first stages were considering the feasibility and viability of the plan. With the support of the ward members in Penwortham the plan had been extended to cover other areas within Penwortham.

In response to a question about consultation and landowners the Leader of the Council explained that the authority had heavily consulted with local businesses and residents and had found an overwhelming majority supported the plan. The authority would continue to consult on the masterplan and would take residents and business owners' concerns and ideas into consideration.

Members of the Public explained they would appreciate the opportunity to work with the Council further on the developing the designs. The Leader referred to Leyland Town Deal and explained how local businesses came together to make improvements to Leyland and advised the Council could help facilitate the creation of a similar group for Penwortham.

45 Apologies for Absence

No apologies were received.

46 Declarations of Interest

There were no declarations of interest.

47 Minutes of the Last Meeting

Resolved: (Unanimously)

The minutes of the last meeting were agreed as a correct record for signing by the Chair.

48 Notice of Executive Decisions / Cabinet Forward Plan

Resolved: (Unanimously)

The latest published Notice of Executive Decisions/ Cabinet Forward Plan for 1 November 2022 – 30 September 2023 be noted.

Agenda Item 3

3

49 Youth Council Update (including Youth Engagement Plan)

The Cabinet Member (Communities, Social Justice and Wealth Building), Councillor Aniela Bylinski Gelder, presented a report of the Director of Communities which sought to provide a narrative to the Youth Action Plan, which proposes projects to support young people within South Ribble. The report also provided an update to Cabinet on the progress made to date within the Youth Council project.

Councillor Bylinski Gelder invited the Lead Member (Youth), Councillor Colin Sharples, to formally introduce the report and say a few words. Councillor Sharples extended his thanks to officers for the report and their progress in establishing the Youth Council. He explained the intention of the Youth Council was for young people to become engaged in local decision making.

Two members of the Youth Council, Abbie Cherrie and Isabel Pearson, were in attendance and gave an update to Cabinet on what they had achieved. Notable achievements included completion of SHOUT training, visiting the Knife Angel sculpture in Blackburn, contacting all secondary schools in South Ribble to raise awareness of period poverty and dignity and the establishment of roles for members within the Youth Council.

Abbie and Isabel also provided members with an update on their latest project, The Festive Freecycle, which would start on 12 December 2022.

Members of the Cabinet thanked Abbie and Isabel for their attendance and speech and said they were proud to see two young women sit and articulate themselves so well. Members are glad that young people within South Ribble are being given the opportunity and a safe space to engage in local democracy.

Resolved: (Unanimously)

1. Cabinet approve the proposed projects in the Youth Action Plan.
2. Cabinet approve the proposal to allocate "Mental Health for Young People" budget to support work outlined in the action plan.
3. Cabinet approve the proposed approach to engaging the Youth Council and young people within South Ribble in local decision making.
4. Cabinet approve the proposed governance and roles of Youth Council members, including the role of Youth Council Mayor.
5. Cabinet acknowledge and approve the Council's commitment to providing personal development opportunities for young people who engage in the Youth Council.
6. Cabinet acknowledge and approve the priorities identified by Youth Council members, along with the proposed approach to project delivery.

Reasons for decision:

Agenda Item 3

4

Projects contained in the action plan have been discussed and decided upon with Lead Member for Youth and portfolio holder for Communities, Social Justice and Wealth Building.

The Portfolio Holder for Communities, Social Justice and Wealth Building has given Youth Council Members the autonomy to decide how the Youth Council should operate.

Projects in the action plan reflect thoughts of Youth Council members following consultation within Youth Council Meetings

The decision taken by Cabinet reflects the thoughts of Youth Council members following consultation within Youth Council meetings.

Alternative options considered and rejected:

The council does not have a statutory duty to carry out the proposed projects. However, it now has full-time permanent resource in a Youth Engagement Officer, to support the young people across South Ribble to thrive. If the council do not commit to a focused action plan, this resource will not be used effectively, and therefore outcomes amongst young people will be limited.

Cabinet could continue to deliver the Youth Council project without approving the recommendations. This option was not recommended as it would lead to the project progressing without clear direction.

50 Penwortham Masterplan

The Cabinet Member (Planning, Business Support and Regeneration), Councillor James Flannery, presented a report of the Director of Planning and Development that sought approval of the Penwortham Masterplan following several rounds of consultation and engagement. The report also identified a number of next steps towards implementation of the Masterplan in the centres of Liverpool Road, Kingsfold and Middleforth.

Councillor Flannery thanked officers for their work on the plan.

Councillor Foster advised that an additional recommendation would be added, to include a further round of consultation with Penwortham Town Council, with any feedback received being brought before a future Cabinet meeting for consideration.

A point was raised by a ward member in relation to communication with ward members, the Leader agreed with the comment and accepted that communication could have been better.

Resolved: (Unanimously)

1. Cabinet note the outcome of the consultation on the Penwortham Masterplan.
2. Cabinet approve the Penwortham Masterplan as attached at Appendix 1.

Agenda Item 3

5

3. Cabinet seeks a report to be presented, as soon as possible, at a future meeting of Cabinet with a full implementation plan and that funding for the delivery be considered as part of the upcoming budget planning cycle.
4. A final round of consultation will also be undertaken with Penwortham Town Council. Feedback received from the Town Council would be presented to a future Cabinet meeting for consideration.

Reason for decision:

The Penwortham Masterplan has been through a multiple stage consultation with significant support for the proposals within it. It is now crucial the plan is adopted and plans for its delivery are made as soon as possible.

Other options considered and rejected:

The other option is to not adopt the masterplan. However, this would see a loss of momentum in delivering change to the local centres within Penwortham, particularly off the back of the Penwortham By-Pass delivery.

51 Cost of Living Update

The Deputy Leader of the Council and Cabinet Member (Health and Wellbeing), Councillor Mick Titherington, introduced a report of the Director of Communities that gave an update on the work around Cost of Living to date, sharing the draft partnership action plan. The report also sought approval for outline distribution of South Ribble's Household Support Fund Round 3 allocation for 2022.

Councillor Titherington explained that a conference had been held with community groups who provide foodbanks, clothing and other items supporting vulnerable residents. They had been asked what the authority should do in order to mitigate the impact of cost of living, from this an action plan had been produced.

Councillor Titherington advised a web page had been created detailing all the places residents could turn to for help and this information would be put on a card and given to all residents. A working group had also been established, working with partners to deal with situations as they arise.

Councillor Foster advised the authority would also be writing to every single resident highlighting and signposting them to where the information for dealing with the cost of living crisis could be found.

Resolved: (Unanimously)

1. Cabinet notes and supports working with partners to support residents through the cost of living crisis.
2. Cabinet approves distribution of South Ribble's Household Support Fund Round 3 allocation, with flexibility to ensure that resources can be targeted to areas of most need.

Reasons for decisions:

Agenda Item 3

6

Cabinet has given public commitment to supporting vulnerable residents and ensuring no child goes hungry in South Ribble. Commitment to a Cost of Living Action Plan is in line with this.

Through rounds 1 and 2 of Household Support Fund, the Council has provided funding directly into households for energy and essentials, improved the efficiency of people's homes, and invested in the charities and community groups who offer support day in, day out.

Other options considered and rejected:

Following on from the Cost of Living Conference, the Council could have worked on a response without partners. Given the enhanced understanding of the broad impact of the increasing cost of living from the conference, it was agreed that a partnership approach would have greater impact and reach more households.

In Household Support Fund allocation, districts across Lancashire have taken varied approaches, from supermarket vouchers to direct payments to households in receipt of benefits. While these approaches have been discussed, it is believed that a responsive approach to local need is preferable, with no restrictions for working households who may be on a low income.

52 Business Energy Efficiency Support Scheme

The Cabinet Member (Planning, Business Support and Regeneration) Councillor James Flannery, introduced a report of the Director of Change and Deliver that sought approval of a Business Energy Efficiency support scheme for businesses.

Councillor Flannery explained that funding had been identified from the reserves used for business recovery during COVID19, which could be used to help small businesses who were currently suffering as a result of the cost of living crisis.

Resolved: (Unanimously)

1. To approve the proposals to offer fully funded energy use audits for businesses and provide council grant support to enable businesses to implement the recommended energy saving (carbon reduction) measures.

Reason for decision:

Rising energy costs are impacting the viability of businesses, which increases the risk of businesses closing and the loss of local jobs. In 2019, the council declared a climate emergency, pledging to work to make the Borough carbon neutral by 2030. The Business Energy Efficiency support scheme will help businesses to reduce energy use, which will reduce business energy costs and reduce their carbon footprint.

Other options considered and rejected:

The alternative option considered was to signpost businesses to the Chamber Low Carbon scheme and the Making Carbon Work (MaCaW) scheme.

Agenda Item 3

7

However, the grant funding elements of those schemes are fully committed, and they have limited remaining support capacity.

53 Report of the Lead Member for Climate Change

The Lead Member for Climate Change, Councillor Keith Martin, presented his report which provided an update on the work of the Climate Emergency Task Group.

Councillor Martin highlighted several areas of achievement for the task group:

- OLEV rapid charger electric vehicle points have been installed across the borough
- Decarbonisation plans have been completed for the majority of the Council's estate
- Three continuous air quality monitors have been deployed in the borough, monitoring both nitrogen dioxide and particulate matter
- The Council has achieved its objective of planting over 110,000 trees (one for each resident), a year ahead of the projected completion date.

Members of the Cabinet commended Councillor Martin for the hard work of the Climate Emergency Task Group.

A member of the public asked if the Council were aware of Springfields Fuels Ltd building a new incinerator. The Leader explained that the authority are not formally informed, however Councillor Martin was a member of the working group and would speak to the resident separately.

Resolved: (Unanimously)

1. To note the work of the Task Group towards the Council's carbon net-zero goal and completion of the Air Quality and Climate Emergency Action Plans.

Reasons for decision:

To provide members with an understanding of the work achieved to date.

Other options considered and rejected:

The report is for information only, no other options have been considered.

54 Electric Vehicle Charging Policy Decision

The Deputy Leader and Cabinet Member (Health and Wellbeing) Councillor Mick Titherington, presented a report of the Director of Communities that sought to determine the most appropriate method for installing electric vehicle charging points. This is in order to achieve the commitment made by members within the Climate Emergency Action Plan and Air Quality Action Plan and requirements attached to the Council's own planning permissions.

Councillor Titherington advised that all information was contained within the report and moving to electric vehicles would be fundamental to improving air quality. It was recommended that Option 5 was the most viable option.

Agenda Item 3

8

Resolved: (Unanimously)

Members approve the utilisation of a third-party contractor to deliver, maintain and operate all Council electric vehicle recharging points and parking bays. That no additional rent is charged for any leases to maximise the potential contribution from the third party contractor towards the cost of installation, with a view to recovering a small charge per Kwh consumed for each station as appropriate. (Option 5).

Reason for decision:

A policy decision is required on how the Council is to deliver on its commitment to improving the Electric Vehicle Recharging Infrastructure across the borough. This would not impact on any current projects.

The delivery of EVC's is currently being obtained through two different routes, the first is through the planning system and the second through the work of the Climate Emergency Team, predominantly via grant funding options.

The Council have committed to improving the electrical vehicle charging (EVC's) infrastructure across the borough. This commitment has been ratified at Full Council through the adoption of the Air Quality Action Plan and the Climate Emergency Strategy and Action Plan with a commitment to providing a minimum of 200 publicly available electric vehicle recharging points across the borough.

In addition to the above every appropriate planning permission granted includes a requirement to provide EVC's and this includes the Council own applications.

There are a variety of ways in which the Council can provide EVC's and a decision is required in order to progress the delivery in a timely, uniformed approach

Other options considered and rejected:

To make no policy decision and to consider each opportunity to install electric vehicle charging points in full on each occurrence, potentially resulting in several different schemes being utilised across the borough.

55 Shared Cost Additional Voluntary Contribution Scheme

The Leader of the Council and Cabinet Member (Strategy and Reform), Councillor Paul Foster, invited the Deputy Chief Executive to present the report.

The Deputy Chief Executive explained that, as part of the continuing implementation of the adopted People Strategy the report sought approval to implement an Additional Voluntary Contribution (AVC) scheme as an employee benefit. The AVC would allow employees to make additional contributions through salary sacrifice, which would allow the employee to receive tax benefits whilst there would be some saving for the Council.

Resolved: (Unanimously)

1. To approve the implementation of a Shared Cost Additional Voluntary Contribution (SCAVC) salary sacrifice scheme with the provider AVC wise

Agenda Item 3

9

and the inclusion of a new discretion in the councils' pension discretion policy: Regulation 17 of the LGPS Regulations 2013 to enable this.

2. To grant a waiver of the relevant Contract Procedure Rules (CPRs) to allow for the direct award of the contract.

Reasons for decision:

As part of People Strategy plan to provide an exceptional employee experience, consideration has been given to enhancing the financial wellbeing offer for employees. This scheme would feature on the existing My Rewards platform alongside other employee benefits.

Additional Voluntary Contributions (AVCs) enable staff to better plan for retirement and if done through a salary sacrifice scheme this is a lawful and tax efficient option for them.

Other options considered and rejected:

No other options have been considered as AVC wise is the only provider that works in partnership with the local government pension scheme.

56 Quarter Two Performance Monitoring Report 2022-2023

The Leader of the Council and Cabinet Member (Strategy and Reform) Councillor Paul Foster presented a report of the Deputy Chief Executive which provided members with a position statement for the Corporate Strategy for quarter two (July – September 2022).

Councillor Foster explained that performance continued to be robust and referred to the recommendations received from the Scrutiny Budget and Performance Panel stating that he accepted those recommendations.

Resolved: (Unanimously)

1. The report be noted.
2. Cabinet notes and accepts the recommendations received from the Scrutiny and Budget Performance Panel held on Monday 14 November 2022.

Reason for decision:

The Council's performance framework sets out the process for reporting progress against the objectives of the Corporate Strategy. Robust monitoring ensures that the council continues to deliver its priorities and achieves the best outcomes for residents.

Other options considered and rejected:

This was not applicable for this report.

57 Capital and Balance Sheet Monitoring Report Q2

Agenda Item 3

10

The Cabinet Member (Finance, Property and Assets), Councillor Matthew Tomlinson presented a report of the Deputy Director of Finance that outlined the financial position of the Council in respect of the capital programme as at 30 September 2022. The report highlighted any key issues and explained key variances, and provided an overview of various elements of the Council's balance sheet as at 30 September 2022.

Councillor Tomlinson explained that money was continuing to be spent on projects and this would be monitored closely to ensure budgets were being kept too. An overspend was predicted in relation to the decarbonisation of the leisure centres, however the funds would not be spent this year. Councillor Tomlinson advised the funds for the decarbonisation works would be spent in 2023.

Resolved: (Unanimously)

1. Cabinet approves the revised capital programme at Appendix A, which includes approved amendments to the programme, as detailed at point 11, since the last capital monitoring report was approved by Cabinet in September 2022.
2. Cabinet notes the variations to the programme, which are detailed by scheme within Appendix B and referenced within the report.
3. Cabinet notes the position in the Balance Sheet Monitoring section of the report in respect of cash, investment and loan balances and debtors as at 30 September 2022.
4. Cabinet notes and accepts the recommendations received from the Scrutiny and Budget Panel held on Monday 14 November 2022.

58 Revenue Budget Monitoring Q2

The Cabinet Member (Finance, Property and Assets), Councillor Matthew Tomlinson presented a report of the Deputy Director of Finance that set out the revenue and reserves forecast for 2022/23 for the Council, based on the position as at 30 September 2022.

Councillor Tomlinson explained that officers would have been reporting an underspend however some issues have arisen which will likely result in an overspend of around £200,000. Councillor Tomlinson was confident the overspend could be addressed, resulting in a spend closer to the agreed budget.

Resolved: (Unanimously)

1. Cabinet notes the forecast outturn for revenue and the level of reserves based on the position as at 30 September 2022.
2. Cabinet notes the virements made to and from the revenue budget during the year, as detailed in Appendix 2.

Agenda Item 3

11

3. Cabinet notes and accepts the recommendations received from the Scrutiny and Budget Panel held on Monday 14 November 2022.

59 Exclusion of Press and Public

Resolved: (Unanimously)

That the press and public be excluded for the following items of business on the ground that it involves the likely disclosure of exempt information as defined in Paragraphs 1 and 3 of Part 1 of Schedule 12A to the Local Government Act 1972

60 South Ribble Leisure Review

The Deputy Chief Executive presented the report of the Managing Director for South Ribble Leisure Ltd (SRLI) which sought to present a final proposal for the staffing structure for SRLI for consideration and agreement.

Resolved: (Unanimously)

1. Cabinet approves the implementation of a new staffing structure for South Ribble Leisure as detailed in Appendix B, along with the implementation of new Terms and Conditions as detailed in Appendix C.

Reasons for decision:

The final proposal has been developed following significant consultation with employees, managers, UNISON and the Board of Directors. The structure will enable the company to meet the objective of its business plan and contribute to the delivery of the Council's corporate strategy.

Other options considered and rejected:

A number of proposed structures have been considered during the consultation process.

61 Worden Hall Cafe Lease

The Leader of the Council and Cabinet Member (Strategy and Reform) presented a report of the Director of Commercial Services which had reviewed the Heads of Terms for a new lease of Worden Hall Café.

Resolved: (Unanimously)

1. Cabinet approves the latest Heads of Terms (October 2022) to be served on the current occupier of Worden Hall Café.

Reasons for decision:

The latest Heads of Terms offer stronger terms than those previously considered and drafted.

Agenda Item 3

12

Other options considered and rejected:

The two previous sets of Heads of Terms were not considered to be strong enough.

62 Approval for the contract award procedure for ICT hardware and software

The Cabinet Member (Communities, Social Justice and Wealth Building) presented a report of the Director of Customer and Digital that informed members of the proposed shared procurement for ICT hardware, software and support and sought agreement to the sharing of costs and procurement methods.

Resolved: (Unanimously)

1. Cabinet approves the contract award procedure for a number of procurements both independently and with Chorley Council, outlined at Appendix A for software, hardware and support services.
2. Cabinet agrees to waive the requirement to use the Social Value Portal.
3. The decision to award for South Ribble Borough Council is delegated to the Cabinet Member (Communities, Social Justice and Wealth Building)

Reason for decision:

By jointly procuring these contracts it ensures alignment of software, hardware and support across both authorities supporting Shared Services.

Other options considered and rejected:

Each Council could procure software independently, but this would make it difficult to align software or services in the future.

63 Approval of Contract Award for Procurement of Audio Visual Equipment

The Cabinet Member (Communities, Social Justice and Wealth Building) presented a report of the Director of Customer and Digital that informed members of the proposed procurement for replacement Audio Visual (AV) equipment in the Shield Room and to agree the procurement route.

Resolved: (Unanimously)

1. Cabinet agree to award a three year contract for the supply, delivery, implementation and support of new hardware and software to support Council meetings in the Shield Room.
2. Cabinet agree to grant a waiver of the relevant parts of the Contract Procedure Rules (CPRs) to allow the direct award of the contract.
3. Any cost variation will be reported to the Cabinet Member (Communities, Social Justice and Wealth Building)

Agenda Item 3

13

Reasons for decision:

To provide AV equipment which suits the needs of the Council both now and for the future.

To align software, hardware and support contracts across South Ribble and Chorley Councils.

Other options considered and rejected:

Each Council could procure software independently, but this would make it difficult to align software or services in the future.

64 Town Deal Professional Team Appointment - RIBA Stages 4-7

The Leader of the Council and Cabinet Member (Strategy and Reform) presented a report of the Director of Commercial which sought approval of the procurement strategy for the appointment of the Professional Design Team from RIBA stage 4-7, given funding has been secured.

Resolved: (Unanimously)

1. Cabinet approves the procurement strategy for the appointment of the Professional Design Team from RIBA stage 4-7, given funding has been secured.
2. Cabinet acknowledges that professional appointments will only be made within the approved budget.
3. Cabinet agrees to delegate the contract awards for each procurement to the Leader and Cabinet Member (Strategy and Reform)
4. Cabinet agrees to delegate any future updates to the procurement strategy which may be necessary to align with the progressing Town Deal project to the Leader and Cabinet Member (Strategy and Reform)
5. Cabinet agrees to grant a waiver of the relevant Contract Procedure Rules for the reasons outlined in the report for the appointment of a contractor for Structural and Engineering Professional Services.

Reasons for decision:

To ensure that the overall delivery programme completion date of March 2026 is achieved.

Other options considered and rejected:

Presenting this report and recommendations at a later date has been rejected as this does not align with the delivery programme associated with the Leyland Town Deal, as a result of funding.

Agenda Item 3

14

Chair

Date

South Ribble Council Forward Plan – Notice of Executive Decisions

For the Period: 1 January 2023 - 31 December 2023

This document is a notice under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

It gives 28 days' notice of the following:

- 1) 'key' decisions and other major decisions which the Cabinet expects to take during the next twelve month period;
- 2) decisions that are likely to be taken in private; and
- 3) individual Executive Member Decisions under delegated powers that are likely to be taken in private.

The document is updated as required and is available to the public on the Council's website at www.southribble.gov.uk.

Key Decisions

A 'Key' Decision is defined as any decision in relation to a Cabinet function which is likely:

- (a) To result in the Council incurring expenditure which is, or the making of savings which are significant. The financial threshold above which expenditure/savings become significant is set at £100,000. The financial threshold is applicable to both revenue and capital budgets; or
- (b) To be significant in terms of its effect on the communities living in an area comprising two or more Council wards.

Under the Access to Information Procedure Rules set out in the Council's Constitution, a 'Key' Decision may not be taken, unless 28 days' notice have been given in this document.

The law and the Council's Constitution provide for urgent key decisions to be made, even though they have not been included in this document in accordance with General Exception and Special Urgency provisions, set out in Access to Information Procedure Rules.

The Cabinet is made up of the Leader, Deputy Leader and three other Cabinet Members with the following portfolios:

Leader of the Council and Cabinet Member (Strategy and Reform)	Councillor Paul Foster
Deputy Leader and Cabinet Member (Health and Wellbeing)	Councillor Mick Titherington
Cabinet Member (Communities, Social Justice and Wealth Building)	Councillor Aniela Bylinski Gelder
Cabinet Member (Finance, Property and Assets)	Councillor Matthew Tomlinson

Decisions to be taken in private

Whilst the majority of the Cabinet and individual Executive Member decisions listed in this Forward Plan will be open to the public to attend, there may be some decisions to be considered that contain confidential, commercially sensitive or personal information.

This Forward Plan is a formal notice that some of the decisions listed will be held in private because the report will contain exempt information listed under Schedule 12A of the Local Government Act 1972, as set out below and that the public interest in withholding the information outweighs the public interest in disclosing it.:

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes –
 - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - (b) to make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

Copies of the Council's Constitution and agenda and minutes for all meetings of the Council may be accessed on the Council's website: www.southribble.gov.uk.

If there are any queries, including objections to items being considered in private, please contact the Council on 01772 625309 or email clare.gornall@southribble.gov.uk.

Chris Sinnott
Chief Executive

Last updated: 10 January 2023

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
List of A) Key decisions to be taken by the Cabinet and B) decisions which the Cabinet expects to take in private							
Leyland Town Deal - Land Acquisitions	Cabinet	Leader of the Council and Cabinet Member (Strategy and Reform)	Expenditure / Savings higher than £100,000	18 Jan 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).		Report of the Deputy Chief Executive, Director of Commercial, Chief Executive
Customer Access Charter	Cabinet	Cabinet Member (Communities, Social Justice and Wealth Building)		18 Jan 2023	Open		Report of the Director of Customer and Digital
Mental Health Action Plan	Cabinet	Deputy Leader and Cabinet Member (Health and Wellbeing)		18 Jan 2023	Open		Report of the Director of Communities

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Select Move allocations policy	Cabinet	Deputy Leader and Cabinet Member (Health and Wellbeing)	Significant effect in 2 or more Council wards.	18 Jan 2023	Open		Report of the Director of Communities
Fees and Charges 2023-24	Cabinet	Cabinet Member (Finance, Property and Assets)	Significant effect in 2 or more Council wards.	18 Jan 2023	Open		Report of the Director of Finance and Section 151 Officer
Shared Services Review-Property and Assets	Cabinet	Cabinet Member (Finance, Property and Assets)		18 Jan 2023	Fully exempt		Report of the Director of Change and Delivery
Nomination of Mayor-elect and Deputy Mayor-elect 2023/2024	Cabinet	Leader of the Council and Cabinet Member (Strategy and Reform)		18 Jan 2023	Open		Report of the Director of Governance and Monitoring Officer
Lancashire 2050 Framework	Cabinet	Leader of the Council and Cabinet Member (Strategy and Reform)		18 Jan 2023	Open		Report of the

Items for future meetings: 22 February and 15 March 2023

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Forward Industrial Estate - renewal of sub lease	Cabinet	Cabinet Member (Finance, Property and Assets)	Expenditure / Savings higher than £100,000	22 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	none	Report of the Assistant Director of Projects and Development
Homelessness Everyone in policy	Cabinet	Deputy Leader and Cabinet Member (Health and Wellbeing)	Significant effect in 2 or more Council wards.	February 2023	Open	None	Report of the Director of Communities
Worden Park Infrastructure and Landscaping	Cabinet	Cabinet Member (Finance, Property and Assets)	Expenditure / Savings higher than £100,000	22 Feb 2023	Open	None	Report of the Director of Planning and Development
Capital and Balance Sheet Monitoring Report Q3	Cabinet	Cabinet Member (Finance, Property and Assets)		22 Feb 2023	Open		Report of the Deputy Director of Finance and Deputy Section 151 Officer

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Revenue Budget Monitoring Report Q3	Cabinet	Cabinet Member (Finance, Property and Assets)		22 Feb 2023	Open		Report of the Director of Finance and Section 151 Officer

List of decisions by Individual Executive Members expected to be taken in private or are key decisions

Leader of the Council and Cabinet Member (Strategy and Reform)

Mutual Agreement	Leader of the Council and Cabinet Member (Strategy and Reform)	Leader of the Council and Cabinet Member (Strategy and Reform)		January 2023	Fully exempt This report contains information relating to an individual.		Report of the Chief Executive
------------------	--	--	--	--------------	---	--	-------------------------------

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Shared Services Review: Property and Assets	Leader of the Council and Cabinet Member (Strategy and Reform)	Leader of the Council and Cabinet Member (Strategy and Reform)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	Report to Council 23 February 2022	Report of the Chief Executive
Jubilee Gardens - Enabling Works Proposals	Leader of the Council and Cabinet Member (Strategy and Reform)	Leader of the Council and Cabinet Member (Strategy and Reform)		Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	Report to Cabinet September 2022	Report of the Director of Commercial

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Leyland Town Deal - Site Investigation Contractor Appointment	Cabinet Member (Finance, Property and Assets)	Leader of the Council and Cabinet Member (Strategy and Reform)	Expenditure / Savings higher than £100,000		Fully exempt		Report of the Director of Commercial
Leyland Town Deal - Demolition Contractor Appointment	Cabinet Member (Finance, Property and Assets)	Cabinet Member (Finance, Property and Assets)	Expenditure / Savings higher than £100,000	November 2022	Fully exempt This report contains information relating to the financial/business information of the Council and/or a third party.	Report to Cabinet - Leyland Town Deal Procurement Strategy - January 2022	Report of the Director of Commercial

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Leyland Town Deal - Professional Design Team Appointments	Leader of the Council and Cabinet Member (Strategy and Reform)	Leader of the Council and Cabinet Member (Strategy and Reform)	Expenditure / Savings higher than £100,000	2 Dec 2022	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	Report to Cabinet 20 June 2022	Report of the Director of Commercial

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Shared Service Pest Control	Leader of the Council and Cabinet Member (Strategy and Reform)	Leader of the Council and Cabinet Member (Strategy and Reform)	Expenditure / Savings higher than £100,000	14 Dec 2022	<p>Fully exempt Fully exempt By Virtue of Paragraph 1: Information relating to an individual.</p> <p>Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).</p>		Report of the Director of Change and Delivery
Deputy Leader and Cabinet Member (Health and Wellbeing)							

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
HAF Programme 2022 - Allocation of additional resources from COVID recovery fund	Deputy Leader and Cabinet Member (Health and Wellbeing)	Deputy Leader and Cabinet Member (Health and Wellbeing)	Significant effect in 2 or more Council wards.	Between 1 Nov 2022 and 28 Feb 2023	Open	Report to Cabinet 23 March 2022	Report of the Director of Communities
Cabinet Member (Finance, Property and Assets)							
Vehicle Procurement Programme - Award of Contracts	Cabinet Member (Finance, Property and Assets)	Cabinet Member (Finance, Property and Assets)	Expenditure / Savings higher than £100,000	November 2022	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	Report to Cabinet 20 June 2022	Report of the Director of Customer and Digital

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Investment in Council's Leisure Centres - Award of Contracts	Cabinet Member (Finance, Property and Assets)	Cabinet Member (Finance, Property and Assets)	Expenditure / Savings higher than £100,000	November 2022	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	Report to Cabinet 20 June 2022	Report of the Director of Commercial
Future updates to Procurement Strategy for Leisure Centre investment work	Cabinet Member (Finance, Property and Assets)	Cabinet Member (Finance, Property and Assets)	Significant effect in 2 or more Council wards.	November 2022	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	Report to Cabinet 20 June 2022	Report of the Director of Commercial

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
To approve the procurement route and subsequent contract award for the purchase and supply of the gym equipment for all 4 leisure centres	Cabinet Member (Finance, Property and Assets)	Cabinet Member (Finance, Property and Assets)		November 2022	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	Report to Cabinet 20 June 2022	Report of the Director of Commercial
Setting up an Electrical Framework for Planned and reactive maintenance	Cabinet Member (Finance, Property and Assets)	Cabinet Member (Finance, Property and Assets)	Significant effect in 2 or more Council wards.	November 2022	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	None	Report of the Director of Commercial

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
West Paddock Extra Care - Procurement Strategy - Award of Contract for Stage 1 and Stage 2	Cabinet Member (Finance, Property and Assets)	Cabinet Member (Finance, Property and Assets)	Expenditure / Savings higher than £100,000	November 2022	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	Report to Cabinet November 2011	Report of the Director of Commercial
Jubilee Gardens Extra Care Project Update - Budget (Enabling Works)	Cabinet Member (Finance, Property and Assets)	Cabinet Member (Finance, Property and Assets)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	Report to Cabinet September 2022	Report of the Director of Commercial

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
New lease with Penwortham Town Council on Kingsfold Community centre	Cabinet Member (Finance, Property and Assets)	Cabinet Member (Finance, Property and Assets)		Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	None	Report of the Director of Commercial
New Letting of Unit 4 & 8, Middleforth Industrial Estate	Cabinet Member (Finance, Property and Assets)	Cabinet Member (Finance, Property and Assets)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).		Report of the Assistant Director of Projects and Development

Cabinet Member (Communities, Social Justice and Wealth Building)

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Neighbourhood Services Strategy 2022 - 2025	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)		Between 1 Nov 2022 and 28 Feb 2023	Open	Neighbourhood Services Strategy 2022 - 2025 - Cabinet 20 June 2022	Report of the Director of Customer and Digital
Fair Collection Policy - to approve cost neutral changes to the Policy	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Significant effect in 2 or more Council wards.	Between 1 Nov 2022 and 28 Feb 2023	Open	None	Report of the Director of Customer and Digital
Approval of Contract Award for the Procurement of Elections Software	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt This report is likely to contain information relating to the financial or business affairs of the Council and/or a third party.	Report to Cabinet 10 Feb 2021	Report of the Director of Customer and Digital

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Approval of Contract Award for the Procurement of ICT Helpdesk Solution	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)		Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	None	Report of the Director of Customer and Digital
Approval of Contract Award for the Procurement of Mobile Contract	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Sep 2022 and 31 Dec 2022	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	Report to Cabinet 10 Feb 2021	Report of the Director of Customer and Digital

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Approval of Contract Award for the Procurement of Housing Registers Software	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Sep 2022 and 31 Dec 2022	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	Report to Cabinet 10 Feb 2021	Report of the Director of Customer and Digital
Approval of Contract Award for the Procurement of Intranet Software	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Sep 2022 and 31 Dec 2022	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	Report to Cabinet 10 Feb 2021	Report of the Director of Customer and Digital

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Approval of Contract Award for the Procurement of Mobile Devices	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Sep 2022 and 31 Dec 2022	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	Report to Cabinet 10 Feb 2021	Report of the Director of Customer and Digital
Approval of Contract Award for the Procurement of CCTV	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Sep 2022 and 31 Dec 2022	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	Report to Cabinet 10 Feb 2021	Report of the Director of Customer and Digital

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Approval of Contract award for the procurement of legal case management system	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)		Between 1 Sep 2022 and 31 Dec 2022	Fully exempt This report is likely to contain information relating to the financial / business affairs of the Council and / or a third party.	Report to Cabinet 15 December 2021	Report of the Director of Customer and Digital
Approval of Contract Award for the Procurement of Burials and memorial solution	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)		Between 1 Sep 2022 and 31 Dec 2022	Fully exempt This report is likely to contain information relating to the financial / business affairs of the Council and / or a third party.	Report to Cabinet 15 December 2021	Report of the Director of Customer and Digital

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Approval of Contract Award for the Procurement of Meeting room technology	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)		Between 1 Sep 2022 and 31 Dec 2022	Fully exempt This report is likely to contain information relating to the financial / business affairs of the Council and / or a third party.	Report to Cabinet 15 December 2021	Report of the Director of Customer and Digital
Approval of Contract Award for Procurement of Hybrid Mail	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)		Between 1 Sep 2022 and 31 Dec 2022	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	Report to Cabinet 10 Feb 2021	Report of the Director of Customer and Digital

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Approval of Contract Award for Virtual Mailroom	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)		Between 1 Sep 2022 and 31 Dec 2022	Fully exempt This report is likely to contain information relating to the financial / business affairs of the Council and / or a third party.	Report to Cabinet 15 December 2021	Report of the Director of Customer and Digital
Approval of Contract Award for the Procurement of Customer Relationship Management Software	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)		Between 1 Sep 2022 and 31 Dec 2022	Fully exempt This report is likely to contain information relating to the financial / business affairs of the Council and/or a third party.	Report to Cabinet 15 December 2021	Report of the Director of Customer and Digital
Approval of Contract Award for Procurement of Offsite Scanning	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt		Report of the Director of Customer and Digital

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Approval of Contract Award for Procurement of Managed Service	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	None	Report of the Director of Customer and Digital
Approval of Contract Award for Third party support for items such as Professional Services to support implementation of new technology	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	None	Report of the Director of Customer and Digital

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Approval of Contract Award for Procurement of Estate Management	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	None	Report of the Director of Customer and Digital
Approval of Contract Award for Procurement of Online Forms	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	None	Report of the Director of Customer and Digital

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Approval of Contract Award for Procurement of Case Management - Members	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	None	Report of the Director of Customer and Digital
Approval of Contract Award for the Procurement of Software for Regulatory Services	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	None	Report of the Director of Customer and Digital

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Approval of Contract Award for Licenses - various e.g. Microsoft, VMWare	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	none	Report of the Director of Customer and Digital
Approval of Contract Award for the Procurement of Wireless Access Points	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	None	Report of the Director of Customer and Digital

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Approval of Contract Award for the Procurement of Printers	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	none	Report of the Director of Customer and Digital
Approval of Contract Award for the Procurement of In Cab CCTV and Driver technology	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	none	Report of the Director of Customer and Digital

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Approval of Contract Award for Hardware to support remote working	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt		Report of the Director of Customer and Digital
Approval of Contract Award for Procurement of Connectivity - Wifi, point to point connections, data	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	None	Report of the Director of Customer and Digital

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Approval of Contract Award for Procurement of Building Access	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	None	Report of the Director of Customer and Digital
Approval of Contract Award for Procurement of Backup and DR	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	none	Report of the Director of Customer and Digital

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Approval of Contract Award for Server Estate	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	None	Report of the Director of Customer and Digital
Approval of Contract Award for the Procurement of Apple Technology	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	None	Report of the Director of Customer and Digital

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Approval of Contract Award for the Procurement of Networking Hardware	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	none	Report of the Director of Customer and Digital
Approval of Contract Award for the Procurement of Mobile Hardware	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000	Between 1 Nov 2022 and 28 Feb 2023	Fully exempt Fully exempt By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).	None	Report of the Director of Customer and Digital

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Legal Case Management System	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)	Expenditure / Savings higher than £100,000		Fully exempt		Report of the Director of Customer and Digital
Approval for the procurement of garden waste collection service permits	Cabinet Member (Communities, Social Justice and Wealth Building)	Cabinet Member (Communities, Social Justice and Wealth Building)		6 Jan 2023	Fully exempt		Report of the Director of Customer and Digital
Cabinet Member (Planning, Business Support and Regeneration)							
Public Car Park Inspection Policy	Cabinet Member (Planning, Business Support and Regeneration)	Cabinet Member (Planning, Business Support and Regeneration)	Significant effect in 2 or more Council wards.	Between 1 Sep 2022 and 31 Dec 2022	Open	None	Report of the Director of Customer and Digital
C) List of Lead Members							
Lead Member for Mental Health Awareness - to present an annual report to Cabinet on work during the 2022/23 municipal year							

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Lead Member for Young People - to present an annual report to Cabinet on work during the 2022/23 municipal year							
Lead Member for Equality and Social Justice - to present an annual report to Cabinet on work during the 2022/23 municipal year							
Lead Member for Climate Change - to present an annual Report to Cabinet on work during the 2022/23 municipal year							

DESCRIPTIONS OF EXEMPT INFORMATION: ENGLAND

1	Information relating to any individual.
2	Information which is likely to reveal the identity of an individual.
3	Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4	Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5	Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6	Information which reveals that the authority proposes (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment.
7	Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

Report of	Meeting	Date
Director of Governance (Introduced by Leader of the Council and Cabinet Member (Strategy and Reform))	Cabinet	Wednesday, 18 January 2023

Nomination of Mayor-elect and Deputy Mayor-elect 2023/2024

Is this report confidential?	No
------------------------------	----

Is this decision key?	No
-----------------------	----

Purpose of the Report

1. The purpose of this report is to allow Cabinet to nominate the Mayor-elect and Deputy Mayor-elect for 2023/2024 (with a view to becoming Mayor 2024/2025) for submission to Full Council.

Recommendations

Cabinet agrees:

2. that Councillor Chris Lomax be nominated as Mayor-elect for 2023/2024; and
3. the nomination of Deputy Mayor-elect for 2023/2024 with a view to becoming Mayor in 2024/2025 be put forward by the Conservative Group at the meeting.

Reasons for recommendations

4. To ensure that the Mayor is appointed by the Council for the next municipal year.

Other options considered and rejected

5. Not applicable as legally we must appoint a Mayor to chair council meetings and undertake the required duties within the Council's constitution.

Agenda Item 5

Corporate priorities

6. The report relates to the following corporate priorities: (Please bold one)

An exemplary council	Thriving communities
A fair local economy that works for everyone	Good homes, green spaces, healthy places

Background to the report

7. Each year Cabinet nominates to Council the Mayor-elect and Deputy Mayor-elect for the following municipal year (May to May).
8. Traditionally the Deputy Mayor becomes Mayor-elect is nominated and a new Deputy Mayor-election is nominated.
9. Last year the Council agreed a protocol for selecting Mayors based on a combination of rotating around the political groups and length of service on the Council.

Nomination of Mayor-elect and Deputy Mayor-elect

10. It is proposed that Councillor Chris Lomax be nominated as Mayor-elect for the 2023-2024 municipal year.
11. The nomination for Deputy Mayor-elect for 2023-2024 with a view to becoming Mayor-elect from 2024-2025 is to be put forward by the Conservative Group at the Cabinet meeting.
12. Nominations are subject to the council elections in May.

Climate change and air quality

13. The work noted in this report does not impact the climate change and sustainability targets of the Council's Green Agenda and all environmental considerations are in place.

Equality and diversity

14. None as a result of this report.

Risk

15. None as a result of this report.

Comments of the Statutory Finance Officer

16. There are no financial implications as a result of this report as the costs associated with the Mayoralty are already included within the Council's budgets.

Comments of the Monitoring Officer

17. This report meets statutory and constitutional requirements.

Agenda Item 5

Background documents

None.

Appendices

None.

Report Author:	Email:	Telephone:	Date:
Darren Cranshaw (Head of Democratic Services)	darren.ranshaw@southribble.gov.uk	01772 625512	14/12/2022

This page is intentionally left blank

Report of	Meeting	Date
Chief Executive (Introduced by Leader of the Council and Cabinet Member (Strategy and Reform))	Cabinet	Wednesday, 18, January 2023

Lancashire 2050 Framework

Is this report confidential?	No
Is this decision key?	No
Savings or expenditure amounting to greater than £100,000	Significant impact on 2 or more council wards

Purpose of the Report

1. To present to Cabinet work undertaken towards the development of strengthened joint working across Lancashire, a long-term strategic framework, and to seek agreement on the adoption of collective priority areas.

Recommendations

2. That Cabinet,
 - i. Endorse the outline Lancashire 2050 strategic framework (Appendix 1) as the strategic framework that will guide further development of shared detailed priorities and actions.
 - ii. Agree that the Leader of the Council continues to work with Lancashire Leaders in line with the principles already agreed by the Council in January 2022 including that the Leader will make representations to that forum on any matters arising from Full Council's consideration of this report.
 - iii. Note that any additional proposals will require further approval by Full Council at the appropriate time.

Reasons for recommendations

3. To support the long-term strategic framework for Lancashire and further joint working to develop shared priorities and actions.

Other options considered and rejected

4. To not support the framework. It is proposed that this should be rejected as it would prevent the development of strengthened joint working across Lancashire.

Agenda Item 6

Corporate priorities

5. The report relates to the following corporate priorities:

An exemplary council	Thriving communities
A fair local economy that works for everyone	Good homes, green spaces, healthy places

Background to the report

6. The attached report is being considered by each of the fifteen local authorities in Lancashire, that is, the County Council, two unitary authorities and each of the twelve district councils.
7. This report presents the progress made since the report considered by Lancashire's 15 councils in January and February 2022. It sets out the general principles and high-level priorities of a long-term strategic framework for Lancashire, known as "Lancashire 2050". This report also represents the continuing commitment to ensure that there continue to be opportunities for all the partner authorities to contribute to and influence those plans, including identifying specific schemes and activities.
8. Cabinet is asked to consider the report and approve the recommendations set out above.

Introduction

9. With a robust evidence base and utilising the strong local knowledge of elected representatives, Leaders have been considering collective priorities and developing a shared vision and ambition for the future of Lancashire, looking ahead to 2050 to recover, grow and decarbonise the economy, improving the place and the life opportunities of its people. The plans to achieve this will not only realise opportunities for Lancashire and UK plc but in doing so, will help address many structural inequalities and support levelling up across the county.
10. Working collaboratively Lancashire Leaders agree the time is right for Lancashire to move forward together with a collective voice to make the case for more powers and investment for the whole of Lancashire. Lancashire 2050 will therefore enable any engagement with central government to be placed within a strategic context.
11. Leaders have identified that the work is now at a stage where it is important to secure the engagement and support of all members. This report is therefore being presented to all fifteen local authorities for their endorsement.
12. This report covers:
 - i. Lancashire 2050, which sets out the headline themes to be included in a long-term strategic framework and ambition for Lancashire.
 - ii. Oversight, performance management and monitoring, which sets out information about the proposed approach to overseeing the long-term plan.

Agenda Item 6

13. By setting out shared priorities and ambitions, Lancashire 2050 will help Lancashire authorities prepare for and respond to opportunities that will help them achieve their shared ambitions and goals.

Developing a Lancashire 2050 Strategic Framework

14. The original conception of this strategic framework was to develop Lancashire 2050 alongside plans to enter devolution negotiations with government. However, the policy context has changed substantially over the intervening months. The publication of the Levelling Up White Paper in February 2022 set out a proposed devolution framework, to be enacted through the Levelling Up and Regeneration Bill. Following the recent change in government, we await clarity on the ongoing policy direction and timeframes.
15. By continuing to press ahead with the development of Lancashire 2050 in this context, Lancashire is collectively taking action to insulate against ongoing policy uncertainty and to take best advantage of emerging opportunities such as investment zones. While councils will continue to decide which of these emerging opportunities will best suit their own priorities on a case by case basis, the Lancashire 2050 framework provides an additional tool, that not only helps inform this judgement, but also boosts the credibility of Lancashire's collective engagement with government.
16. Significant work has taken place across Lancashire to gather evidence that will shape an overarching vision, ambition, and strategic framework for the whole of Lancashire. This work has helped inform the scale of ambition and the development of robust key priorities, together with the delivery and oversight principles described in this report.
17. Over the past several months all Lancashire Leaders across our fifteen councils, have been further considering and refining our approach, with a singular vision to make Lancashire "a place where every single person can live their best life."
18. Once adopted, Lancashire's overarching strategic plan will be forward looking and take a long-term view, setting the vision and ambition over a 20-30 year period.
19. To do this, we are clear it requires our collective efforts and must be shaped by our residents, communities and partners.
20. Lancashire 2050 is our strategic framework that sets out our shared vision, ambition and strategic priority areas to ensure:
 - Lancashire competes better for its share of national resources and investment
 - Lancashire's public, private and voluntary sectors collaborate better to maximise the best use of our resources
 - Lancashire has a strong and clear voice and can respond innovatively to new opportunities and challenges
 - Lancashire has rich, meaningful and strategic dialogue with central government about the future of our County.
21. Our strategic framework for achieving the vision is organised around 8 priority areas. While focussed, this framework allows flexibility to adapt to changing local and global trends, policy mandates and place needs.

Agenda Item 6

22. Our priorities have been created in such a way that they are accessible and easy to understand. The priorities are presented visually in a way that allows them to stand alone.
23. The priorities aim to give clarity and structure for staff to understand how their roles and responsibilities contribute to key priorities and ambitions, and provide a focus for teams to develop service plans and work programmes that support them.
24. They also enable key partners, stakeholders, business and industry associates to be clear about the collective ambitions, which will aid the alignment of aims and facilitate collaborative work to deliver high quality, best value services that meet the needs of Lancashire's residents.
25. Developing the strategic framework and priorities this way also ensures more integrated policy development to tackle cross cutting opportunities such as skills, health and the environment.

Oversight, performance management and monitoring

26. In January and February 2022, Councils agreed governance structures for delivering the strategic plan priorities, designed with two aims in mind:
 - to create the best arrangements to deliver the priorities within the strategic plan
 - to ensure decisions are made democratically and with all partners having an equal voice.
27. Additionally, Councils endorsed a set of core principles to guide the progression of Lancashire 2050, which have been put in practice through the Lancashire Leaders Forum. It is proposed that the future strategic and delivery oversight of Lancashire 2050 continues to be taken forward through this group.
28. In addition, to ensure maximum transparency and participation of partners, it's proposed that twice yearly, the Lancashire Leaders Forum meets with wider partners from across the county to:
 - Agree and update shared strategic priorities
 - Consider an annual shared "State of Lancashire" evidence base developed and presented by an independent Data Observatory
 - Review delivery performance against Lancashire 2050 aims and priorities
 - Agree collaborative actions / contributions required to achieve shared priorities.
29. Thematic priority areas will be overseen by Portfolio Leads (nominations to be agreed on an annual basis), supported by nominated Chief Executive leads for each thematic priority.
30. Where Lancashire-wide arrangements already exist (such as for example on Transport and Skills), these forums will develop and take forward Lancashire 2050 thematic priorities and actions. Where necessary, additional thematic sub-group arrangements will be established to support action planning and delivery.
31. The group will continue to be chaired by Lancashire County Council, with any decisions made on a consensual basis.

Agenda Item 6

Climate change and air quality

32. The work noted in this report impacts on the following areas of climate change and sustainability targets of the Councils Green Agenda:

- net carbon zero by 2030,
- working with sustainable and green accredited companies,
- improving green areas and biodiversity.

33. The Lancashire 2050 Framework has a strategic priority relating to the environment and climate and aims to have a positive impact on meeting low carbon ambitions, promoting clean energy and enhancing the natural environment.

Equality and diversity

34. There are no direct impacts for equality and diversity or Equality Act implications. The Equality Impact Assessment suggests that the Framework will have a positive impact, by working with partners to deliver improved outcomes for communities.

Risk

35. There are no direct risks to supporting the Framework. Any progress made on developing and delivering theme action plans will be presented again to the council to consider proposals and relevant risks.

Comments of the Statutory Finance Officer

36. There are no direct financial implications arising from this report. As progress is made in developing priority theme action plans, consideration will need to be given by Leaders and councils on how best to resource any cross-Lancashire activities that go beyond existing business as usual. With support from finance officers, Local Authorities may need to consider a fair way for each partner authority to contribute, either on a pooled contributions basis, and / or by individual proposals emerging from each thematic priority area. However, any such proposals will be subject to future decisions and are not within scope of the recommendations in this report.

Comments of the Monitoring Officer

37. The primary purpose of the arrangements is to strengthen the position of the area of Lancashire. There are no legal implications of this report. As with current arrangements, the proposed governance approach is consistent with a non statutory approach.

Appendices

Appendix 1- Lancashire 2050 Strategic Framework

Agenda Item 6

Report Author:	Email:	Telephone:	Date:
Caroline Winstanley (Transformation Co-Ordinator)	caroline.winstanley@southribble.gov.uk		09.12.22

LANCASHIRE

2050

A strategic framework for Lancashire

Contents

Introduction	4
Our vision	7
Our ambition and plan	9
Our strategic framework	10
Our priority areas	12
Making it happen	28



Lancashire 2050 is about bringing people together with a shared vision, shared ambition, shared goals and shared priorities.



Lancaster Castle

It's about the future of our county and its people. Initiated by Lancashire's 15 councils, but involving everyone with a stake in our county's success, it sets out the areas where we can work together to help our county thrive.

It is both bold and strategic, creating a framework so that:

- Lancashire competes better for its share of national resources and investment.
- Lancashire's public, private and voluntary sectors collaborate better to maximise the best use of our resources.
- Lancashire has a strong and clear voice that responds innovatively to new opportunities and challenges.
- Lancashire has rich, meaningful and strategic dialogue with central government about the future of our county.



Tarleton

"A thriving Lancashire remains one of the pre-requisites to a successful economy in the North of England"

This is Lancashire

We're proud of Lancashire. It's a place of amazing beauty, talented people, diverse communities and world-leading businesses. We're proud of our history, but always looking to the future. We're proud of what we have to offer for living, learning, investing and succeeding.

With a population of 1.5m people, our 54,000 businesses generate 637,000 jobs across a range of important and future-facing sectors from manufacturing and tourism to cyber, digital and low carbon.

This thriving £34bn economy is home to globally leading firms and the 4th largest aerospace cluster in the world.

We're proud of where we've come from, where we are, and where we're heading.

We're proud to say: we are Lancashire.



Lytham Festival

Our vision

Lancashire: a place where every single person can live their best life





The Midland Hotel, Morecambe

Our ambition

Our ambition is for Lancashire to be seen across the world as the best place to make a home, raise a family, develop a career, do business and grow old.

A place made up of communities everyone is proud of, that celebrates our sense of place, heritage and natural environment.

A place where we always look to the future.

Our plan

Our plan for achieving our vision is organised around eight priority areas.

We have created a framework for action that will help us focus on the things that are most important, as well as respond to changing local and global trends, policy mandates and place needs.

It will mean Lancashire can speak with one voice when championing our needs in government.

Wallace and Gromit statue, Preston



St Annes Beach Huts

Our priorities will help Lancashire:



Economic prosperity

Succeed as a globally-recognised, competitive and sustainable economy, distinguished by its quality of life, connectivity and access to opportunities.



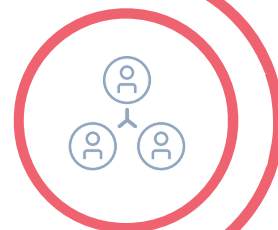
Early years and education

Support all our children so they are ready to learn, achieve, and can access opportunity.



Transport and infrastructure

Become better-connected and accessible, with infrastructure that links opportunities to need, and travel choices that are safe, inclusive, affordable and low carbon.



Employment and skills

Support people to develop skills throughout their lives and attract business to the county because of our high skilled workforce.



Environment and climate

Meet our low carbon ambitions, promote clean energy and enhance our rich natural environment.



Health and wellbeing

Improve health, life chances and independence, so residents can live healthy lives and access quality care when they need it.



Housing

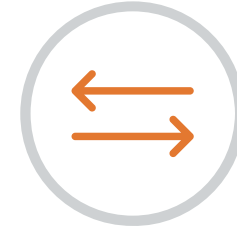
Deliver decent and affordable housing for every community. High quality housing will benefit existing residents, as well as attract and retain the people required to drive the economy over the long term.



Communities and place

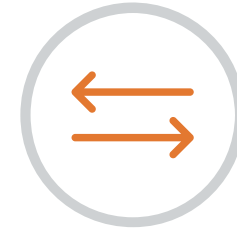
Build pride, belonging, and resilience in all our diverse communities and ensure people have a voice and stake in Lancashire's future.

Partners commit to:



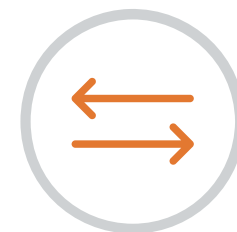
Working collaboratively

We will work collaboratively on our collective priorities, sharing ideas, assets, skills and knowledge.



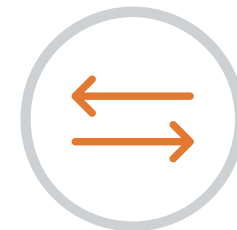
Cross cutting key themes

We will ensure our commitments to diversity and inclusion, reducing inequalities, children and families, climate, and improving quality of life are addressed in each of our priority themes.



Listening to residents

We will be active listeners in building our plans for Lancashire. Everyone will be able to contribute in shaping our shared future.



Being open and transparent

We will ensure decisions are made democratically and transparently, so residents can easily understand progress against our priorities.



The Atom, Wycoller Country Park

Fleetwood



We will be a globally-recognised, competitive and sustainable economy distinguished by its quality of life, connectivity and access to opportunities.

Theme priorities

- ▶ To realise the growth potential in our existing and emerging key sectors, particularly low carbon and renewables, and to attract increased investment.
- ▶ To ensure Lancashire has an outward-looking and connected economy that works for all.
- ▶ To build a pipeline of strategic development sites and infrastructure opportunities.
- ▶ To maximise the economic benefits of Lancashire’s tourism offer and promote a diverse place with urban, coastal and rural economies.
- ▶ To encourage business as good employers.

What this will mean for our residents

- ▶ A thriving economy will enable Lancashire residents to access more and better jobs, drive employment growth, and increase wealth and independence.
- ▶ In turn, this will help improve the wider determinants of health, encourage social mobility and drive the get-up-and-go aspirations amongst our young people, giving each generation more control over their own futures.



Chorley



Preston railway station

We will be better-connected and accessible, with infrastructure that links opportunities to need, and travel choices that are safe, inclusive, affordable and low carbon.

Theme priorities

- ▶ To connect the economic clusters and sectors of Lancashire and tackle isolation.
- ▶ To take a place-focused approach to transport and infrastructure, which ensures that provision is designed to allow places to flourish.
- ▶ To reduce the need to travel by providing fast reliable access to digital technology.
- ▶ To reduce carbon emissions in support of a net zero county.

What this will mean for our residents

- ▶ Residents and communities will be better connected to opportunities and experiences, including employment, leisure and services.
- ▶ There will be less reliance on carbon-based modes of transport, with significant reductions in carbon and other vehicle emissions.
- ▶ Infrastructure and employment sites will support a low-carbon and a modern and forward-looking economy.



We will meet our low carbon ambitions, promote clean energy, and enhance our natural environment.

Theme priorities

- ▶ To substantially reduce carbon emissions and energy demand, with our approach to housing and transport helping secure that transition.
- ▶ To increase energy generation from low carbon sources, including renewables.
- ▶ To improve the resilience of infrastructure, assets and services to climate change.
- ▶ To significantly grow the low carbon and environment sectors of Lancashire's economy.
- ▶ To retain our rich biodiversity and natural environment.

What this will mean for our residents

- ▶ We will have enhanced our natural environment, which will be enjoyed by more Lancashire residents.
- ▶ We will be a net zero county protecting our environment for future generations.
- ▶ Lancashire will be recognised as a place where low carbon businesses can invest and thrive, and people can live a low carbon lifestyle.



Singing Ringing Tree, Burnley



Buckshaw Village



Haslingden

We will deliver decent and affordable housing for every community. High quality housing will benefit existing residents, as well as attract and retain the people required to drive the economy over the long term.

Theme priorities

- ▶ To improve and increase the availability of good quality housing – both on new sites and through existing stock.
- ▶ To link housing regeneration to economic and transport plans.
- ▶ To secure urban renewal by demolishing and replacing housing stock in some areas.
- ▶ To improve the attractiveness of the built environment of our communities.

What this will mean for our residents

- ▶ We will have higher quality homes and neighbourhoods across the county, that are more energy efficient, and better connected to opportunities through our transport infrastructure.
- ▶ We will help tackle concentrated deprivation and provide the housing choices to attract and retain workers in the economy. These actions will help relieve pressures on housing in more attractive locations.



We will support all our children so they are ready to learn, achieve, and can access opportunity.

Theme priorities

- ▶ To improve attainment for all children across the region, particularly in literacy and numeracy.
- ▶ To ensure vulnerable families get the help they need for their children to progress and achieve.
- ▶ To support vulnerable young people and families by removing barriers to learning and helping them access opportunity.
- ▶ To improve multi-agency working to make sure all our children have the best possible start in life.

What this will mean for our residents

- ▶ All our children and young people will be able to thrive in education throughout their childhood and develop the life skills they need to be happy and productive adults.
- ▶ Families will have access to appropriate support to ensure children are healthy, happy and developing well from birth.





Advanced Manufacturing Research Centre North West, Samesbury



Northlight, Brierfield

We will support people to develop their skills throughout their lives and attract business to the county because of our highly skilled workforce.

Theme priorities

- ▶ To help young people make informed choices about their pathway into employment.
- ▶ To retain a higher percentage of local graduates and place them into graduate level jobs.
- ▶ To build a strong pipeline of skilled people at all levels entering the labour market to meet the needs of Lancashire businesses.
- ▶ To increase the proportion of adults in Lancashire achieving a Level 4 qualification or higher and improve access to tailored adult skills provision.
- ▶ To increase the employment rate to at least equal to any other region of the UK outside London and improve economic activity rates.

What this will mean for our residents

- ▶ People will have the opportunity to access good jobs and progress in their chosen career, without being held back by their skills or background.
- ▶ Lancashire will have amongst the highest skilled workforce in the country, ready to take advantage of a strong and growing regional economy.
- ▶ We will have a skills base that will support inward investment opportunities and create more good jobs.



We will improve health, life chances and independence, so residents can live healthy lives and access quality care when they need it.

Theme priorities

- ▶ To give our children the best start in life and support better choices.
- ▶ To improve quality of life and reduce health inequalities.
- ▶ To provide better opportunities to stay healthier for longer.
- ▶ To make sure public bodies properly join up their services to focus on Lancashire people's needs.

What this will mean for our residents

- ▶ Everyone in Lancashire can look forward to living longer, healthier lives, regardless of their backgrounds or where they live.
- ▶ Residents will be able to make an active contribution to our communities and our economy.
- ▶ Lancashire residents will be confident they can access more person / family centred services, enabling them to lead healthier and independent lives.



Thorn Crag, Trough of Bowland



Blackburn Cathedral

Accrington Soapbox Challenge



We will build pride, belonging and resilience in all our diverse communities and ensure everyone has a voice and stake in their future.

Theme priorities

- ▶ To foster a sense of pride and belonging in all our communities.
- ▶ To better join up public services so they deliver what people and places need.
- ▶ To work with residents, businesses and the voluntary, community, faith and social enterprise sector, to build the vision for our communities.
- ▶ To foster safer and more resilient neighbourhoods.
- ▶ To work together across the public, private and voluntary sectors to help tackle the long-term causes and short-term impacts of poverty.

What this will mean for our residents

- ▶ Residents will feel pride in their place and will see the contribution their community makes to achieving the whole county's aspirations.
- ▶ Lancashire will be a place where public services, businesses, residents and community groups all work together to improve their communities.
- ▶ Our communities will thrive, and their distinctiveness and diversity celebrated.

How we will make it happen – our shared commitment to residents

As Local Authorities, this strategic framework represents our shared vision, priorities and intent. It will be endorsed through all our councils individually and will align with our own organisational plans.

But for this plan to work, every business, resident, community and public service has to have a stake in its success. That is why we commit to bringing together key partners to consider our plans, and we welcome the formal endorsement of this approach from many of them.

We will continue to work closely with a wide range of partners and engage closely with everyone as we develop the detail of our action plans.

With these priorities, we will make better decisions locally, we will make a more powerful case for extra tools, powers and resources to central government, and we will deliver on our shared ambitions.

- Businesses
- Councils
- Education
- Government
- Lancashire MPs
- Media
- Partners
- Residents
- Voluntary sector
- Workforce

Lancashire 2050



Blackpool Tower and Central Pier

“Together we are stronger
and Lancashire will be a
place where every single person
can live their best life”



Blackpool Council



LANCASHIRE 2050

Lancashire2050.co.uk



[@Lancashire2050](https://www.facebook.com/Lancashire2050)

This page is intentionally left blank

Report of	Meeting	Date
Director of Communities (Introduced by the Deputy Leader and Portfolio Holder for Health and Wellbeing)	Cabinet	Wednesday, 18 January 2023

Mental Health Action Plan

Is this report confidential?	No
------------------------------	----

Is this decision key?	No
-----------------------	----

Purpose of the Report

1. The provide Cabinet with an update on the work that has been carried out to date to improve mental health across South Ribble.
2. To present Cabinet with proposed plans to be delivered over the next two years, starting from the 2023/24 financial year.

Recommendations to Cabinet

3. Cabinet approve the proposed projects in the Mental Health Action Plan (Appendix 1).
4. Cabinet approve the requested budget of £45,000 to deliver the action plan.

Reasons for recommendations

5. Projects contained in the action plan have been discussed and decided upon with the Lead Member for Mental Health and Portfolio Holder for Health and Wellbeing.

Other options considered and rejected

6. The Council is committed to providing a range of support mechanisms to promote good mental health. Issues which potentially challenges the mental wellbeing of residents have grown in recent years, from both the Covid-19 pandemic, and more recently the cost of living crisis. Without an allocated budget or clear action plan, the positive impact created by the Council will be limited.

Agenda Item 7

Corporate priorities

7. The report relates to the following corporate priorities:

An exemplary council	Thriving communities
A fair local economy that works for everyone	Good homes, green spaces, healthy places

Background to the report

8. It has been reported that 6 in 10 (59%) UK adults say that the cost of living crisis has had a negative impact on their mental health, such as leaving them feeling anxious, depressed or hopeless. 1 in 5 UK adults (21%) say they have felt “unable to cope” due to the rising cost of living — amounting to 11m people in total.
9. The national mental health charity ‘Together in a Crisis’ has reported that one in three people are accessing their crisis service due to financial reasons – with a 196% increase in suicidal thoughts – with concerns that the ongoing rising costs of living will continue to make the situation worse.
10. The Royal College of Psychiatrists said its research found 43% of adults with mental illness say the long waits for treatment have led to their mental health getting worse. Almost a quarter (23%) must wait more than 12 weeks to start treatment, with many so desperate they turn to A&E or dial 999.
11. Schools have reported a surge in mental health challenges being identified amongst young people. 20% of adolescents may experience a mental health problem in any given year. 50% of mental health problems are established by age 14 and 75% by age 24.
12. Mental health not only impacts individuals, but also employers and the wider economy. Employees living with depression see an average of a 35% reduction in productivity. Furthermore, mental health problems cost the UK economy at least £117.9 billion annually, according to a new report published today by Mental Health Foundation and the London School of Economics and Political Science (LSE). The cost of mental health problems is equivalent to around 5 per cent of the UK's GDP.
13. This report provides a narrative to the Mental Health Action Plan, which aims to improve preventative and interventive support within South Ribble, whilst also improving multi-agency partnership working, raising awareness, and providing training throughout the community.

Work carried out to date

14. Over the past 18 months, South Ribble Borough Council has made a great start to delivering projects to support the mental health of residents.

Mental health support for young people

15. Improving mental health amongst young people was a project within the Corporate Strategy through 2021/22, with a £50,000 budget allocated.

Agenda Item 7

16. The council's work to support young people's mental health was recognised as good practice by the Cooperative Councils Innovation Network (CCIN) national newsletter, praised for demonstrating the following principles:
- Co-production
 - Democratic engagement
 - Innovation
 - Learning
 - New models of meeting priority needs
 - Social partnership
17. Lancashire Youth Challenge Mental Health Workshops:
Using funding from the Cooperative Council Innovation Network (CCIN), the Council commissioned Lancashire Youth Challenge to deliver workshops to young people, aiming to build self-belief and emotional resilience. These were delivered to three schools through February and March 2022: Worden Academy, Lostock Hall, and Penwortham Girls. The Youth Council were involved in the co-production of these workshops, acting as a feedback mechanism following participating in the workshops themselves.
18. Lancashire Youth Challenge – 12-Week Programme:
Cohorts from Worden Academy and Lostock Hall Academy both benefited from taking part in the mental health workshops, with the schools agreeing that they would benefit from further support. As a result of this, Lancashire Youth Challenge were commissioned to deliver 12-week programmes that aim to improve confidence, build self-belief, and raise aspirations, concluding with a social action project. Lostock Hall Academy completed their programme in July 2022, and Worden Academy complete theirs in November 2022.
19. Bounce Forward – Lancashire Mind:
The Council has commissioned Lancashire Mind to deliver programmes to three Primary Schools, focusing on building the foundations for emotional resilience. These programmes are set to commence from January 2023, with a plan to target the schools in areas of deprivation.
20. Peer support for families:
The Council has commissioned Lancashire Mind to deliver peer support sessions for family members supporting young people living with mental health challenges. This is set to commence in the 2023, aligning with the proposed mental health coaching project. We are looking to work closely with Primary Care Networks/GP Surgeries to pilot this project, allowing us to target those most in need.

Mental health support for adults:

21. South Ribble Borough Council has a well-established social isolation workstream, all of which provides preventative mental health support to adults.
22. Resocialisation cafes:
10 resocialisation cafes were established at the end of 2021, two in each Community Hub area. More specifically:

Agenda Item 7

Fox Lane Sports and Social Club	Tuesday - 10:00 -12:00
St Marys Community Centre	Wednesday - 12:00 - 14:00
Penwortham	
Royal British Legion - Leyland Road	Wednesday - 13:00 - 15:00
Layzee Daisies Lunch Club - Kingsfold Drive	Monday - 11:30 - 14:00
Lostock Hall/ Bamber Bridge/ Walton Le Dale	
Lostock Hall Library	Wednesday - 14:00 - 16:00
St Aidens Church	Monday - 09:00 - 12:00
Western Parishes	
Hoole Village Memorial Hall	Wednesday 10:00 - 12:00
Longton VM Club - Chatty Latte	Monday 14:00 - 15:00
Eastern Parishes	
Gregson Lane Community Centre	13:00 - 15:00 - Fortnightly
Samlesbury Hall - Gardening Club	Ad Hoc

These were funded by the CCG through the Central Lancashire Covid Vulnerable project, as social anxiety was identified as a key theme within calls to vulnerable residents. Each partner received £1,000 to host to community cafes for a minimum period of 6 months. Following positive feedback and impact, funding from the Practical Support Payment all the above (other than Samlesbury Hall) received £5,500 funding to run the cafes for a further 2.5 years.

Key agencies are now regularly invited along to these cafes, such as Social Prescribers, Citizen's Advice, Christian's Against Poverty, and the Credit Union. This allows people to access further social, health, and financial support.

23. Talking Tables:

Talking Tables are a group that meet in local cafes with allocated tables for individuals to come along and have a friendly conversation. Through providing grants, the Council have supported Talking Tables to expand across South Ribble, with cafes now being used in all Community Hub areas.

24. South Ribble Together website directory/social isolation guide:

To provide support throughout the cost of living, the South Ribble Together section on the Council's website has recently been updated, providing a directory of services and provision available. Information within this relating to social isolation and mental health support will be pulled together into a booklet that will be distributed by post to those identified as potentially vulnerable through council data (age, single adult occupant, assisted bin collection etc.). These booklets will be distributed in January 2023.

25. Preston Community Transport:

The Council provided Preston Community Transport with a grant to provide transport to and from different social isolation provisions. This aims to support individuals who do not live in walking distance and have no means to get there, whether this is due to financial, social, or health constraints. This service will be promoted within the Social Isolation Guide.

26. Men's Groups:

When mapping social isolation provision in South Ribble, it was identified that current provision rarely attracts men. Because of this, we are developing a coordinated

Agenda Item 7

approach to Men's Social Isolation, creating linked between the limited existing provision and adding new provision, with new places to meet. This includes partnership working with Lancashire & South Cumbria NHS Foundation Trust, Lancashire Football Association, the English Cricket Board and other sporting partners.

Training:

27. Mental Health First Aid:

Mental Health First Aid (MHFA) courses were delivered to all officers that are community facing and have frequent direct interaction with residents. This consisted of 41 officers and 1 Elected Member (Portfolio Holder for Health and Wellbeing).

Following the successful delivery of mental health first aid courses to Council officers who work closely with residents, the Council commissioned Lancashire Mind to deliver these courses to key community partners and stakeholders. To date, three sessions have been delivered which has created 45 additional Mental Health First Aiders within South Ribble. These include individuals from Police, Fire, NHS, Progress, Foodbanks, Community Groups, Sports Clubs, and Schools. These first three courses targeted formal community partners. Five more courses are scheduled for January and February 2023 (one in each Community Hub area), these will be opened to informal community stakeholders, such as hairdressers, pub landlords, café owners, taxi drivers, bus drivers etc. (those who have regular and meaningful conversations with residents, who would recognise change in behaviour).

Employers:

28. Business Health Matters:

The Business Health Matters initiative is available to all employees of SMEs (249 gross employees or less) in Lancashire and is delivered within South Ribble by the Active Health team. This provides employees with access to basic skills at no cost (i.e. Maths and English), and offers workplace health champions training (Level 2 and Level 3). This training aims to equip employers with the skills and competences internally to manage workplace health, creating both a happier and more productive workforce.

Partnerships and resource:

29. Social Isolation Network:

A network was established in September 2022, consisting of individuals who lead all known social isolation provision within South Ribble. This provides an opportunity for networking, information sharing, learning from best practice, and collaboration. This network will meet quarterly.

30. South Ribble Together Network:

The South Ribble Together Network was established early 2020 in response to the pandemic. This network consists of key local agencies and meets on a monthly basis to discuss key issues directly or indirectly related to pandemic recovery. It was agreed that from 2022, this network would focus on mental health on a quarterly basis. Presentations have been delivered from partners including Lancashire Mind and CAMS, raising awareness of the services that they offer, and how partners can make referrals.

Agenda Item 7

31. Mental Health Forum:

This forum will be facilitated by Lancashire Mind and will consist of Mental Health First Aiders within South Ribble. This will be open to all Mental Health First Aiders, not just those that have undertaken courses through the Council. This will meet quarterly and enable grassroots discussions about the current and emerging issues being faced within our communities, in addition to supporting Mental Health First Aiders who may have experienced some challenging conversations. Insight from this forum will then be fed back to the South Ribble Together Network, with the aim of informing local decision making about mental health services and provision. The first meeting will take place January 2023.

32. South Ribble Integrated Team (SRIT):

The South Ribble Integrated Team is a multi-agency team that meets on a fortnightly basis and carries out casework to support those most vulnerable within our community, where significant safeguarding issues that have identified, however before the point of crisis. The Council's Community Safety and Safeguarding team coordinates this, with Mental health being a key theme.

33. Social Prescribing:

South Ribble Borough Council are soon to have an in-house Social Prescribing team. This team will be key to the Council's mental health agenda, being able to provide live insight into current and emerging issues being experienced by vulnerable individuals within our communities, in addition to a wealth of knowledge of the provision that does and does not exist in the area.

Proposals

34. The Mental Health Action Plan aims to:

- Work with youth partners to deliver preventative programmes that aim to build emotional resilience from a young age, whilst building confidence and self-belief, and raising aspirations. This will involve working with primary schools, secondary schools, and those aged 18-25 that are not in employment or education.
- Develop clear and easy to navigate referral pathways between schools and mental health services.
- Build upon the well-established social isolation workstream to enhance preventative support for adults. This includes resocialisation cafes, Talking Tables, and men's groups.
- To further develop our collaborative approach to service delivery, by building on existing partnerships such as the South Ribble Together Network, Social Isolation Network, and South Ribble Integrated, whilst also introducing a Mental Health Forum to gain grass root insight from mental health first aiders within our community.
- Delivery of a series of mental health first aid courses, targeting key community partners and stakeholders, with the aim of improving the capability within our community for both recognising and effectively dealing with those experiencing

Agenda Item 7

mental health challenges.

- Continue to raise awareness of mental health through a series of courses and events.
- Continue to engage with employers to ensure that enough mental health provision is in place, through our Investment and Skills team and Active Health's Business Health Matters programme.
- Utilise external funding (currently Household Support Fund) wherever possible to assist residents who are vulnerable and may be struggling with poor mental health.
- Offer Neuro-Diversity training to staff and members, improving our understanding and awareness of the impact of Autism, ADHD and associated conditions. By offering this training, the Council reduces its risk of excluding neuro-diverse customers, staff and members from good quality service and support. Feedback from other organisations who have used the training provider includes:
 - Confidence in developing more autism-friendly communication systems
 - Improved working practices for those with additional needs
 - Trust in the council as autistic people know they will be understood and believed
 - Staff being able to deal with situations with more insight of why certain experiences are particularly important to the person who may be autistic.
 - Better skilled staff who are able to deal with enquiries more efficiently

35. The Mental Health Action Plan can be found in Appendix 1.

Budget

36. The funding requested within this report to deliver the action plan will need to be added into the council's budget for 2023/24, as a part of the annual budget planning process.

37. The items within the proposed action plan that would require additional funding are:

- **Mental Health First Aid Courses:** 6 courses, £20,000
- **Expansion of Resocialisation Cafes:** £20,000
- **Mental Health Awareness Events:** £5000

Risk

38. Each project in the action plan has an element of risk; through the scoping process an assessment will be carried out to identify the risks and actions that can be taken to mitigate them.

Agenda Item 7

Climate change and air quality

39. The proposed projects do not directly aim to improve climate change and air quality, however, indirectly make a positive contribution. For example, resocialisation cafes provide those who are socially isolation/lonely with local provision within walking distance, therefore removing the need to drive.

Equality and Diversity

40. Projects contained within the action plan are designed to be inclusive, accessible, and bring communities together.
41. An equality impact assessment will be carried out for each project, therefore ensuring that protected characteristics are not negative impacted, and that any positive outcomes can be identified.

Comments of the Statutory Finance Officer

42. As detailed in points 36 and 37 these are one off costs that will be added to the budget in 2023/24 on a non-recurring basis as part of the budget setting process.

Comments of the Monitoring Officer

43. There are no concerns with this report from a Monitoring Officer perspective. There is general enabling legislation to allow the council to do what is proposed here.

Appendices

Appendix 1: Mental Health Action Plan

Report Author:	Email:	Telephone:	Date:
Reece Drew Community Development Team Leader	rdrew@southribble.gov.uk	01772 625461	Jan 2023

Mental Health Action Plan

November 2022



Preventative Projects – Youth Focused (*overlap with the Youth Engagement Action Plan*)

Project(s)	Latest Position	Actions
<i>Work with partners to improve emotional resilience amongst Primary School aged children</i>	<ul style="list-style-type: none"> Lancashire Mind commissioned to deliver the 'Bounce Forward' project to three primary schools (targeting those from areas of deprivation). 	<ul style="list-style-type: none"> Finalise dates with identified schools. Carry out evaluation to measure effectiveness of the programme. If effective, explore delivering to more schools.
<i>Work with partners to improve emotional resilience, build confidence and self-belief, and raise aspirations amongst Secondary School aged children</i>	<ul style="list-style-type: none"> Lancashire Youth Challenge delivered mental health workshops to three secondary schools: Penwortham Girls, Lostock Hall Academy, and Worden Academy. Lancashire Youth Challenge delivered 12-week programmes within 2 secondary schools: Penwortham Girls, Lostock Hall Academy, and Worden Academy. Youth Engagement Officer carrying out regular meetings with Schools within South Ribble to build relationships and understand needs. 	<ul style="list-style-type: none"> Carry out evaluation to measure effectiveness of 12-week Lancashire Youth Challenge programmes. Liaise with partners to identify funding options to additional interventions (SRBC have a £28,000 Youth Engagement Budget, however other partners may contribute i.e. Progress Housing, LCC, Active Lancashire).
<i>Work with partners to improve emotional resilience, build confidence and self-belief, and raise aspirations amongst those 18-25 not in employment or education</i>	<ul style="list-style-type: none"> Discussions taken place potential deliver partners, including the DWP, Princes Trust, and 10Inspire. 	<ul style="list-style-type: none"> Identify appropriate delivery partner(s). Liaise with partners to identify funding options to additional interventions (SRBC have a £28,000 Youth Engagement Budget, however other partners may contribute i.e. Progress Housing, LCC, Active Lancashire).
<i>Work with schools to develop clear and easy to navigate referral pathways into mental health services</i>	<ul style="list-style-type: none"> Discussions with schools taken place – reconfirming the need for improved referral pathways. 	<ul style="list-style-type: none"> Introduce schools to Refernet and the South Ribble Together Network, with the aim of each school sending a representative to relevant meetings. Work with schools to ensure that a minimum of one member of staff is Mental Health First Aid trained.

Mental Health Action Plan

November 2022



Preventative Projects – Adult Focused

Project(s)	Latest Position	Actions
<i>Build on existing Resocialisation Cafes, to encourage more attendance, and provide those that attend access to more support services.</i>	<ul style="list-style-type: none"> 9 resocialisation cafes currently ongoing throughout South Ribble (across all 5 Community Hub areas). 	<ul style="list-style-type: none"> Work with key partner agencies to increase their presence at these cafes. Enabling those that attend to benefit from wider support services. Provide group leaders with Mental Health First Aid training. Expand the current offer of re-socialisation cafes across the borough
<i>Supporting Talking Tables to expand into more cafes across South Ribble.</i>	<ul style="list-style-type: none"> Talking Tables now established in cafes in all 5 Community Hub areas. 	<ul style="list-style-type: none"> Work with key partner agencies to increase their presence at these cafes. Enabling those that attend to benefit from wider support services. Provide table leaders with Mental Health First Aid training. Provide support to help Talking Tables expand into more cafes within South Ribble.
<i>Work with the Foodbank Network to provide mental health support to their customers</i>	<ul style="list-style-type: none"> Regular updates provided to those who run foodbanks and community shops via the Foodbank Network. 	<ul style="list-style-type: none"> Work with key partner agencies to increase their presence at foodbanks and community shops. Enabling those that attend to benefit from wider support services.
<i>Develop and send out a social isolation booklet to vulnerable residents</i>	<ul style="list-style-type: none"> Provision mapped and added to South Ribble Together section on the Council's website. Vulnerable residents identified via internal data. 	<ul style="list-style-type: none"> Design and print booklet. Post booklet to identified residents and provide stock to partners and public/community spaces.
<i>Work with partners to develop a coordinated approach to men's mental health and social isolation provision/support</i>	<ul style="list-style-type: none"> Mapped existing provision. Gained interest from delivery partners (pubs, sports and social clubs etc.) Partnership working with NHS (LSCFT). 	<ul style="list-style-type: none"> Begin to draft plan for provision. Develop communications plan to target those vulnerable.

Mental Health Action Plan

November 2022



Intervention

Project(s)	Latest Position	Actions
<i>Social prescribing</i>	<ul style="list-style-type: none">• Social prescribing team set to be in place early 2023.	<ul style="list-style-type: none">• Work with the social prescribing team to align their work with the council's mental health agenda.
<i>South Ribble Integrated Team (SRIT)</i>	<ul style="list-style-type: none">• Well established team that meets fortnightly.	<ul style="list-style-type: none">• Continue to use the SRIT as a mechanism to inform us about issues and barriers in local service provision (i.e. where and how people are slipping through the cracks).
<i>Household Support Fund</i>	<ul style="list-style-type: none">• Additional £100,000 allocated in round 2 of funding for energy support for low income households not in receipt of Universal Credit.• Round 3 proposals support energy, food and hygiene supplies, reducing social isolation, household adaptations, and funding to local community groups and charities who support vulnerable residents.	<ul style="list-style-type: none">• Promote through CAB• Awaiting receipt of funding from LCC

Mental Health Action Plan

November 2022



Awareness and Training

Project(s)	Latest Position	Actions
<i>Mental Health First Aid Courses – increase to number of residents in SR equipped to support people experiencing mental health challenges</i>	<ul style="list-style-type: none"> 41 council officers and 1 member trained. 3 sessions delivered to community partners, creating 45 new mental health first aiders. 5 sessions scheduled to be delivered to community partners in January and February 2023 (one in each Community Hub area). 	<ul style="list-style-type: none"> Proposal to run another 6 Mental Health First Aid courses through 2023/24
<i>Mental Health Awareness Courses – raise awareness of what mental health is</i>	<ul style="list-style-type: none"> Meetings carried out with Lancashire Adult Learning and courses catalogue received. 	<ul style="list-style-type: none"> Work with Community Hubs to schedule courses in each area. Deliver awareness session to the Youth Council
<i>Mental Health Events – raise awareness of challenges being faced and support available.</i>	<ul style="list-style-type: none"> Event to be delivered in summer 2023 by Penwortham Community Hub. 	<ul style="list-style-type: none"> Proposal to run a Mental Health Event in each community hub area through 2023/24
<i>Social Media Campaigns - raise awareness of challenges being faced and support available.</i>	<ul style="list-style-type: none"> Discussions taken place with the Communications team. 	<ul style="list-style-type: none"> To plan campaigns to start from 2023, with input from key partners.
<i>Neurodiversity training</i>	<ul style="list-style-type: none"> Paper presented to SMT outlining proposed training; agreed to inclusion of neurodiversity and autism awareness training for staff and members 	<ul style="list-style-type: none"> Training scheduled for 24 January for members and 30 January / 16 February for staff

Mental Health Action Plan

November 2022



Employers

Project(s)	Latest Position	Actions
<i>Work with employers to ensure that employees within South Ribble are provided with mental health support in the workplace.</i>	<ul style="list-style-type: none">• Business Health Matters programme delivered to SMEs within South Ribble via the Active Health team.	<ul style="list-style-type: none">• Work with the investment and skills team to identify actions to improve easy access support from employers.

Collaborative and Partnership Working

Project(s)	Latest Position	Actions
<i>South Ribble Together Network</i>	<ul style="list-style-type: none">• Well established partnership network with a quarterly focus on mental health.	<ul style="list-style-type: none">• Continue to work with partners to raise awareness of different mental health services and provision, and their referral pathways.
<i>Mental Health Forum</i>	<ul style="list-style-type: none">• Agreement from Lancashire Mind to facilitate to forum.	<ul style="list-style-type: none">• Schedule first forum meeting.• Develop feedback link between the Mental Health Forum and South Ribble Together Network, enabling grassroots feedback about current and emerging issues to inform local service provision.• Explore options around creating an online forum for Mental Health First Aiders.

This page is intentionally left blank

Report of	Meeting	Date
Director of Communities (Introduced by Deputy Leader and Cabinet Member (Health and Wellbeing))	Scrutiny Committee Cabinet	Tuesday, 17 January 2023 Wednesday, 18 January 2023

Select Move allocations policy

Is this report confidential?	No
Is this decision key?	Yes
Savings or expenditure amounting to greater than £100,000	Significant impact on 2 or more council wards

Purpose of the Report

1. The Select Move Steering Group has reviewed its allocations policy and this report seeks permission to consult on the new draft policy.

Recommendations

2. That the Cabinet approves the policy enabling the Select Move partnership to consult on the policy.
3. Any changes following the consultation are delegated for approval to the Cabinet Member for Health and Wellbeing
4. That Scrutiny Committee is asked to consider the proposed Select Move Allocations Policy, and to submit the views of the committee to the Cabinet Member for Health and Wellbeing for consideration prior to its adoption of a revised allocations policy.

Reasons for recommendations

5. To fulfil the Council's Part VI statutory duties and review the Housing Allocation policy by maximising the allocation of properties to households who are in the most need and to those that can demonstrate a local connection to the borough.

Agenda Item 8

Other options considered and rejected

6. The policy could remain unchanged, however, there is a requirement to keep the policy under review and ensure that it is fit for purpose and meets the Council's statutory duties.

Executive summary

7. As part of the Select Move policy review, changes are proposed to improve how Social housing across the partnership is delivered, all proposed changes will be subject to consultation and can be viewed in detail on Appendix 1 and 2.
8. The amended policy proposes:
 - Strengthening the local connection rules.
 - Simplifying the banding system from 5 bands to 4 including the remove global banding.
 - Review the shortlisting procedure on how many properties an applicant can refuse before being suspended or closed.
 - Adding new categories to band B and C on early intervention for people living in unsecure and unaffordable housing.
 - Expanding the criteria for when a customer will qualify for the statutory housing need bands A, B and C.

Corporate priorities

9. The report relates to the following corporate priorities: (Please bold one)

An exemplary council	Thriving communities
A fair local economy that works for everyone	Good homes, green spaces, healthy places

Background to the report

10. By law, all Local Authorities must adopt a Housing Allocations Policy under Part VI of the Housing Act 1996, which must be published and kept under review. The Select Move policy requires a review to make the policy fairer and clearer, and to ensure it still reflects the partnership's priorities.
11. The draft policy aims to strengthen the local connection to the Borough. It has been identified that the current policy is less effective than neighbouring local authorities when it comes to Local connection. In the current policy Local connection is gained after 6 months of residing in the Borough. Increasing the local connection to 2 years will require people to demonstrate they have an established connection to the Borough and have

Agenda Item 8

invested in our communities.

12. It has been necessary to review how properties are allocated and how shortlisting is prioritised to ensure the process is easier to understand and priority is given to those who need it most.
13. There are new proposals set out in the draft policy that recognise the current cost-of-living crisis and to address households that live in unsecure accommodation. These categories will provide a more early intervention approach and prevent households from hitting crisis point and becoming homeless due to their current property being unaffordable.
14. The draft policy recognises the need for sustainable communities and proposes to help address this by awarding a quota of properties to employment priority and therefore meeting housing need and employment together, the percentage will go out for consultation as either 10, 15 or 20%.

Proposed Policy Changes

15. **Proposed change 1:** It is proposed to strengthen the local connection rules to qualify to join the Select Move Housing Register. Increasing the threshold for local connection for an applicant to be able to join the Housing Register will prioritise established local families who have a strong connection for residence, family, or employment over applicants who cannot demonstrate such a strong connection.

Current Policy	New Policy
Have lived in a Select move Council area for 6 months out of the last 12 months or 3 years out of the last 5 years continuously.	Lived in a Select Move area continuously for the last 2 years
Have close family (normally considered to be a mother, father, brother, sister, or adult son or daughter) that have lived in the district for a minimum of the last 5 years.	Have close family (normally considered to be a mother, father, brother, sister, or adult son or daughter) that have lived in an area for a minimum of the last 5 years and, in addition, if they do not have a local connection for residence or employment they will now need to demonstrate a need to move to a Select Move partner's area to give or receive essential support from close family
Are employed in permanent employment in Select Move Council's area.	Are employed in permanent employment in a Select Move Council's area and that to travel to work by public transport would take them in excess of one hour each way.

Exceptions under homelessness to fulfill statutory duties will be applied and safeguards for applicants who apply to join the Register who have fled domestic abuse or extreme threats of violence from another area.

16. **Proposed Change 2:** Select Move is a choice based letting scheme that allows the applicant the element of choice on what properties they express their interest in. In the

Agenda Item 8

current policy you can refuse three offers before an application is closed. The policy is proposing to reduce this to 2 reasonable offers, this is to enable Housing Associations to allocate properties faster and avoid a considerable loss of rent. A definition of a reasonable offer is set out in the new policy. An example of this would be a refusal of a property because it did not meet an applicant's needs for disability adaptations, this would be classed as reasonable reason to refuse a property. Applicants will be advised to bid on properties they are going to accept to avoid any penalties being imposed.

17.

Current Policy	New Policy Options for Consultation
Under the current policy an applicant can refuse 3 reasonable offers before they are removed from the Housing Register for 6 months.	If an applicant refuses 2 reasonable offers, they would be removed from the housing register and not allowed to reapply for a period of 12 months, or have their banding reduced to Band D for 12 months.

18. **Proposed Change 3:** Reducing the number of Bands from 5 to 4 A-D, this will be less complicated than the current 5 bands A-E.

Current Policy	New Policy
Band A urgent housing need cases that need to move immediately.	Band A urgent housing need cases that need to move immediately.
Band B will be for urgent housing need cases that need to move.	Band B will be for urgent housing need cases that need to move
Band C will be everyone else that the legislation states has a statutory housing need.	Band C will be everyone else that the legislation states has a statutory housing need.
Band D – applicants assessed as not being owed a reasonable preference but meet the following: <ul style="list-style-type: none"> • Positive community criteria (Voluntary work or employment in the SM area) • Under occupancy by one bed • Over occupancy by one bed 	Band D will be for everyone else who does not have a housing need
Band E – No housing need	Removed from new policy

19. **Proposed Change 4:** Setting aside a percentage of vacant properties for applicants who are in employment. It is proposed a percentage of properties are reserved for working households only.

Current Policy	New Policy
Under the current policy properties for employment are often allocated to Band D this captures applicants who are employed in the select move area with no	The proposal is to consult on the percentage of properties to be allocated to employment only 10, 15 or 20%.

Agenda Item 8

housing need, 10% of properties are allocated to this band per annum.	By awarding a quota of properties to employment will capture employment and housing need together, however the majority of homes would not be restricted to working households.
---	---

20. **Proposed Change 5:** Removal of Global banding and to place the requirement to have a local connection to the council where a property is advertised to the top of the shortlisting criteria. There will be safeguards for applicants who have to move from one Select Move Council area to another due to the risk of domestic abuse or other extreme threats which mean they would not be safe remaining in their 'home' area where they have a local connection. See appendix 2 for full details of the proposal.
21. **Proposed Change 6:** To add a new "Insecurity that risks homelessness" category to Band B. This category is not included in the current policy resulting in some families becoming homeless as their insecure living at home arrangement is not recognised as a housing need under the banding scheme.
22. **Proposed Change 7:** The proposed policy expands the criteria for when a customer will qualify for the statutory housing need bands A, B and C. The policy additionally set out clearer details for when a band will be awarded for each of the housing need criteria in each Band. This will mean assessments are always consistently applied. An additional category has been awarded to band C to capture applicants who are struggling financially and have been awarded a discretionary housing payment via Housing benefit to help pay rent. This would help prevent applicants from being evicted or incurring rent arrears. Helping people to move into more secure and affordable homes before hitting crisis point and becoming homeless. See appendix 2 detailing the band criteria for each band.

23. Consultation

Following approval being given to consult on the draft policy, a consultation programme will be undertaken, this will include a survey provided to all registered applicants via the Select move website on the key proposed changes, a link will be provided to enable all customers to view the draft policy. The link for the survey and draft policy will also be circulated to all key stakeholders. Information regarding the consultation will be provided on the select move website, all partner websites and the council's own website. The consultation will be for the period of 10 to 12 weeks and any request for changes following the consultation to be delegated for approval to the Executive Member for Homes and Housing.

24. Climate change and air quality

The work noted in this report does not impact the climate change and sustainability targets of the Councils Green Agenda and all environmental considerations are in place.

Equality and diversity

25. An Equality Impact Assessment (EIA) has been undertaken and identifies that a full consultation is necessary which includes appropriate groups.

Agenda Item 8

Risk

26. A risk register is available for the Select Move Partnership and is available on the Council's risk management system.

Comments of the Statutory Finance Officer

27. There are no direct financial implications of this report.

Comments of the Monitoring Officer

28. There are no concerns from a Monitoring officer perspective. We have a duty to have a Housing Allocations Policy. Periodically this policy must be reviewed. This is what this report relates to. The approval that is being sought at this stage is to go out to consultation. Following on from the consultation period the Executive member will be granted delegated powers to approve any changes.

Background documents

There are no background papers to this report

Appendices

List the appendices in the order that they are attached to the report with titles as appropriate. Any spreadsheets/diagrams should be in pdf format and be headed up.

Appendix 1 – Draft Policy

Appendix 2 – Consultation Paper

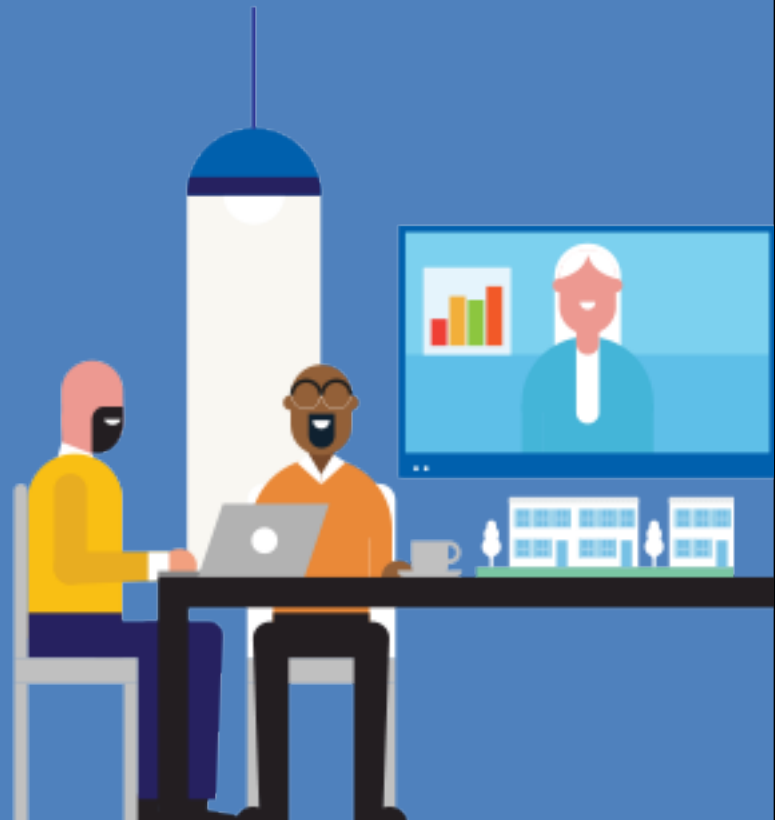
Report Author:	Email:	Telephone:	Date:
Lisa McCormick – Select Move Co- Ordinator	Lisa.mccormick@southribble.gov.uk	01257 515151	08/12/2022



Select Move Sub Regional Common Allocation Policy

Final Draft

December 2022



Select Move Sub Regional Common Allocation Policy: Final Draft December 2022

Section 1: Introduction to the Select Move Common Housing Allocations Policy	4
Governance of the Select Move Partnership	4
Legal context	5
The key objectives set for the Policy	6
Making changes to the Policy	6
Housing Associations and nominations: agreed arrangements	7
General Data Protection Regulations 2018 and Privacy notice	8
Right to information	9
Equality, accessibility and monitoring	9
Complaints	9
Statement on Choice	10
The Policy on choice: When SMP may make a direct offer outside of the choice based letting system and, in exceptional circumstances, outside of the CBL, band and date order system	11
The Policy on choice: Penalty for refusing a set number of offers	12
The Policy on Choice: Offers of accommodation made to any applicant owed any statutory homelessness duty under Part 7 of the Housing Act 1996	13
Section 2: Who can apply to join the SMP Housing Register and the criteria for assessing applications	14
The eligibility persons from abroad qualification rules	14
The qualification rules adopted by the SMP partnership	15
Qualification rule 1: Need to demonstrate a local connection	15
Qualification rule 2: Circumstances where an applicant has current or former social housing rent arrears or another relevant recoverable housing related debt	18
Qualification rule 3: Serious unacceptable behaviour	20
Qualification rule 4: Financial resources	22
Qualification rule 5: Homeownership or legal interest in home ownership	23
Qualification rule 6: Fraud or giving False Information	24
Qualification rule 7: Refusal of 2 offers in a 12-month period	24
How the SMP will consider exceptional circumstances when applying any of the qualification rules	24
Section 3: Applying to join the Housing Register	26
How to apply	26
When a band will be allocated and what date this will be from	27
Checks into any court cases or unspent criminal convictions	29
Who can be included in the application?	30
Households with access to children/shared residency order or Child Arrangement Orders	31
The requirement to inform the SMP of any change of circumstances	32
Applications from Councillors, or Housing staff	32
Reviewing the Register	33
Cancelling applications	33
Deliberate Worsening of Circumstances	34

When an applicant can request a review	34
Section 4: How an applicant's housing needs and circumstances will be assessed	37
The Banding system	37
Details for the 3 Bands A-C and the housing need criteria required to qualify for each	39
Quota system for each Band	48
Advertising properties	48
The bidding and selection process	48
Offers of accommodation	48
Shortlisting criteria	50
Assessing overcrowding and the bedroom size to be allocated	52
Local Lettings Policies	52
Appendices	
Appendix 1: Definition of terms	54
Appendix 2: How local lettings policy will be applied and reviewed	55
Appendix 3: Definition of a reasonable offer	57
Appendix 4: Assessing whether an applicant qualifies for Bands A or B on the basis of medical priority	59
Appendix 5: Right to move criteria	67
Appendix 6: How unacceptable behaviour will be assessed	69
Appendix 7: How fraud will be considered and assessed	71

Section 1: Introduction to the Housing Allocations Policy

This document is the revised Housing Allocation Policy for the Select Move Partnership (SMP).

Select Move is a sub-regional partnership between the 3 Local Council Districts and 11 Registered Provider Housing Associations that own social housing stock across the 3 Council areas.

The following are members of the Select Move Partnership:

1. Chorley Borough Council
2. Preston City Council
3. South Ribble Borough Council

Plus, the following Registered Provider Housing Associations who use Select Move area to let all properties that the 3 Councils have access to via a nomination agreement:

1. Accent Foundation
2. Jigsaw Homes
3. Onward Homes
4. Great Places
5. Your Housing Group
6. Progress Housing Group
7. Places for People
8. Sage Housing
9. Bolton at Home
10. Together Housing
11. Community Gateway Association

There is no Council Housing in the Preston, South Ribble and Chorley Council areas. The 3 Councils have transferred their housing stock to Registered Providers more commonly known, and referred to in this policy, as Housing Associations.

Each of these Housing Associations have voluntarily signed up to the partnership. Where any individual housing association is not a partner to the Select Move policy they will continue to let vacant properties owed to each Council under a nominations arrangement, and this policy will apply to those nominations owed.

Governance of the Select Move Partnership

The 'Select Move Partnership' is overseen by a 'Sub Regional Project Board', which is governed by a partnership agreement. The membership consists of one senior officer representative from each organisation.

There is a Memorandum of Understanding (available electronically on request)

that provides that the scheme is managed by a Steering Group that meets at least 6 times a year. Separately, there is an Operational Group meets at least 6 times a year which reports on operational and performance matters.

Legal context

This document is formally the Social Housing Allocation Policy for the Councils of Chorley, Preston and South Ribble as required by Part 6 of the Housing Act 1996.

References in the policy to “the Council” are to be read as applying to all 3 of the Councils named.

References in the policy to “Select Move” are to be read as the 3 Councils discharging their legal responsibilities under Part 6 Housing Act 1996 plus the 11 Registered Provider Housing Associations listed who have agreed to join the Select Move Partnership.

In developing the policy, regard has been had to the law and regulatory requirements, including:

1. HousingAct1985
2. HousingAct1996, amended by the Homeless Reduction Act 2017
3. HomelessnessAct2002
4. HousingandRegenerationAct2008
5. LocalismAct2011
6. ArmedForcesAct2006
7. AsylumandImmigrationAct1996
8. ImmigrationandAsylumAct1999
9. ChildrenAct2004
10. Equality Act 2010
11. Data Protection Act 2018
12. European Union (Withdrawal Agreement) Act 2020
13. Statutory guidance which is:
 - a. Allocation of accommodation: guidance for local authorities, June 2012, updated, September 2021
 - b. Providing social housing for local people, December 2013
 - c. Right to Move and social housing allocations, March 2015
 - d. Improving access to social housing for victims of domestic abuse, November 2018
 - e. Improving access to social housing for members of the Armed Forces, June 2020

In framing the allocations scheme regard has also been had to the 3 Council’s Current Housing and Homelessness Strategies, Tenancy Strategies, the Equality Act 2010, and relevant caselaw.

All references to statutory materials are by way of summary are not used as substitutes for the details within the original.

Each Council will provide an electronic copy of this policy to anyone who asks for one. Copies in alternative formats will be considered on an individual basis.

The whole of this policy will be kept available for inspection by any person at the principal offices of the 3 Local Authority, if someone is unable to access the policy on-line.

It can be viewed or downloaded from the Select Move website (link below)

<https://www.selectmove.co.uk/content/Information/LeafletsandBooklets>

Any provision in this policy may be waived in exceptional circumstances at the discretion of the lead officer responsible for the housing service in each partner Council. The reasons why a provision has been waived will be documented.

This policy fully meets the legal requirements set by Part 6 Housing Act 1996 and it:

- Explains how priority between applicants will be determined and the arrangements for nominating applicants to private registered providers of social housing.
- Sets out who is, and who isn't, eligible for social housing in the 3 districts covered by the scheme and how this assessment will be made.
- Details how applications to join the Housing Register can be made, the priority given, and how offers of social housing will be made.

This is the revised 'Housing Allocation Policy' for Select Move Sub Regional Scheme and will take effect on or after *insert date here when the policy has been approved and you have an implementation date*. The assessment of need and qualifying criteria set out in the policy will be applied to all new and existing applicants from this date.

The key objectives set for the Policy

The key objectives for the policy are:

1. To meet the legal requirements placed on the 3 Select Move Councils to give appropriate priority to applicants who fall under the Housing Act "*reasonable preference groups*". This is to ensure that social rented housing is let to those in greatest need.
2. To allocate homes in a fair, transparent and effective way, that prioritises applicants who are most in need and makes best use of the homes available.
3. To contribute to building sustainable communities in line with the policies of the 3 Councils and the 11 participating housing associations.

Making changes to the Policy

The policy will be reviewed and revised as required in response to:

- Any national policy or legislative changes, or
- Policy changes instigated by Select Move Partnership, or
- To reflect the requirements of any leading and relevant case law.

Any significant changes to this policy will be approved by the relevant Committee or Portfolio holder for each participating local authority and by the relevant decision-making bodies of the Registered Providers as appropriate. The Select Move Steering Group shall be responsible for determining whether any proposed changes are significant and should therefore be the subject of a formal consultation process.

For minor changes to the policy, or changes to the procedures that administer the policy, decisions will be delegated to the Select Move Steering Group and, once agreed by that group, will be signed off by the lead officer responsible for housing in each of the 3 Councils, and in each of the participating Housing Associations.

Formally, any major change to the Policy can only be made after a copy of the proposed amendments have been consulted on by sending to every Registered Provider Housing Association operating in the 3 Council areas covered by the scheme. This is a requirement under Section s166A (13) Housing Act 1996.

Select Move will take any steps as it considers reasonable (for example, by making contact via email, telephone, or letter, or by placing a notification on a Council's website, the Select Move Website, or via another suitable form of communication), within a reasonable period of time, to bring to the attention of those likely to be affected by it:

- a. any alterations made to this policy
- b. any subsequent alteration to this policy that would affect the relative priority of a large number of applicants; and
- c. any significant alteration to any associated procedures for administering this policy.

Where a full review of the policy is undertaken, Select Move will adopt Government good practice guidelines and undertake a broad consultation that includes relevant statutory and voluntary sector organisations, tenant representatives and applicants to the scheme.

It has been agreed that changes should not be made locally by any partner without prior agreement and consultation.

Housing Associations and nominations: agreed arrangements

The Select Move Housing Association partners will use this scheme to allocate a minimum of 75% of its true voids in a financial year, and each Provider may use their discretion to advertise and allocate the other 25% using alternative platforms.

The local authorities and housing associations listed above have signed a 'Memorandum of Understanding' agreeing to participate in this scheme under a partnership arrangement.

When calculating the number of voids no account shall be taken of:

- Mutual Exchanges

- Successions
- Decants to facilitate major works or improvements, where the tenant will be returning

The properties advertised through this policy will be a cross section of the quality, location, size, and type of property owned or managed by the Registered Provider that becomes vacant throughout the year. RSLs will work with the relevant Local Authority if a more specific type and size of property is required in order for the Local Authority to more effectively discharge their duty.

Once the property is placed on Select Move the Registered Provider cannot advertise it on another platform until one completed advert and shortlist has been exhausted and they have contacted the relevant Council for a direct nomination and no response has been received within 2 working days.

The Council in these circumstances is likely to make a direct nomination for a household owed a statutory homelessness duty and any offer made will be a final offer to end the homelessness duty owed.

Where the same type of property in the same area has been advertised within the last month and not be let then the relevant Council for the area where the property is situated will look to make a direct nomination for a household owed a statutory homelessness duty.

'Immediately Available Homes' adverts and platforms to let them will only be used once the property has been through the process outlined above.

Registered Providers with housing in the Chorley, Preston and South Ribble areas who are not Select Move partners will be subject to local nomination agreements with local authorities to allocate properties.

This policy will apply to all homes let through the scheme.

General Data Protection Regulations 2018

The 3 Councils will ensure that for any person accepted on the housing register their information will be stored lawfully and will act in a fair and transparent way in processing their data. Data will only be collected that is specific, explicit and legitimate for the purpose of the application and lettings processes set out in the policy. Data will be kept up to date and not held unnecessarily, or without appropriate security measures in place. Information will only be shared with other organisations or individuals in order to legitimately assess and progress a person's housing application, or for the prevention of fraud, or where there are safeguarding concerns, or with the person's explicit consent.

Where consent is not given, this may affect the ability of the SMP to process an application. The SMP may not be able to process an application if it is unable to make the necessary enquiries due to a refusal of consent.

A link to the Privacy Notice for the Select Move partners and compliance with the Data Protection Regulations 2018 can be accessed here for each Council.

<https://www.selectmove.co.uk/content/Information/LeafletsandBooklets>

To be added to the final policy the 3 email addresses to access the Privacy Notices for the 3 partner SMP councils

Right to information

The 'Freedom of Information Act 2000' makes it a requirement for every public authority to produce a 'Publication Scheme' setting out the information it will make available to the public. A link to the 3 Select Move partner Council's data protection and freedom of information policies can be accessed here.

<https://www.selectmove.co.uk/content/Information/DataProtectionandNationalFraud>

Equality, accessibility and monitoring

Select Move is committed to ensuring that the policy, and the implementation of all associated guidance and procedures, are non-discriminatory taking into account the needs of groups protected by the Equality Act 2010; the Human Rights Act 1998, and for Children, Section 11 of the Children Act.

To help all partners to identify the needs of applicants the application form contains specific questions relating to vulnerability, ethnic origin, sexual orientation, disability and other relevant criteria. The information obtained will be used to monitor the impact of the policy to enable a better understanding of people's housing needs and to ensure that no one is discriminated against as a result of the way this policy has been framed, or during the administration of it.

Under the Equality Act 2010, and in particular section 149 of the Public Sector Equality Duty, a Council is required to give due regard to eliminate discrimination, advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not, when exercising a public function such as implementing their legal 'Housing Allocation Policy'.

Select Move will ensure that the policy complies with current equality legislation and will be subject to a full 'Equality Impact Audit' before it is adopted. The EIA will be regularly reviewed as information regarding the impact of the policy is obtained and a copy can be requested directly from the SMP.

A copy of the Equality and Diversity Policy for each of the 3 partner Councils can be downloaded from each of the 3 Council's websites.

Complaints

Complaints are separate to the circumstances where an applicant is entitled to seek a review of a decision made on their housing application. A request for a review of a decision made on an application should be made under the review procedure set out in section 4 and not through a Select Move partner's complaints procedure.

Where an applicant wishes to make a complaint about poor service, or the way they have been treated, this should be made using the relevant partner's complaints procedure.

Where a complaint relates to how an applicant has been dealt with under this policy by one of the 3 Select Move Councils, an applicant has the right to continue with their complaint to the Local Government Ombudsman Service if they are unhappy with the response to their complaint.

The Local Government Ombudsman is an independent service run by Central Government to make sure that Councils provide the required standard of service to their customers.

The Ombudsman can investigate complaints about how the Council has done something, but they cannot question what has been done simply because someone did not agree with it.

Website: www.lgo.org.uk

Where a complaint relates to how an applicant has been dealt with under this policy by a Select Move Registered Housing Association partner, an applicant has the right to continue with their complaint to the The Housing Ombudsman

The Housing Ombudsman is an independent organisation which considers complaints about how a housing association dealt with an application or request for a service.

The Housing Ombudsman website is www.housing-ombudsman.org.uk

Their address is
81 Aldwych, London, WC2B 4HN

The Select Move Partner's statement on Choice

Introduction

A key aim of the policy is to, as far as possible, give choice to applicants who wish to obtain social housing. This is why the Select Move partners have taken the decision to let the majority of properties through a 'Choice Based Lettings' (CBL) scheme.

For all applicants who are eligible to join the housing register, they will be able to express a preference for an area, or areas, they would like to live in and the type of property they would prefer. However, the ability to satisfy their preferences might be limited by the lack of available social housing in the area/s chosen.

The considerable housing pressures faced in the areas covered by Select Move limits the degree of choice that can be offered, along with the responsibility the 3 Councils have to offer housing to applicants in urgent housing need. The pressures include the need to reduce the financial impact on a partner Council

for households placed into temporary accommodation under a homelessness duty.

Therefore, expressing a preference over where an applicant would prefer to live does not mean that preference can be met, or that an applicant won't be offered suitable accommodation outside of their preferred area. In certain circumstances a Select Move Partner Council will, or may, make a direct match offer or a nomination to a Housing Association partner and not use the 'choice based letting' system to let a property. Examples of these circumstances are set out in this policy.

An applicant will be asked at time of registration to state any area where they believe they cannot live due to fear of violence, harassment or domestic abuse. The assessment of their application will then consider the facts and decide whether the applicant is allowed to restrict areas.

Applicants who are considered by relevant agencies as high-risk ex-offenders will be required to have an appropriate risk assessment with a partner or multi agencies before an offer of accommodation is made. The aim of this risk assessment will be to ensure that appropriate support and/or supervision is in place before the offer of accommodation is made. This may mean that restrictions will be placed on choice re the property type and/or location offered.

Select Move will also make available information about other affordable housing options: for example, to promote new affordable housing schemes through its website and a matching service is available through a nationwide internet site '*Homeswapper*' for social housing tenants wishing to explore the option of a mutual exchange.

Specific policies on choice adopted by the SMP.

1: When the SMP may choose to make a direct offer outside of the choice based letting (CBL) system and, in exceptional circumstances, outside of the band and date order system

Not all properties that become available will be advertised and offered through the '*Select Move*' CBL system. There may be circumstances where for operational or financial reasons there is a need to make a direct offer of housing outside of CBL and, in exceptional circumstances, outside of the band and date order criteria set out in this policy.

Specifically, this would be where there are urgent operational or financial reasons to depart from the CBL system of lettings. Examples include but are not limited to:

- 1) Situations where urgent re-housing is required due to an applicant's existing property being uninhabitable, or where there are serious health and safety or personal protection issues that need to be addressed, or to discharge a statutory homelessness duty.

- 2) Urgent housing need situations where, given the applicant's circumstances, it would not be reasonable to wait for a successful bid through the CBL system to deliver an offer.
- 3) Where there is an evidenced threat to life in the area in which an applicant currently lives.
- 4) Direct offers to persons who a partner council has a duty to rehouse under section 39 of the Land Compensation Act 1973.
- 5) Where an applicant is homeless and in temporary accommodation and owed a section 189B (2) Relief duty or 193(2) Main duty under the Housing Act 1996 and a Council wish to make a direct let to move applicants out of temporary accommodation in order to manage any budgetary or legal impact on that Council.
- 6) Where an applicant is not being realistic in the areas they are bidding for and, as a result, may be occupying a temporary accommodation unit that is needed for a newly presenting homeless applicant.
- 7) Where a vacant adapted property, or a property designed to disability standards, becomes available and that property could be allocated to an applicant whose disability needs best match that property regardless of the date they were registered.
- 8) Where the decision of the SMP is that it is inappropriate for the applicant to participate in 'Choice Based Lettings'. For example, a vulnerable applicant nominated by Lancashire Council's Adult Social Care Department where the outcome of an assessment is that a direct let is the best letting solution for that applicant.
- 9) Other examples, including individual circumstances of some applicants subject to Multi Agency Public Protection Arrangements (MAPPA), or it is assessed presents a risk to themselves or others.

Furthermore, the SMP may decide to restrict the time an applicant is able to bid for accommodation for an area where they would prefer to live. In these circumstances a direct offer of accommodation may be made in any area that has been assessed as being suitable and safe for the applicant to live in.

2: The SMP's policy on choice: Penalty for refusing 2 suitable offers.

Any applicant who refuses 2 reasonable offers within a 12-month period will be disqualified from the housing register and not allowed to reapply for a period of 12 months (see separate policy below for applicants owed a statutory homeless duty who refuse a suitable offer).

This adopted rule is intended to tackle the problem of some applicants making a successful bid and then refusing the property offered, which has the impact of increasing the time it takes to re-let that vacant homes.

The SMP will determine whether an offer was reasonable for an applicant to accept using the reasonable offer criteria set out at appendix 4.

3: The SMP's policy on choice: Offers of accommodation made to any applicant owed a statutory homelessness duty under Part 7 of the Housing Act 1996

For applicants owed any statutory homelessness duty under Part 7 of the Housing Act 1996, the need to offer suitable housing is considered to be more important than allowing an applicant to wait for an offer of accommodation in a location where they would prefer to live. Therefore, there is therefore no minimum time set that an applicant owed a statutory homeless duty will be allowed to bid for social housing before a direct offer can be considered.

An offer of accommodation for an applicant owed a statutory homeless duty could be either a private rented property, or a social rented property. Should the applicant refuse an offer which is considered both suitable for their needs and reasonable then, subject to the partner Council's homelessness review procedure, the homelessness duty owed will be discharged and they will lose any priority status granted to them based on the homelessness duty owed.

In these circumstances the SMP will then assess whether they have another housing need that means they should be awarded bands A-C. If they don't, they will be placed into Band D.

A statutory homeless duty is defined as:

- a) The prevention of homelessness duty under Section 195(2)
- b) The 'relief of homelessness duty under Section 189B(2)
- c) Where the relief duty has come to an end and an applicant is then owed a section 190 Intentionally homeless temporary accommodation duty to provide them with a reasonable opportunity to secure alternative accommodation for occupation (section 190(2) duty),
- d) The section 193(2) Main Homelessness duty or the section 193C(4) 'reduced' section 193 duty

Section 2: Who can apply to join the Select Move Housing Register and the criteria for assessing who is eligible to be included, and who can qualify to join the register

The Housing Register is open to anyone over the age of 16 years who has a housing need and has lived in a Select move Partner's district continuously for 2 years, unless they come within one of the 'ineligible' or 'non qualification' categories set out in the policy.

For current tenants of a Select Move partner, they will need to have been a tenant for a minimum of 12 months before being allowed to join the register unless there are exceptional circumstances (meaning they would be owed a statutory reasonable preference for their housing needs).

A person can apply to join the Housing Register if their current address is their only home, or sole residence, and they are not already registered through someone else's housing application.

If an applicant is under 18 years of age, they will not normally be offered a property by a Housing Association. If in exceptional circumstances a person who is 16 or 17 is granted a tenancy, this will normally be held in trust until they reach the age of 18. This means that another suitable person (such as a parent, legal guardian, social worker or relative) will normally be responsible for the tenancy.

The Select Move partner receiving the application will be responsible for investigating and determining the application, although transfer applications will be passed to the tenant's landlord for assessment.

Not all Housing Associations who are members of the partnership assess applications.

The eligibility 'persons from abroad' qualification rules

Everyone over the age of 16 can apply to join the register but there are some groups of people who by law cannot join the register regardless of their housing need or circumstances. These are people who:

- Come under a Government rule which means they cannot lawfully access social housing as they are not eligible.
- Do not live habitually in the 'Common Travel Area' (UK, Channel Islands, the Isle of Man or the Republic of Ireland).
- Do not have the right to live in the UK
- Plus, other categories of people who the Government may in the future, decide are not eligible for housing assistance.

Under sections 160ZA (1), (2) and (4) of the Housing Act 1996 a Select Move Council cannot nominate a person for housing, if they are a person who is ineligible for an allocation of housing accommodation by virtue of being a person subject to immigration control, or a person from abroad, who is prescribed as ineligible.

The key relevant regulations that apply to eligibility are:

- Regulations 3 and 4 Allocation of Housing and Homelessness (Eligibility) (England) Regulations 2006, SI 2006/1294
- All subsequent amendments including 'The Allocation of Housing and Homelessness (Eligibility) (England) (Amendment) (EU Exit) Regulations 2019 (SI 2019/861)
- The Allocation of Housing and Homelessness (Eligibility) (England) (Amendment) Regulations 2020 (SI 2020/667) implemented from the 24 August 2020.

The above are not a complete list for all of the eligibility regulations. For example, there is significant legislation that relate to the UK's exit from the European Union and the implications for accessing housing assistance. These rules are complicated. Anyone who is impacted, or believe they may be impacted, can approach a Select Move partner for advice, or can seek independent legal advice.

The qualification and non-qualification rules that have been adopted under the policy

Under section 160ZA(7) of the Housing Act 1996 Part 6 a Council is allowed to set criteria for people who are, or are not, qualifying persons and the 3 partner Councils have chosen to adopt a number of rules. There are a number of defined exceptions that cover either all of the rules, or an individual rule.

The qualification rules adopted by the 3 partner Councils (and any exceptions to these rules) are set out below:

Non qualification rule 1: The need to demonstrate a local connection to a Select Move Council.

To qualify for the Housing Register an applicant (or, alternatively a member of the applicant's household) must meet one of the following rules. They must have:

- a) Lived in a Select Move Council's area continuously for the last 2 years and that residence was of their choice. This is 2 years in a single Borough and not 2 years living in area of the 3 SMP partner Council areas. Or
- b) Are employed in permanent employment in Select Move Council's area and to travel to work by public transport would take them in excess of one hour each way. Employment is defined as paid employment for 16 hours or more per week for a continual period of at least 6 months and is not work that is considered to be temporary, casual or seasonal. Where there is a zero hours contract the assessment will consider if, on average over a 3-month period, the person is working for 16 hours a week or more and that zero hours contract is not a temporary contract. The applicant or household member must be working at the point an offer of a tenancy is made. Where an applicant is self-employed they must demonstrate that the self-employed work they perform is in a Select Move Council area for a continual period of at least 6 months and is not work that is considered to be temporary or

seasonal. The applicant or household member must be working self - employed at the point an offer of a tenancy is made. Or

Note: Employment must be their actual place of work in area and not employment based on a head office or regional office situated in the area but from which the applicant does not work. For people employed by a national company their actual place of work must be within the Select Move area.

- c) Have close family (normally considered to be a mother, father, brother, sister, or adult son or daughter) that have lived in the district for a minimum of the last 5 years and need to be in a Select Move partner's area to give or receive essential support from close family. Note: it is for the Select Move assessing partner to assess and decide on whether an applicant meets this local connection qualification rule for close family.

Note 1: The SMP will consider whether there are exceptional circumstances whereby other family members may be considered to provide a local connection. For example, the circumstances where a person has been brought up by an extended family member, in the absence of their own parents and the applicant continues to receive essential support from this person.

Note 2: The level of support required to qualify under c) must be significant and cannot be short term or low level such as to carry out shopping once a week, and there is no existing support package in place.

Once registered an applicant must continue to meet a local connection qualification rule. If the applicant no longer meets this rule they will be removed from the register as they will no longer qualify for inclusion on the housing register.

If an applicant has lived in a Select Move partner's district for 2 continuous years in the circumstances where they have been placed into temporary accommodation in the district by another local authority, they will not qualify to join the Housing Register. This rule is justified because a Council from outside of the Select Move Partner's area that has placed a household into temporary accommodation in a Select Move area will legally retain the responsibility for helping the applicant to obtain long term settled housing.

Persons who have been detained in the Local Authority area (e.g., in prison or hospital), will not be able to establish a local connection as this does not constitute being resident in an area by choice.

For the purposes of determining a local connection for residence, Select Move will accept the following circumstances as demonstrating 'normal residence':

- a) Residency in a non-traditional dwelling, such as a mobile home that is placed on a residential site, or an official pitch.
- b) People who are forced to sleep rough in a Select Move Council's area as long as they meet the 2-year qualification period for residency.

There are a number of exceptions to the 2-year residency rule. These are:

1. Applicant's owed a main section 193(2) homeless duty by one of the 3 participating Select Move Councils.
2. Where a Select Move Council has placed an applicant into temporary accommodation outside of an area covered by the 3 Councils.
3. Where a partner Council agrees that there are exceptional circumstances requiring a move into an area. This will be decided on a case-by-case basis. Examples where exceptional circumstances may be considered on a case-by-case basis include:
 - Reasons of safety, for example when an applicant is fleeing domestic abuse or hate crime from another area, or
 - An applicant is on a witness protection programme and the SMP has agreed that a move to a select Move Council's area is essential, or
 - Where a Select Move partner agrees there is a very exceptional need to live in an area to provide or receive essential support.
4. Select Move will consider any application from a gypsy or traveler household where the applicant may not meet the 2-year continuous period of residence rule, if the period has been broken by travelling. The facts of each case will be considered when deciding whether the rule should be waived.
5. Care Leavers below the age of 21 years (or 25 if they are pursuing a programme of education agreed in their pathway plan) who are owed a duty under section 23C of the Children Act 1989 by Lancashire County Council and have been looked after in accommodation outside of Lancashire.
6. Applicants who satisfy the right to move criteria. The Right to Move qualification regulations 2015 states that local connection qualification rules must not be applied to existing social tenants who seek to move from another Council district in England, and who have a need to move for work related reasons to avoid hardship. However, the Select Move policy is to limit these moves to no more than 1% of all lettings per year.
See appendix 6 for details of how the 'right to move' criteria will be applied
7. Where at the date of application the applicant is not currently resident in a Select Move area whilst:
 - a) receiving medical or respite care
 - b) serving a custodial sentenceIn these circumstances the applicant must have been living in a Select Move area for 2 continuous years prior to their current accommodation circumstances
8. Applicants that satisfy the Allocation of Housing (Qualification Criteria for Armed Forces) (England) Regulations 2012. These are:
 - a) Applicants who are serving members of the regular armed forces
 - b) Applicants who served in the regular armed forces within the 5 years immediately prior to the date of their application

- c) Applicants who are serving or former serving members of the regular armed forces or reserve forces who suffer from a serious injury, illness or disability sustained as a result of their service
- d) Applicants who are a bereaved spouse/civil partner of a former serving member of the regular armed forces and have recently ceased (or will soon cease) to be entitled to reside in services accommodation following the death of their spouse/civil partner.
- e) The divorced or separated ex-spouse of a member of HM Armed Forces, who is currently serving or going through resettlement, will be exempt from the local connection criteria for a period of six months following the divorce or separation

Non qualification rule 2: Circumstances where an applicant has a current or former social housing rent arrears, or another relevant recoverable housing related debt.

This section sets out the rules for when an applicant will not be allowed to qualify for the SMP Housing Register because of rent arrears or another recoverable housing related debt.

When carrying out an assessment, the SMP will take into consideration all housing related debts, associated with either a current or former tenancy that relate to any social housing provider in the UK. Note the rules in this section only apply to social housing former or current rent arrears, occupation of temporary accommodation debts, and other forms of housing related debt listed. This section does not cover rent arrears for a private sector tenancy, or licence. This is covered under the unacceptable behaviour rules set out in qualification rule 3 below.

Note: the definition of a housing debt will not include debts that are statute barred. The debt will be considered statute barred where an applicant, or their representative or someone else they held the account with hasn't:

- Made a payment in the last 6 years
- Written to the creditor acknowledging the debt in the last 6 years defined as 6 years from date the debt was last acknowledged and 6 years from date rent arrears became due.
- Had a county court judgment (CCJ) relating to the debt in the last 6 years

For the purposes of this qualification rule housing related debts include:

- a) Debts owed by a current or former tenant of a social housing tenancy. Note current social housing tenants seeking a transfer will not normally be allowed to transfer until they have met the relevant criteria set out in this section for addressing the debt (i.e. the repayment record criteria for £0-500, £500-£1000).
- b) Outstanding re-chargeable repairs
- c) Current and former housing related service charge arrears
- d) Temporary accommodation charge arrears for a licence or a tenancy where that temporary accommodation was provided by a SMP Council

- e) Failing to adhere to the terms of an agreed payment plan in relation to rent arrears or housing debt for a social housing tenancy, or temporary accommodation
- f) Any court costs incurred by the Council or a Housing Association associated with any of the above debts

Housing related debts apply to both the applicant and to any members of their household that are included in their application.

The purpose of this qualification rule is:

- 1) To ensure any relevant debt owed to a social landlord or the Council is recovered and
- 2) To consider whether an applicant's current circumstances mean there is a risk of future non-payment of rent.

The following framework will be used to guide officers when applying this qualification rule. The SMP will consider:

- The reasons why the applicant accrued the housing related debt and whether there are exceptional circumstances that should be considered when applying the rule.
- Whether the debt has been caused by factors difficult for the applicant to control, for example a case where an applicant was unable to pay the full rent due to being impacted by the 'spare room subsidy' rule.
- Whether the applicant still owes that debt, and if they do, the extent of the arrears/debt as well as whether it is a recoverable debt, or a statute barred debt.
- Whether the applicant has taken debt advice, acted on it, and entered into an arrangement to clear the arrears/debt.
- If an arrangement has been made, the amount of arrears/debt paid off, any amount outstanding, and the regularity of payments made.

After considering the above the SMP will decide whether the applicant will or will not qualify for the housing register.

There is no time limit regarding when a person can make a new application following disqualification under this rule. Where a new application is made, the SMP will assess whether the applicant has taken appropriate action to address their rent arrears/debt.

If disqualified an applicant will be informed of any action they need to take to resolve the debt in order to qualify.

How decisions for applicants with a housing related debt will be made

A decision whether the applicant qualifies for the Housing Register will be made using the following criteria:

- (a) The applicant/household is a current or former tenant of a Registered Provider and has an outstanding housing related debt.
- (b) The applicant/household have a housing related debt as defined above in this policy of £1000.01 or more that can be proven by a social landlord.

(c) Applicants/household with housing related debts of below £1000 will qualify provided that they have made and maintained a repayment plan in accordance with the criteria below:

- Housing related debt under £500, an agreed repayment plan must have been maintained for a minimum of 3 months before they can register.
- Housing related debt between £500.01 and £1000 an agreed repayment plan must have been maintained for a minimum of 6 months and the debt must be reduce to under £500 before they can register.
- If then registered payments must be maintained under the plan before any offer of accommodation is made.

The only exception to the rent arrears or housing related debt rule is where an applicant can demonstrate that their circumstances are exceptional, and they would therefore face serious hardship or risk through not being allowed to qualify.

An exception may be considered where for example, an applicant has a good payment history but has incurred a debt as a result of a 'one off' problem, or where a tenant had to flee domestic abuse and a subsequent debt has built up for the tenancy left.

Note 1: It is the responsibility of the applicant to make the case as to why their circumstances are exceptional. Once a request has been made for exceptional circumstances to be applied to their case their request will be considered under the statutory review procedure.

Note 2: This qualification rule also applies to applicants currently on the register. An applicant's eligibility to remain on the register will be kept under review. An applicant may be rendered ineligible should the SMP become satisfied that there is new evidence, or a change of circumstances, meaning that this rule should be applied.

Non qualification rule 3: Unacceptable behavior

The disqualification rule for unacceptable behavior will apply where an applicant, or any member of their current or prospective household, has demonstrated serious unacceptable behaviour that, in the view of the SMP makes them at the time of their application, or since their application, unsuitable to be a tenant.

In applying this qualification rule the SMP will decide on the facts of the case whether an applicant will not qualify to be included on the Housing Register due to their (or household member's) serious unacceptable behaviour.

The rule of non-qualification will apply where the SMP is satisfied that an applicant (or a member of their current or prospective household) has demonstrated a serious failure to adhere to the terms of a current or previous social housing or private rented tenancy agreement. This is defined as:

- 1) Failing to maintain any previous social rented or private sector rented property within the terms of their tenancy agreement, or committing acts

causing or likely to cause nuisance or annoyance to neighbours or others in the area where they live or have previously lived. Non-qualification will apply until the applicant (or a member of their prospective household) has demonstrated, to the satisfaction of the SMP, their previous unacceptable conduct is unlikely to reoccur. This may include demonstrating cooperation with support agencies leading to a substantial improvement in behaviour.

- 2) Conduct likely to cause nuisance or annoyance if they were to be offered a tenancy. This is conduct or behavior that does not only relate to a previous social housing or private rented sector tenancy. It may include the circumstances where an applicant, or a member of their current or prospective household, is the subject of actions being taken by any Council (or some other recognised body) on grounds of alleged antisocial behaviour (ASB).
- 3) Rent arrears for their last private rented tenancy in the circumstances where the SMP has obtained information that confirms on the balance of probabilities that a debt is owed. If there is a debt owed it will be for the assessing officer to decide on the facts gathered regarding the level of debt and the reasons for it, whether the applicant should be classified as a non-qualifying. Where it is established that a debt is owed the same rules will apply as per a social housing debt above.
- 4) Circumstances where the applicant, or any member of their household, has assaulted a member of the SMP's staff, whether or not an injunction is being sought, or has been obtained.

Other specific examples of serious unacceptable behavior are:

- a) Being subject to a court order (including an interim order) for breach of tenancy conditions
- b) Conviction for illegal or immoral use of their current or former home
- c) Causing nuisance and annoyance to neighbours or visitors
- d) Committing criminal offences in or near the home and still posing a threat to neighbours or the community such as drug dealing
- e) Being violent towards a partner or members of the family
- f) Allowing the condition of the property to deteriorate
- g) Paying money illegally to obtain a tenancy
- h) Unlawfully subletting their tenancy
- i) Applicants that have been convicted of housing or welfare benefit related fraud, where that conviction is unspent under the Rehabilitation Offenders Act 1974.
- j) Having unspent convictions where the assessment concludes that the applicant is unsuitable to be a tenant due to a significant risk to potential neighbours and/or communities.

- k) An applicant or any member of their household has been responsible for any racial harassment or other hate crime. Racial harassment and Hate Crimes is defined as racist, religiously aggravated, faith, gender, age, disability, and trans phobic or homophobic or gender re-assignment harassment or hate crime. A hate crime or racist incident is defined as any incident which is perceived to be racist or hate crime related by the complainant or any other person.

Note: The unacceptable behavior disqualification rule will also apply to applicants currently on the register. An applicant's eligibility to remain on the Housing Register will be kept under review and an applicant may be rendered ineligible should the SMP be satisfied that the rule relating to unacceptable behaviour should be applied to their case.

Any new application will normally only be reconsidered where, as a guideline, the SMP will consider whether there has been no reasonable cause for complaint or concern against the applicant (or members of their prospective household) for a period of at least 12 months. Any SMP partner can consider a new application and an assessment is not restricted to the partner Housing Association who had previously evicted the applicant.

Note: Where an applicant has resolved their behaviour to the satisfaction of the SMP it may still be the case that a Housing Association where the unacceptable behaviour occurred, might decide they will not rehouse their former tenant. This will not prevent an applicant from being considered for housing by another Housing Association. A decision of a Housing Association to refuse to consider a former tenant will be made only where there are exceptional circumstances relating to their eviction and all SMP partners agree that applicants will not be excluded routinely on the basis that they had previously evicted an applicant for rent arrears or another breach of tenancy condition.

The details for how the SMP assessing partner will apply the unacceptable behaviour test is set out in appendix 7.

Non qualification rule 4: Financial resources

Applicants who are considered to have sufficient financial resources to buy or rent suitable accommodation will not qualify for the Housing Register.

Sufficient financial resources

With regard to finances, single and joint applicants will not qualify to join the register if:

- 1) Applicant/s have a total household income of £60,000 gross per year, or
- 2) Have resources of over £30,000 from investments or savings.

This rule has been adopted because applicants with income, investments or savings at or above this level will mean that they do not qualify for charitable housing assistance from a partner Registered Provider that has charitable rules and objectives.

These financial limits will be reviewed every two years in line with the financial market.

Dependent children or non-dependent adult children's income will not be considered as part of the household's total income assessment.

'Sufficient financial resources' includes any assets or investments even if they are not immediately available to the applicant.

In applying this qualification rule the SMP will disregard any lump sum received by a member of the armed forces when leaving the armed forces or received as compensation for an injury or disability on active service.

Although this rule will mean applicants assessed as having sufficient financial resources cannot join the Housing Register, it does not prevent them being considered for any low-cost part ownership, or full ownership schemes. On request, information can be given as to which Housing Associations or developers are currently operating such schemes in the Select Move area and how applications can be made.

Non qualification rule 5: Homeownership, or legal interest in homeownership

An applicant cannot qualify for the housing register if they or their partner own a residential property in the UK or elsewhere. Applicants who have been the owner of a residential property within the last 5 years will be required to provide proof of the proceeds from the sale and of the disposal of any proceeds. Where proceeds from any sale have been spent recklessly and, as a result, takes an applicant's financial resources below the disqualification level set, an applicant can still be determined as not qualifying for the housing register.

Exemptions to the financial resources and homeownership qualification rules

Applicants who do not qualify under the homeownership or financial resources rules may be considered as an exception if:

- a) If as a result of a divorce settlement a Court has ordered that an applicant may not reside in the former matrimonial or civil partnership home in which they still have a legal interest for a period which is likely to exceed 5 years.
- b) Where there are large families on benefits, including disability benefits, where their total household income exceeds £60,000 a year
- c) Where someone is a homeowner and is statutory homeless due to domestic abuse and whose property has not yet been sold. A decision will be made as to whether to treat this as an exemption based on the facts and circumstances of the case.
- d) The applicant has a substantial disability, and their current home is not suitable for their specific needs.
- e) Applications from owner occupiers where a Select Move Council has a statutory duty to assist e.g. homelessness or where the applicants housing needs is able to be met through sheltered housing and there is a surplus of such accommodation in the Select Move area.

Exemption d) is intended to cover situations where a person owns their own home but where it is agreed that they are no longer able to manage in it due to their advancing years, or due to a substantial disability that makes living in their home impracticable and where selling is unlikely to provide sufficient funds to purchase alternative accommodation that would be suitable for their needs.

Non qualification rule 6: Fraud or giving False Information

Applicants who are found to have withheld or given false information may be removed from the register and will not be able to reapply for a period of 12 months. Decisions to remove the person from the register will be made based on the seriousness of the attempted fraud or false information given including an assessment of why information was withheld.

How Select Move will apply this rule if it is suspected that false information has been provided, or important information has been withheld, is set out in appendix 8.

Dis-qualification rule 7: Refusal of 2 reasonable offers in a 12-month period

Any applicant who refuses 2 reasonable offers within a 12-month period will be disqualified from the housing register and not allowed to reapply for a period of 12 months (Note: Applicants owed any of the statutory homeless duties will only be made one suitable offer and a refusal will mean that their priority for being owed a statutory homeless duty will be removed).

The 2 offer disqualification rule is intended to tackle the problem of some applicants making a successful bid and then reusing the property offered, which has the impact of increasing the time it takes to re-let times vacant homes. The SMP will determine whether an offer was reasonable for an applicant to accept using the reasonable offer criteria set out at appendix 4.

How exceptional circumstances will be considered for any of the qualification rules

Select Move retains the ability, in exceptional circumstances, to exercise its discretion when applying any of the qualification rules adopted. It is for the applicant to request that discretion should be applied to their case for exceptional circumstances. A request for a review of a decision that an applicant does not meet the qualification rule will be taken as a request for any exceptional circumstances to be considered. Where requested Select Move will consider whether the applicant's circumstances (or those of a member of the applicant's household) are so exceptional that a qualification rule should be waived.

The applicant will receive a written decision on their claim for exceptional circumstances to be applied and, where that decision is that the case is not considered to be exceptional, reasons will be given.

Select Move cannot waive the eligibility rules for any applicant who is not allowed to access social housing under the immigration and 'persons from abroad' rules set by Central Government.

In deciding whether an applicant's circumstances are exceptional Select Move will fully consider the Equality Act 2010 and Children Act 2004. With regard to the Equality Act the SMP will specifically consider:

- a) Whether the person, or a member of their household, meets the definition for one or more of the 9 protected characteristics listed in the Equality Act 2010
- b) If we agree that the applicant or a member of their household comes under the definition for a protected characteristic, Select Move will fully comply with section 149 of 2010 Equality Act and ensure that it has obtained all relevant information relating to the applicant's protected characteristic and will consider that if they were not able to qualify for the scheme, whether this would have an exceptionally detrimental impact on the person with that protected characteristic, and
- c) Ensure that any decision that the applicant's circumstances are not exceptional will be a decision that is a proportionate means of achieving the legitimate objectives for the policy.

Section 3: Applying to join the Housing Register

How to apply

A shared web-based IT system, (the Select Move website) allows the partners to operate a common housing application form, housing register and allocations policy.

The Select Move website provides an online housing application form, with registered applicants able to place expressions of interest or bids for properties advertised on the website.

People wishing to join the register must apply on-line through:

<https://www.selectmove.co.uk/HouseholdRegistrationForm>

Any applicant who may need help in completing their on-line application can call the partner assessing their application where they will be guided through the process of making their application on-line. Select Move partners can be contacted on 0800 655 6785

There is free access to the 'internet' at libraries, and at some community facilities. A home visit or office appointment can be offered when an applicant has no access to the 'internet' or is unable to use the 'internet'. Alternatively, an applicant can be signposted to other services, or other departments, that can support the person to complete their application.

The partner assessing the application will help any person who is likely to have difficulty in making an application to join the Scheme. This assistance will include:

1. Help to complete the application form
2. Explaining what evidence might be required to determine any eligibility and qualification rules
3. Explaining what evidence might be required to determine the degree of priority to be given to an application

The Select Move housing application webpages contain a list of the supporting documents that an applicant must provide in order to progress an application.

Once the application has been received there may be a need for additional information. If so, an applicant will receive a phone call, email or letter asking for the additional information needed and explaining how it can be provided.

Any application forms that are not fully completed or where verification evidence has not been provided, cannot be processed meaning that an applicant will not be able to access the housing register until the information is fully completed and assessed.

Select move will make enquiries it considers necessary in order to verify and assess an application for housing. This may involve contacting previous landlords, health or medical advisors, police etc.

The partner processing the application will do so within a reasonable period of time (relative to the particulars facts given in the application) after all documentation has been received from an applicant.

If accepted onto the register the applicant will be informed of:

- 1) The band they have been placed in (this determines priority)
- 2) The date of application (may be used to determine priority within the band allocated)
- 3) The size and type of properties for which they can bid
- 4) Their application reference number (applicants will need this to bid)
- 5) How to seek a review against their banding if they think it is wrong.

If an application to join the housing register is refused the applicant will be informed in writing and will have a right to review the decision made.

Copies of all adverse decisions will be made available for a reasonable period of time for collection by the applicant, or by someone on their behalf, at the assessing Select Move partner's main office where an applicant has not provided either an email address or postal address.

Prisoners can register in the 6-month period prior to their date of release if they meet the qualification rules but will not be able to bid for a property until 1 month prior to release.

The date a band will be allocated

The band start date is the date that the housing register application was received for assessment, unless an applicant's housing need and/or circumstances changes and any reassessment results in the applicant being placed in a higher band. In these circumstances they will not retain the date they were awarded the lower band as the higher band reflects a higher level of housing need, therefore their date for the higher band will be the date they were awarded that band for that higher assessed housing need.

Note for eligible homeless applicants who meet the qualification rules to join the Housing Register the following will apply with regard to their band start date:

- a) Owed a section 195(2) Prevention of homelessness duty – Band date is the date the duty was owed and not the date of the homelessness application
- b) Owed a section 189B (2) Relief of homelessness duty – If an applicant has not been owed a prevention duty then the band date is the date the relief duty is owed and not the date of the homelessness application. If the applicant was owed a prevention duty which ended because they became homeless and they are then owed a relief duty, the effective date is the date the prevention duty was owed.
- c) Owed the Main section 193(2) duty – Band date is the date the Relief of homelessness duty was owed and not the date the Main duty was owed. This is because to start the date at the date the Main duty was owed would disadvantage an applicant by 56 days who has been found to be in priority need and unintentionally homeless

- d) Circumstances where the relief duty has ended, and the applicant is assessed at this point as not being in priority need - Band date is the date the Relief of homelessness duty is owed (or the date the prevention duty was owed if the applicant had been owed a prevention duty before being owed the relief duty) and not the date that the Relief duty is brought to an end.
- e) Circumstances where the relief duty has ended, and the applicant is assessed at that point as not being owed a main duty due to being intentionally homeless - Band date is the date the Relief of homelessness duty is owed (or the date the prevention duty was owed if the applicant had been owed a prevention duty before being owed the relief duty) and not the date that the Relief duty is brought to an end.
- f) Where the applicant becomes homeless unintentionally within 2 years of accepting a private rented sector offer (PRSO), offered to bring the main section 193 homelessness duty to an end, the effective date will be the date of the new application.

Assessing Applications

In order to assess an applicant's housing need and their place on the Housing Register the policy has adopted a 'needs based' banding system detailed in section 4 below.

Any band awarded reflects an applicant's housing need with the higher the band awarded reflecting the greater level of assessed housing need.

Applicants will be required to sign a declaration, or to give informed consent, to confirm their understanding that:

- a. The information given is correct and that they will notify SMP of any change in their circumstances.
- b. Enquiries will be made concerning their eligibility for housing and level of priority.
- c. Information will be provided to other partner organisations that are part of the scheme.

Once an applicant provides information, the SMP will process that information under Article 6 GDPR. The processing is necessary under the 'Public Task' purpose and is necessary for the SMP to perform a task in the public interest or for its official functions, in this case to meet its legal responsibility to assess housing applications, and we are satisfied that the task or function has a clear basis in law.

It is the responsibility of the applicant to provide all the information requested to assess their circumstances, and to provide any supporting information or documents that are requested. Incomplete applications will not be made active until such time as the SMP is satisfied that it has in its possession all of the information it requires to complete its assessment.

All incomplete applications will be cancelled after a period of 28 days measured from the date further information has been requested. If cancelled this does not prevent the applicant making a subsequent application at a later date, although

in such cases the applicant's effective date of registration would not be backdated to the date of the earlier application.

SMP may request information or a reference from an applicant's current or previous social landlord and may, depending on whether the application gives rise to any concern, request a reference from the most recent private sector landlord (or any other recent private sector landlord) if the applicant is or has been a private sector tenancy.

Where a social or private landlord does not reply within 28 days a reminder will be sent, and if still not forthcoming within 14 days of the reminder being sent any other information or records available will be checked to try to determine whether there are any concerns regarding the way an applicant may have conducted their tenancy. An applicant should not be disadvantaged if, despite every effort, it is not possible to obtain a reference from their current or previous landlord.

All applications are subject to verification checks and these may be applied:

- At the point of initial application
- Following any change of circumstance notified to the SMP by the applicant
- Following any routine validation audits
- Following an annual review of the application
- At the point of an offer of accommodation
- At the point of letting

Where considered relevant, and based on an applicant's circumstances, an affordability assessment may be undertaken based on an applicant's household income and expenditure. This is to determine their ability to sustain a tenancy financially. The SMP aims to agree a common definition for assessing affordability across the partnership to ensure consistency in decision making.

Checks into any court cases or unspent criminal convictions

All applicants and members of their prospective household will be requested to disclose any pending court cases or unspent criminal convictions.

SMP may use any information disclosed (or any other information obtained during the assessment or following registration) to ascertain whether the applicant should be disqualified from joining, or from remaining on the housing register, after applying the serious unacceptable behaviour rule.

Spent convictions are not required to be disclosed and will not be taken into account in assessing a person's eligibility to join the register. The assessment will consider whether there is evidence of any current serious unacceptable behavior regardless of whether a person has been convicted in the past for that behavior.

If the SMP decide that, on the information obtained during the assessment process, there is a real pressing need for a Disclosure and Barring Service (DBS) check, or further information from the Probation Service, a supplementary request for information and declaration will be sent to the applicant asking for more details and for permission from the applicant for the SMP to make the

relevant checks. Failure to give permission may result in the application not being made live whilst the SMP consider the information available to it.

Information gained will not automatically exclude an applicant from the register. Information received may also be used to make informed decisions about the suitability of any property that may be offered.

All assessments will be carried out in accordance with data protection and information sharing policies and other legal requirements.

Who can be included in the Application?

Joint applications will be accepted and will be treated as one application. The housing need of the full household will be considered in assessing housing need. However, in relation to the Housing Associations that are part of this policy the individual association will decide whether to allow a joint tenancy depending on their own adopted rules.

Applicants should only include persons on their application who will be a permanent member of their household and who will be occupying the accommodation offered as their only or principal home.

Anyone who might usually live with an applicant, or who might reasonably be expected to live with an applicant, can feature as part of the application. A usual household member is a person who normally lives with an applicant. People who usually live with the applicant but are temporarily absent due to circumstances beyond their control (for example, they are in prison, care of a local authority, staying in hospital, away serving in the armed forces), can also be considered as a usual household member at the discretion of the SMP partnership and depending on the facts presented. People who do not currently live with the applicant may only be included if the applicant satisfies the SMP that they might reasonably be expected to do so.

Specifically, a person's housing application can include the following household members:

- a) Spouses or Civil Partners where the applicant lives with and/or intends to live with their Spouse or Civil Partner.
- b) Partners where the applicant is currently cohabiting with a member of the same or opposite sex.
- c) Children who reside with and are dependent upon the applicant. Children are defined as under 18 for these purposes. Where there is any dispute as to whether children reside with and are dependent upon the applicant, the SMP will apply the test in Section 189(1)(b) of Part 7 of the Housing Act 1996 to decide this question (see below).
- d) A Carer where the assessing officer has agreed that on the evidence there is a need for a live in Carer. The Carer is a person who provides or intends to provide care for another adult. It is either a relative or friend who assists another person in their day-to-day life. This is different from someone who

offers care professionally, or through a voluntary organisation. Note, even if a carer is in receipt of Carer's Allowance this does not necessarily mean that it is necessary for them to reside with the person who is being cared for. An application to include a carer will be assessed based on whether there is a need to provide overnight support. In these circumstances the applicant must provide supporting evidence from other agencies e.g., Social Care or a Health professional.

- e) Any other household member such as adult sons or daughters who are currently living with the applicant. Decisions on whether any other adult relative can be included will be at the discretion of the appropriate senior officer acting for the SMP.
- f) Note: Individuals can only be included on 1 application. Where someone has an application in their own name (or with a partner) they cannot also be included as a household member (for example, a non-dependent child) on another application unless for example, if they are a victim of domestic abuse. In these circumstances they should remove themselves from their previous application.
- g) Family members who do not currently reside in the UK cannot be added to a Housing Register application

Joint tenancies are normally granted by a Housing Association where applicants have a long-term commitment, for example, married, or unmarried couples, or civil partners. This decision is for the relevant Housing Association offering accommodation, who will decide whether to allow a joint tenancy depending on their tenancy management rules.

Households with access to children/shared residency order or Child Arrangement Orders

As part of the assessment process the SMP will record whether the applicant claims to have children that live with them part of the week and whether or not this arrangement is set by the court or not.

The SMP will adopt the test set out in Section 189(1)(b) of Part 7 of the Housing Act 1996 to decide whether any child both lives with and is dependent on the applicant. Unless this test is passed an applicant will only be able to be considered for the size of accommodation relevant to their circumstances.

Following this assessment there will be cases where it is agreed that children live with the applicant on a 'shared arrangement' even though they do not exclusively live with the applicant.

In these cases, even though the child/children can be included as part of the application there will be a number of factors that will be considered when deciding what size accommodation can be offered. These factors include:

- a) The ability of the applicant to afford the rent with or without help from benefits

- b) The availability and popularity of family housing in any area that an applicant expresses a preference to live in. For example, a partner housing association may be willing to be more flexible where a vacancy relates to a flat than a house as long as the rent is assessed as being affordable.

The requirement to inform the SMP of any change of circumstances

Applicants are required to inform the SMP of any changes in their circumstances, which may affect their housing application.

Examples of a change in circumstances include but are not limited to:

- a. A change of address or contact details, for either themselves or members of their household.
- b. A change in their medical condition or disability (either existing or newly acquired).
- c. Additional family members or other people they wish to add to their application (It will be for the SMP to decide whether they will allow additional people to join the application).
- d. Any family member or any other person on the application who has left the accommodation, and
- e. Any significant changes in income, savings or assets, which may require a reassessment under the income and savings qualification rule.

Where following a change in an applicant's circumstances this results in a change to the applicant's application or banding, they will be informed in writing. The onus is on applicants to inform the SMP when there is a relevant change in their circumstances.

Note, on allocation of accommodation, verification checks into the applicant's current circumstances are likely to be carried out again by the Housing Association that own the property being advertised. This is to ensure that the allocation is being made in accordance with the applicant's current housing circumstances and needs at the time of a prospective offer. Therefore, a failure to notify the SMP of changes in circumstances may lead to an offer of housing being withdrawn and the application suspended whilst changes that were not notified to the SMP are assessed.

Applications from elected Council members, or staff of a Council's housing service, or SMP partner Housing Association Board Members, and staff

Elected Councillors, or Housing Association Board Members, cannot be involved in assessing housing applications or the allocation of housing. However, this does not prevent elected Councillors seeking or providing information on behalf of applicants.

In order to ensure that SMP is treating all applicants fairly, any application for housing from a Councillor, Board Member, or employee of any of the 3 Council's Housing Departments or SMP partner Housing Associations will be assessed in the normal way, but an offer of housing must be approved by the lead housing officer for the Council where the advertised home is located, and the lead officer for the social housing partner advertising the vacant home.

Canvassing is not allowed in any circumstances by, or on behalf of a Councillor, or member of staff.

Reviewing the Register

Every applicant on the Register will have their application reviewed annually, or more frequently, as decided by the SMP, in order to manage the administration of the register. An annual review (renewal), message will be sent to an applicant prompting them to renew their application. Each applicant will be asked to agree to renewing their application and to check that their circumstances have not changed. If an applicant has not responded after 28 days a second reminder will be sent by email (or by letter, if the applicant does not have an email account). If no response is received to the renewal reminder then the application will be cancelled.

Cancelling Applications

An application will be cancelled in the following circumstances:

- At the request of an applicant
- Where an applicant does not respond to an application review, within the specified time set out in any correspondence sent to them
- Where any Housing Association (or Council outside of the Select Move area) has housed the applicant (unless it is assessed that the applicants' housing circumstances would still qualify for a priority band award based on their housing need, but this is unlikely to be the case).
- When a tenant of social housing completes a mutual exchange.
- Where the applicant moves and does not provide a contact address
- Where the applicant has died
- Where, at the housing application or renewal stage, an applicant has not supplied information requested within 28 days.
- Where an applicant already registered becomes ineligible or is disqualified under the rules adopted for this policy.
- Where the applicant buys a property either through the Right to Buy or through the open market or inherits a property.
- Where an applicant has refused 2 reasonable offers within the past 12 months their application may be closed and will not be allowed to re-apply to the register for a 6-month period. In this case the applicant will be required to re-register and will lose their time on the register.

Any applicant whose application has been cancelled has the right to ask for a review of that decision.

Where an application has been cancelled, consideration will be given to reinstating the application where the applicant contacts Select Move within three

months of the cancellation date; and the applicant is able to provide evidence of good reason for not responding within the required timescales.

Deliberate worsening of circumstances

Where there is evidence that an applicant has deliberately made their housing situation worse in order to gain a higher priority on the register, the assessment of their needs will be based on the circumstances before the change in their situation brought about by their actions to deliberately worsen their circumstances.

Examples of deliberately worsening circumstances are:

- Applicants who have allowed family members or others to move into their property, who previously had suitable accommodation or the financial means to secure their own accommodation, and this has resulted in the property being overcrowded.
- Applicants who have moved from previously suitable, or more suitable accommodation, which was affordable and reasonable for them to continue to occupy, into a less suitable property which would result in a band A, B or C award.
- Homeowners who have transferred their property to another family member within the last 5 years from the date they make their application to the housing register.
- Applicants who have given up affordable and suitable private rented accommodation which they are able to maintain, to move in with other relatives or friends, creating a situation of overcrowding.
- Requesting or colluding with a landlord or family member to issue them with a notice to leave their accommodation.

These are examples only. There may be other circumstances where the SMP decide that an applicant has deliberately worsened their circumstances

The Review Procedure

Under the housing legislation an applicant has a legal right to request a review of any of the following decisions reached by a Council or partner:

- a) A decision that an applicant is ineligible, or not a qualifying person to join the Housing Register.
- b) A decision regarding which band an applicant has been awarded.
- c) The priority date granted for the band awarded.
- d) To remove an applicant from the Housing Register.
- e) Any decision about the facts of the case that has been used to assess their application including the decision the SMP has made on who can be included in the application.

- f) Where an applicant considers that a decision has been reached based on incorrect information.

How a request for a review will be dealt with

The applicant or someone authorised to act on their behalf must notify in writing the Select Move partner dealing with their application within 28 days of the date on which the applicant is notified of the decision. The notification must set out the grounds for the review. For decisions about the refusal of a suitable offer made to end a homelessness duty the relevant local authority will deal with any such decisions.

- 1) A review must be requested within 28 days of the date of the letter advising the applicant of the decision on their application.
- 2) The request for review should be made in writing by email or letter addressed to the Council for the area which you have been registered. The addresses are:

The Review Officer
Housing Applications and Lettings Team
Chorley Council
Civic Offices, Union St, Chorley PR7 1AL

The Review Officer
Housing Applications and Lettings Team
Preston Council
Town Hall, Lancaster Rd, Preston PR1 2RL

The Review Officer
Housing Applications and Lettings Team
South Ribble Council
Civic Centre, W Paddock, Leyland PR25 1DH

- 3) The applicant should give reasons why they wish to have the decision reviewed so that the SMP can ensure that the request falls under the statutory review request criteria.
- 4) Upon receipt of a request for a review the Reviewing Officer will send an acknowledgement letter explaining the review process and procedure to be followed.
- 5) The review decision will be carried out by an officer who is more senior to the person who made the original decision.
- 6) An applicant may be asked to attend an interview and, if so, can be accompanied by an advisor or friend.
- 7) The review is a reconsideration of the case and is not limited to the facts at the date of the original decision and will be made on the relevant information available at the time of the review decision. In addition to any information provided by the applicant, the reviewing officer may ask for

further information that is reasonably required to make a decision. The merits of each case will be considered on an individual basis.

- 8) Select Move partners will aim to complete all reviews within 28 days of receiving all relevant unless a longer period has been agreed with the applicant. However, this is a target timescale and may be longer depending on operational pressures.
- 9) There is no right to request a review of a review decision.

Section 4: How an applicant's housing needs and circumstances are assessed

The Banding system

The demand for social housing exceeds supply in the SMP area and therefore this policy prioritises the housing of applicants assessed as being in the greatest need. Once registered many applicants will still unfortunately not have sufficient housing need to be offered a property.

A banding system will normally be used to decide when to make an offer of accommodation and to whom, unless the SMP applies the direct lets procedure as set out in this policy.

The SMP has chosen to adopt a simple and transparent system creating 4 queues where people will be ranked by date order in each queue as long as they qualify to join the housing register.

Band A – Urgent housing need to move: these are applicants that are owed a statutory award of 'reasonable preference' but whom the SMP believes should also be awarded 'additional preference' based on their urgent housing need.

Band B – High priority statutory housing need to move: these are applicants that are owed a statutory award of 'reasonable preference' under the policy and have been awarded band B priority based on their assessed high housing need.

Band C – Identified statutory housing need to move: these are applicants that are owed a statutory award of 'reasonable preference' under the policy and have been awarded band C priority based on their assessed statutory housing need.

Band D - Applicants who do not meet an identified statutory housing need as defined in Bands A-C will be able to qualify for Band D.

The following section provides details for the 4 bands an applicant may be awarded based on the SMP's assessment of their housing need. How the policy defines and assesses housing need is described below. Where there are further details, beyond the details set out below for how the housing need criteria will be assessed, these are set out in appendices. For example, the detail for how the SMP will assess applications where it is claimed there is a housing need based on the impact of an applicant's current housing on their physical or mental health, is detailed in appendix 5.

It is important to note that applicants will be placed in the appropriate band following an assessment that their housing need meets the threshold for that band. An applicant who qualifies under more than one of the housing need criteria will be awarded the highest priority they are entitled to under the criteria. They will not be awarded a higher band just because they meet more than one housing need criteria. For example, an applicant who meets 2 Housing Need criteria for Band B will still only be awarded band B and not Band A.

THE BANDING SYSTEM AND THE ADOPTED HOUSING NEED CRITERIA FOR EACH OF THE 3 ADOPTED BANDS

BAND A: EXCEPTIONALLY URGENT NEED TO MOVE

1: Exceptional or medical impact with an immediate need to move

Where an applicant (or a member of their household) is unable to continue to occupy their current accommodation due to exceptional medical need or disability. *(See appendix 5 for how band A medical will be assessed and awarded)*

2: Exceptionally urgent need to move due to violence, harassment, or protection issues

In regard to assessments under the criteria the SMP Council will assess private sector residents and SMP Housing Association will assess their own current tenants.

Not every circumstance that may present can be captured under this category therefore the list below set out examples for when an award may be considered. This category is intended to cover exceptional need to move for Domestic Abuse, MARAC, Racial, Homophobic or Transgender Harassment, witness or child protection, private rented or social housing management transfers. The circumstances, however, must be assessed as exceptional with an immediate/critical need to move:

- a) Applicants who the SMP agree need to move immediately due to domestic violence or threats of violence or abuse threats from an ex-partner or family member they do not live with, or extreme threats of violence, extreme harassment, or other extreme circumstances deemed to significantly affect a household's welfare and wellbeing. Note applicants would be encouraged to present as homeless where the SMP is of the view that it isn't safe for them to remain in their home. If an SMP Council accept a homelessness duty an applicant will be banded according to the homelessness banding criteria.

For any Housing Association tenant, the expectation is that, where it is safe to do so, a like for like management transfer would be granted or an emergency decant provided whilst a suitable transfer can be arranged.

- b) Exceptional circumstances due to significant problems associated with the tenant's occupation of a dwelling in the social or private rented sector and there is an extreme risk to the tenant or their family's safety if they remain in the dwelling or area.
- c) For applications in circumstances where there is a critical and serious threat to the well-being of a child and their accommodation is a major contributory factor to that risk. This will be in circumstances where the relevant manager in Children's Services or equivalent assesses the level of risk exposure in relation to the child or children remaining in the current property as being so critical that no other reasonable options in relation to accommodation are available to protect the child.

3: Band A: Unfit or unsatisfactory housing – exceptionally urgent cases

There are 3 circumstances where Band A may be awarded:

1) Band A for applicants without access at all to any of the following facilities:

No access to:

- a) A bath or shower
- b) A toilet
- c) Cooking facilities
- d) Running hot water supplies
- e) Electric/gas needed for essential activities

Applicants who have access to shared facilities re cooking; bathroom and toilet will not qualify under these criteria.

This banding award does not include applicants sleeping rough or with no fixed abode. They will be dealt with under the homelessness criteria in this banding policy.

Any decision to award Band A for this category will take into account the reasons why the applicant does not have access to these facilities and whether this is a temporary or long-term situation.

2) Band A for applicants where unsatisfactory housing is having an exceptional impact.

Applicants who currently occupy a private sector property which has at least one Category 1 Hazard notification from a partner Council's Environmental Health Service (excluding overcrowding) under the Housing Health and Safety Rating System (HHSRS) and where a Prohibition Order has been served or is intended to be served under the Housing Act 2004 and the effect of the Prohibition Order is likely to mean that the applicant(s) will lose the use of their home on a permanent basis. The relevant conditions at the property must be life threatening, or in the assessing Council's view present an immediate threat of serious injury to the occupant(s)

This includes a property that has severe damp, major structural defects including subsidence, flooding, collapse of roof, or have living conditions which are a statutory nuisance, and there is no prospect of the problems being remedied within a period considered to be reasonable by the SMP, and the household are not able to afford to resolve their own housing problem by moving to alternative private sector accommodation.

Note - this category will not include Housing Association tenancies because there is a legal requirement on social landlords to urgently remedy defects that pose a risk to their tenants

3) Band A due to demolition or Compulsory Purchase Order (CPO) cases.

Where the applicant's property is subject to demolition or subject to a Compulsory Purchase Order for redevelopment

4: Band A: Severe Overcrowding - People currently living in severely overcrowded accommodation defined as needing three or more bedrooms as defined by the bedroom standard set out in this policy.

Where an applicant's household is severely overcrowded which is defined as requiring 3 or more additional bedrooms to reach the bedroom standard and where an SMP Council has either:

- a) In the case of a private sector has issued a prohibition order due to an assessed significant risk to the household's safety if they were to remain, or
- b) Intend to issue a prohibition order due to an assessed significant risk to the household's safety, or
- c) In the case of a Housing Association tenancy where a prohibition order is not likely to be issued this will be assessed by the Manager responsible for the Allocation policy who will decide whether Band A should be awarded because of the significant risk to the household's safety if they were to remain.

5: Armed Forces who meet the following criteria

Applicants with urgent housing need and have access to no other accommodation who:

- a) Are serving (and will soon leave) the regular forces and are suffering from serious injury, illness, mental ill health, or disability which is attributable to the person's service
- b) Has recently ceased, or will cease to be entitled, to reside in accommodation provided by the MOD following the death of that person's spouse or civil partner who has served in the regular forces and whose death was attributable (wholly or partly) to that service or
- c) Is serving or has served in the reserve forces and is suffering from a serious injury, illness or disability which is attributable (wholly or partly) to the person's service

6: Applicants owed a main section 193(2) homelessness duty by a SMP partner Council, or are owed a section 189(B) relief duty and would be likely to be owed a main duty if that relief duty were to end unsuccessfully

7: To release a specially adapted property

Where a partner tenant does not require a specially adapted property for disabled use, and there is demand for its use. This would not include cases where the property to be released contains minor adaptations. Note a Housing Association SMP partner may decide to facilitate a transfer through a managed move outside of the SMP policy.

8: Care Leavers

Care leavers aged 18 – 21 whose care placement is coming to an end and they are assessed as being able to manage a tenancy providing they have been looked after and accommodated by Lancashire County Council either within the County Council's area or out of area, and the County Council has a duty of care accepted under the Children Act.

Applicants are awarded this category in accordance with protocols between the partner SMP Council's Housing and County Council Children Services Department. An applicant must be a former relevant child as defined by the Children Leaving Care Act 2002. They must have vulnerability and urgent housing need that is best met by the provision of long term settled housing.

9: Move on from Supported Housing

Applicants living in a short-term commissioned Supported Housing project that come under an SMP approved list of 'move on partners' who are assessed as ready to move on and where there is no other suitable option for meeting their housing need other than social housing. Appendix X *(to be added by SMP)* sets out the current approved move on partners for each of the 3 SMP Council areas. This list may change over time.

Note: Any applicant in band A may be subject to a direct offer at any time in order to resolve the very exceptional housing need to move that has resulted in the Band A award. Where a direct offer hasn't been made after 10 weeks the applicant will have their application reviewed to ensure that the applicant is expressing an interest on suitable vacancies advertised. Where the applicant fails to express an interest (and suitable properties have been advertised in that period) their band placement will be formally reviewed and may be removed, or in appropriate circumstances, expressions of interest will be placed on their behalf.

For homeless duty applicants awarded band A the Local Authority has the discretion to make a suitable offer at any time.

BAND B – URGENT/HIGH NEED TO MOVE

1: Overcrowded by 2 bedrooms as defined by the bedroom standard set out in this policy

2: Severe impact medical need

Where an applicant (or a member of their household) is living in accommodation with a severe, long term, medical conditions (chronic or progressive) or severe disability that means they urgently need to move because their home is assessed as being highly unsuitable and is directly detrimental to the applicants' physical or mental health.

(See appendix 5 for how band B medical will be assessed and awarded)

3: Unsatisfactory housing conditions or fitness

Private sector tenants that the relevant Council has determined, following an inspection and report from a partner Council's Environmental Health Service, that the property poses a category 1 hazard under the Health and Safety fitness rating and the assessing officer is satisfied that the problem cannot be resolved by the landlord within 6 months and as a result continuing to occupy the accommodation will pose a considerable risk to the applicant's health. This includes a property that has severe damp, major structural defects including subsidence, flooding, collapse of roof, or have living conditions which are a statutory nuisance, and there is no prospect of the problems being remedied within a 6-month time period, and the household are not able to resolve their own housing problem by moving to alternative private sector accommodation

4: Former Regular Armed Forces Applicants

Members of the Armed Forces persons who meet the following criteria:

- a) They are serving in the regular forces and will be discharged within 6 months and have served for 5 years or more, or
- b) They were serving in the regular forces and they apply to join the housing register within 1 year of discharge, and
- c) Had been previously living in the SMP district immediately before joining the armed forces or since leaving

And d and e below must also apply

- d) They did not leave the armed forces as a result of a dishonorable discharge, and
- e) They do not own or have a legal interest in any other property

5: Band B for a statutory homeless duty defined as:

- 1) Applicants owed a section 195 (2) prevention of homelessness duty and the applicant is, at the point of that duty being accepted, considered likely to be in priority need and unintentionally homeless if the prevention duty and any subsequent relief duty were to end unsuccessfully.

6: Insecurity that risks homelessness

A pregnant woman or applicant with a child or children who are sharing a home with family who are not part of their household and where:

- a) They have no ownership or tenancy rights, and the arrangement is short term and very insecure and only available whilst the applicant is actively seeking an offer of social housing or alternative accommodation with friends or in the private rented sector, and
- b) They were owed a prevention of homelessness duty as they were assessed as likely to become homeless within 56 days, and that duty has ended because they have been allowed to remain at home whilst they bid for social housing with their Band B priority and it is likely that they can remain for at least a year, and
- c) The family member with the interest in the home has agreed to allow the applicant to remain for at least a year.

7: To provide or receive essential care

Band B will be awarded in the following circumstances:

- a) The household includes a person who receives/provides or needs to receive/provide essential long-term care to someone in any part of the Select Move area and they cannot deliver that care effectively from their current location.
- b) Approved foster carers and adopters who require larger accommodation on the recommendation of children's services.

BAND C – ALL OTHER APPLICANTS ASSESSED AS HAVING A STATUTORY REASONABLE PREFERENCE BASED ON THEIR ASSESSED HOUSING NEED

1: Band C for a statutory homeless duty defined as:

- 1) Applicants where the section 189(B) Relief duty has been brought to an end and an applicant has been assessed at that point as being intentionally homeless (and hasn't been disqualified under the unacceptable behaviour disqualification rule).
- 2) Applicants owed the 193 C (4) Main duty where the Prevention or Relief duty was ended by the Council due to their deliberate non-cooperation
- 3) Applicants owed a section 189B (2) Relief duty by one of the 3 SMP partner Councils and the applicant is, at the point of that 189B duty being accepted, considered unlikely to be in priority need, or likely to be intentionally homeless.
- 4) Applicants owed a section 195 (2) Prevention of homelessness duty and unlikely to be owed a main duty if the prevention or relief duty is unsuccessful.
- 5) Applicants where the section 189(B) Relief of homelessness duty has been brought to an end and the applicant is determined to be homeless but not in priority need and therefore not owed a Main homeless duty.

Note: For an award of Band C for Homelessness

Any band C banding for applicants found to be not in priority need or band C for being intentionally homeless when a relief of homelessness duty have been brought to an unsuccessful conclusion, is dependent on the applicant remaining homeless. If their circumstances change and they are no longer homeless the banding will be removed. If an offer of accommodation is made and, upon verification, the assessment is that the applicant is no longer homeless that offer would be withdrawn.

2: 'Right to move applicants'

Existing social tenants of accommodation in England who the SMP have assessed as qualifying under the Government's Right to Move regulations. Allocation to applicants who qualify for this award is limited to a maximum of 1% of all lettings.

3: Overcrowded and deficient by one bedroom

Where an applicant's household is overcrowded defined as requiring 1 additional bedroom to reach the bedroom standard

4: Under-occupying SMP tenants

- a) A tenant of a SMP partner housing association under occupying family housing by two or more bedrooms in accordance with the criteria in this policy for measuring over and under occupying.

- b) A tenant of a SMP partner housing association seeking a move to non-family housing that will free up a house to enable use by a family.

5: Applicants with dependent children living in accommodation that lacks level access

An applicant without ground level access or in upper floor accommodation who lives with at least one child under the age of 3, including pregnant women once their Mat B1 has been received. Applicants in this category who are housed into Social Housing will not be eligible to join the housing register for 12 months from the date their tenancy commences unless their circumstances have changed since they moved in, for example if they accepted an upper floor flat but their circumstances have changed because they have become pregnant.

BAND D - APPLICANTS WHO DO NOT MEET AN IDENTIFIED STATUTORY HOUSING NEED AS DEFINED IN BANDS A-C

This band will contain all other applicants who meet the rules to qualify for the Housing Register but do not have an assessed statutory housing need for being owed a statutory reasonable preference as defined in the criteria set out for an award of bands A-C.

Applicants in Band D will be able to bid for advertised properties, but it is not expected that many will be successful given the shortage of social housing and the number of applicant's bidding from a higher band.

The exception is for Band D applicant who qualify for sheltered or older person's housing who will be allowed to bid on sheltered properties and not general needs properties. There is likely to be a reasonable number of low demand sheltered or older person homes available to applicants in Band D.

The verification and assessment for Band D applicants is intended to be 'light touch' at the point of application but if an applicant is successful in bidding full checks and verification will be undertaken before an offer of accommodation is made.

Quota system

When advertising properties on the Select Move scheme, partners will use the following quota system:

Band A	50%
Band B	30%
Band C	20%

This will be reviewed after 12 months of the new policy.

Advertising Properties

Choice based lettings is about the applicants being given more choice over where they would like to live. Properties will be advertised, and applicants will be able to indicate the properties for which they want to be considered by 'bidding'. Once the bidding process closes a shortlist will be compiled and the property allocated will be based on the banding priority of the applications and the time they have waited as long as they meet the criteria set out in the advertisement.

It should be noted that in certain circumstances a Registered Provider Housing Association might apply their own additional rules regarding the allocation of accommodation but the aim of the SMP is to minimize the number of circumstances where a Housing Association would wish to apply its own rules. With this in mind the SMP will endeavor to agree a definition for affordability based on an applicant's income and expenditure.

Adverts will clearly indicate any restrictions on bidding (e.g., where properties have been adapted and/or are specifically for people with disabilities) and will detail any particular criteria that apply (e.g., any affordability criteria).

An applicant for sheltered housing must normally be aged 55 or over or have a need for sheltered accommodation due to a disability or some other vulnerability (the age criteria will depend on the adopted rule of each SMP partner Housing Association). An assessment of the applicants need for sheltered housing will be undertaken. It is a condition of all tenancies in sheltered housing schemes that tenants agree to accept the services offered. Separate charges are made for these services in addition to the rent. Further details are available from each sheltered scheme.

The bidding and selection process

Properties are advertised as and when a notice is received and therefore will be uploaded at any time between a Monday and Friday to the SMP website. Each listed property will have a closing date within which the customers will need to register their bid.

All other properties advertised on Select Move will be advertised for a minimum of 5 days including weekends and bank holidays. An applicant may express an interest through bidding on any advertised property that meets their needs and are able to place an unlimited number of bids in each weekly each bid cycle.

In the circumstances where there are two households with the same band and registration date that bid for a property a decision to offer the property will be based on the household who is assessed as being most suitable for that property.

Offers of accommodation

This section sets out the procedure that will apply to making an offer of accommodation once an applicant has been selected from a shortlist of successful applicants bidding for that property.

For the purpose of this policy an “allocation” is defined as occurring when the Council nominates a person to be an assured tenant (encompassing fixed term and affordable tenancies) of social rented housing held by a Registered Provider operating in the SMP area.

The law requires Registered Providers to publish rules and policies about how housing allocations will be made. Applicants should consult individual Registered Providers about their rules and policies concerning allocation of social rented housing if they have any questions concerning an individual registered provider’s rules.

The size of a home that an applicant may be entitled to is set out in this policy although some housing associations may adopt their own rules on the size of property an applicant is entitled to which may not use the same criteria set out in this policy.

Once selected and, prior to an offer being made, the Housing Register and Allocations Team will carry out a further verification of their eligibility and priority. In certain situations, the offer will not be made, or if made may be withdrawn if:

- Since joining the scheme an applicant has become ineligible.
- On verification of the applicants’ details, the priority band has been incorrectly awarded due to the information received by the applicant, or due to mistakes in the assessment of the application itself.
- The applicants’ circumstances have changed since the priority band was awarded and the applicant is no longer entitled to the same level of priority.
- The Housing Association landlord for the property being advertised has evidenced housing management reason not to offer the property to the person selected.

The Housing Association who owns or manages the vacant property that has been advertised will be responsible for contacting the successful applicant. They should, where possible, provide the applicant with additional detail of the property, a potential tenancy commencement date and details of how to view the property.

The Housing Association may undertake an affordability assessment before making a formal offer of a tenancy.

If an applicant does not reply to an invitation in writing, by letter or email or text, to view a property within 2 working days the offer will be deemed to have been refused and the property will be offered to the next applicant on the shortlist who qualifies for that offer. This will then count as one of the applicant's 2 reasonable offers unless a satisfactory explanation for the applicant's failure to respond is accepted by the SMP.

Where the offer is to an applicant owed a statutory homeless duty a property will not be reoffered until the SMP Council who owe the applicant that duty, have been informed of the applicant's refusal, or failure to attend the appointment to view, and have made a decision whether or not to enforce the offer to end the homeless duty owed.

A suitable and reasonable offer of accommodation is defined in appendix 4 of the policy.

Planning requirements may restrict which applicants can be considered for a particular property. Any restrictions will be clearly set out in the advertisement by the partner and short-listing decisions will be only be made by the partner in accordance with the requirements of the planning consent.

There may, unfortunately, be exceptional circumstances where, following a viewing or notification of offer an offer may still be withdrawn. This can be done up to the point before a tenancy is signed. Examples of reasons when a property offer may be withdrawn are:

- The property is not suitable for the households needs
- The property fails to become available
- There is an issue and concern for community safety
- It comes to light that information has been withheld
- It comes to light that that the household or member of the household has a property related debt
- The offer has been made in error
- The household's circumstances changed
- The property is required for an emergency
- It transpires that the rent would not be affordable

There must be clear grounds recorded by the partner Housing Association for refusing or bypassing applicants who are top of any shortlist. Where an applicant has been refused or bypassed because they have failed a verification check or that their circumstances have changed, the applicant should be informed by the Housing Association of the reason and in the case of a homeless applicant the Local Authority Housing Team should also be informed.

For all other reasons for example, issues of public safety, risk, or sustainability of the tenancy, an applicant, upon request, will be informed of the reason behind the decision to refuse or bypass them.

Shortlisting Criteria

Local connection and then the Band allocated followed by date order in that Band will normally be used to decide when to make an offer of accommodation and to whom, unless the SMP apply the policy of making an offer outside of band and date order as set out in section 1 of this policy.

When short listing those applicants who have expressed an interest in a property advertised on the Select Move scheme the following criteria will be followed in descending order:

1: A local connection to one of the 3 partner Councils

Where an applicant has a local connection with more than one Council in the SMP area (based on the local connection rules set under this policy) they will be required to select a Council where they would prefer to be housed.

Applicants will be shortlisted first by their assessed local connection to one of the 3 Councils.

2: Bedroom Need

The criteria which will be used to shortlist applicants who have expressed an interest in a property whose minimum bedroom need matches the number of bedrooms in the property.

An applicant whose minimum need is higher than the number of bedrooms in a property will not normally be able to bid on the property as they would be over-occupying accommodation.

Applicants who are assessed as being able to manage in smaller properties will have their bedroom need over-ridden providing this does not go over the space standard.

Applicants/households that have a desire to live in a larger home will be allowed to bid on a larger property providing they can demonstrate that they are financially able to sustain the larger home. These applicants/households will be shortlisted below applicants that have the actual bedroom need requirement.

3: Banding

Shortlisting will then be based on the higher the band for the applicants who have bid for a particular property.

4: Effective date in Band

Within each band and after taking into account local connection, an applicant will be short listed in order of the earliest effective banding date.

Note: Although under-occupying applicants will be shortlisted there is no obligation on a partner to offer a property to an applicant who will under-occupy if this is not effective use of their housing stock. An applicant who would be under occupying a property would only be offered the property if they can demonstrate it is economically viable.

An applicant deemed to be under-occupying will be required to sign a disclaimer acknowledging that housing benefit (or equivalent state benefit) may not cover

the full housing cost of their property. All applicants will need to demonstrate their ability to sustain a tenancy.

Unless a property is advertised with restrictions, applicants who are members of the scheme can bid for any property in SMP area regardless of where they live. However, when drawing up the shortlist applicants will be ranked first by local connection to the Council area where the property is advertised (using the local connection criteria set out in Qualification rule 2, Section 2 of the Policy) then by band and date order. There are 3 examples set out below to help explain this rule.

The exception to this rule will be where a bid is made by a victim of domestic abuse or severe harassment or other severe threats, where it has been assessed and agreed that they cannot remain in the local authority area where they are at risk.

Example 1 - Applicant X has a local connection to Chorley and this is the area where the advertised vacant property is located. Applicant X is in Band B. An applicant living in Preston (applicant Y) bids for the property and is in Band A but has no local connection to Chorley. Applicant X and any other applicants with a local connection to Chorley from bands B-C will be shortlisted above applicant Y as they have a local connection with the area where the property is located.

Example 2 - Applicant T has a local connection to Preston and this is the area where the advertised vacant property is located. Applicant T is in Band C. An applicant living in South Ribble (applicant U) bids for the property and is in Band A but has no local connection to Preston. Applicant T will be shortlisted above applicant U as they have a local connection with the area where the property is located.

Example 3 – Applicant C is from South Ribble and has been assessed as being at extreme risk in South Ribble due to fleeing domestic abuse but would not be at risk in Preston. If it is assessed that Applicant C would be safe in Preston, she will be granted a 'local connection' exception to Preston and would be able to bid for properties in Preston and would be shortlisted based on her band and date in band.

In the circumstances where two households have bid with the same local connection, the same band and the same registration date a decision for who the property will be offered to will be based on the household who is assessed as being most suitable for that property.

Where the property advert has indicated specific requirements such as age or accessibility, only applicants meeting those requirements will be eligible for an offer.

Assessing overcrowding and the bedroom size that will be allocated to applicants

For the purpose of assessing overcrowding and the bedroom size to be allocated to a household for rehousing purposes the following criteria will be used:

A separate bedroom is required for the following:

- Every adult couple married or cohabiting
- Any other adult aged 18 or over
- Any 2 children of the same sex aged 10 -16
- Any 2 children regardless of sex aged under 10
- Any other child

Local Lettings Policies

Select Move partners may draw up local lettings policies that are time limited and have been consulted on within the Select Move partnership and agreed with the Steering Group.

Local lettings policies may be applied to meet the particular needs of a local ward or area or to address sustainability and community issues to ensure that the housing allocation scheme is able to contribute to building sustainable communities. Appendix 2 gives full details for how local lettings policies will be assessed and applied.

Applicants may as part of a local lettings plan be required to attend training to demonstrate their ability to sustain a tenancy. This training is not currently available at the time of adopting this policy but may be available in the future. Where training is identified as being necessary, the applicant will need to successfully complete this training before an offer of accommodation is confirmed.

Local lettings policies must be formally publicised by the partner implementing the policy and must also carry out an equality impact assessment.

Section 5 Appendices

Appendix 1 – Definition of Terms

Accessibility – Used here the term refers to how ‘user friendly’ the service is to all people who may want to use it.

Adapted Property – Property that is suitable for those with a physical disability i.e., where a stair lift has been fitted.

Automatic Bidding – Within the ICT system a means of expressing an interest in a property for someone, without making the bid themselves.

Banding Scheme – The method by which customers are prioritised for social housing (previously ‘points schemes’).

Bidding – The term used to describe people who register an interest in a property (no money is involved in making the bid).

Choice Based Lettings (CBL) – The system of letting property that gives customers choice in where they live through advertising property.

Housing Register – A list of people applying for social housing (commonly referred to as a ‘housing waiting list’).

Applicants – Those people applying to the scheme for housing.

Effective Date – The date used to decide between customers in the same Band to establish who has waited longest.

Hard to Let – Low demand property where it takes longer to find a tenant.

Letting Policy – The means by which it is decided how a property will be offered to applicants.

Local Lettings – Short term policy made in local areas (to tackle specific, identified housing management issues) on how property will be offered that differs in some part from the overall scheme policy.

Appendix 2: How any local lettings policy will be applied and reviewed

Local lettings initiatives may be applied to meet the particular needs of a local ward or area or to address sustainability and community issues to ensure that the housing allocation scheme is able to contribute to building sustainable communities.

They will be tailored to fit local situations in well-defined communities (such as a particular block of flats, an individual street, or new housing development, or may be applied to a parish or a village in a rural area). Each local lettings policy will be based on a detailed analysis of relevant information gathered from a variety of sources and may include, for example, evidence from internal departments, partner Housing Associations, local Councillors, and the community itself. (Evidence may include information such as tenant profiling, the incidence of anti-social behaviour, and stock turnover in a particular block, street or area, a neighbourhood plan or the need to provide housing for local people in rural villages and parishes).

The following are examples of local lettings policies that may be deployed under this policy. The list is for illustrative purposes and is not exhaustive.

- 1) Age restrictions.
- 2) Prioritising applicants who are key workers, as defined by SMP.
- 3) Restrictions on lettings to vulnerable households where there are already a concentration of supported tenants/residents in a street or block.
- 4) Lettings to childless households where there are high concentrations of children and young people living on a specific estate, street or block.
- 5) Disregarding household type or property matching rules to allow, for example, under-occupation to reduce child density or to account for future family growth.
- 6) Ensuring that there is a balance of working and non-working households allocated to a scheme.

New developments will normally have local lettings policies (usually only applies to first lettings) regardless of whether the new development is subject to a Section 106 agreement or affordable housing statement. Where a new development is subject to a Section 106 planning agreement the criteria set will be followed.

In order to ensure a reasonable mix of household sizes and types, and families with children of different ages, a local lettings policy will normally be used for new developments larger than four properties. This may set restrictions on the number of lettings, which can be made to families with young children, for example, or the number of families who are not working.

How will a local lettings policy be assessed and agreed?

The SMP will decide when a local lettings policy may be appropriate and why.

There must be a clear evidence base for adopting a local lettings policy. The following framework will be used by the SMP to decide whether a local lettings policy is appropriate:

- 1) That there is a clear definition of the objective to be achieved by that particular local lettings policy.
- 2) That there is a clear evidence base to back up the need for a local lettings policy.
- 3) That any potential equality impact has been considered.
- 4) How long the local lettings policy is intended to operate.
- 5) When the local lettings policy should be reviewed.

A written record of each policy adopted or rejected should be kept.

It is the intention that local lettings policies will be fluid with new policies being added as are required and existing policies being deleted once the objective for that policy has been met.

Any property advert will state whether there are any local lettings restrictions or criteria.

Appendix 3: Definition of a reasonable offer

A refusal of an offer of the correct size and type will normally be considered unreasonable.

Guidance on reasonable and unreasonable refusals:

1) Property size

The property must be the appropriate size for the household's needs at the time of making the offer. Where the family composition has changed, so that the property offered is too small or large for the applicant's needs, the refusal will be recorded as reasonable.

It is the applicant's responsibility to ensure that they register any change in their circumstances that will affect the number of bedrooms to which they are entitled.

Where the applicant refuses a property because it is too small on grounds of the need for an additional or larger bedroom(s) due to medical/mobility factors, but it meets the lettings standard, this will normally be considered to be an unreasonable refusal unless the applicant provides new medical information at the offer stage that is accepted by the SMP.

2) Property type

It will not be considered to be a reasonable refusal due to a dislike of the property type. Therefore, an applicant cannot reasonably refuse an offer because for example, it is in a tower block, it does not have a garden or a particular heating system, it is on a wrong floor, or does not have a lift. If the applicant states medical grounds for refusing the property, these should already have been disclosed and considered as part of the assessment of their application, unless new information is submitted that is accepted by the SMP.

Where specialist accommodation is offered to a household inappropriately, this is considered to be a reasonable refusal. This may be for example:

- a) Offers of wheelchair standard housing to households which do not have wheelchair users
- b) Offers made to disabled applicants which are unsuitable for their needs, for example where they are unable to open a door entry system because the doors are too heavy
- c) Offers of sheltered housing where the applicant is not of the appropriate age.

3) Property condition

Where a property is refused on grounds of repair/decoration, this will be considered an unreasonable refusal unless the voids team decides to withdraw the property from letting for further works to be carried out.

4) Area of choice

An offer will still be considered reasonable even if it is not within an applicant's area of choice. This is regardless of whether an applicant has bid for a property outside their area of choice or has been allocated a property directly. It should also be noted that where an applicant is made a direct offer such as: where the applicant has been assessed as being statutory homeless and are owed a statutory homeless duty, area of choice will not apply.

5) Racial harassment

Where an applicant from a black or ethnic minority household refuses the property prior to viewing because the previous tenant was rehoused as a result of racial harassment, or there is a known problem of racial harassment in the vicinity of the property, the refusal is considered reasonable.

6) Choice of landlord

An applicant cannot choose whether they are rehoused by a specific Housing Association. Therefore, any refusal for example by an applicant of a property because it is a Housing Association property with no 'Right to Buy', or 'Right to Acquire', or the rent is higher than another social landlord will not be considered to be reasonable (unless in the example of the rent level the assessment is that the offer is unaffordable for the applicant in question).

7) Pets

One of the conditions of the tenancy agreement is that a tenant must obtain the written consent of the landlord before keeping domestic pets.

Any intention to keep a pet must comply with the Housing Association's tenancy terms and conditions, which means that permission must be sought and agreed prior to signing the tenancy agreement for the property. Therefore, any refusal on the basis that permission has not been granted to keep a pet is not reasonable.

Appendix 4: Assessing whether an applicant qualifies for a priority Band A or B on the basis of medical priority

The assessment: Awarding Medical Priority for significant Medical Conditions that are being made worse by an applicant's housing circumstances

The Policy

Medical priority can be awarded under 2 of the adopted bands. These are:

Band A: Emergency Medical - Applicants who are suffering sudden or severe progressive life-threatening medical conditions and need an immediate move (e.g., to facilitate hospital discharge) because their current home is unsuitable (as it does not meet their medical needs and/or cannot be adapted) and poses an immediate and serious danger to the individual.

Band B: Severe Medical Need - Applicants who are suffering severe, long term, medical conditions (chronic or progressive) or severe disability that need to move urgently because their home is deemed unsuitable and is directly detrimental to the applicants' health condition

The framework that will be applied to assess medical impact cases

The detail for the operational guidance that used to assess medical cases

The following operational guidance framework has been developed to help officers to make their decisions on whether medical priority should be awarded.

- 1) The applicant will be asked to indicate on their on-line application form whether they or anyone in their household has an illness or disability that is affected by their current accommodation.
- 2) Applicants will be asked for information and any supporting documentary evidence, regarding how their health or welfare are affected by their current home, or why the applicant's health cannot be managed in their current accommodation.
- 3) If the applicant indicates in their on-line that they have a medical problem but do not clearly address the relevant question of impact of their current housing on their condition, the assessing officer should contact the applicant to ask them specifically to describe how the current housing is impacting on the condition described (a standard letter/form will be used).
- 4) The on-line application form and any follow up email will explain that where supporting information from a health professional is available, the applicant should provide this information to support their application, but that we do not, as a matter of course, require an applicant to submit a medical report, or obtain letters from their GP before an assessment will be progressed. We do not wish to create further work or costs for doctors or applicants by insisting that medical reports are produced before an application can be considered.
- 5) On receipt, of all of the information the assessing officer will consider whether any supplementary information is needed from any other relevant professional, who may be able to explain the impact the applicant's current accommodation is having on their medical condition or disability.

- 6) The assessing officer should take into consideration any recommendations from the applicants GP, hospital consultant, or Occupational Therapy, Social Worker as applicable. The applicant should be informed that the processing partner is not responsible for chasing up requests made by the applicant to health professionals for further information.
- 7) While this information is being provided, and pending the assessment of medical priority, eligible and qualifying applicants who have another statutory housing need should be registered (if they meet the qualifying rules) and placed in a band according to that need. Where no other housing need exists, the application will remain as pending until any medical priority is determined.
- 8) The assessing officer supported, where necessary, by a senior officer, will normally make a decision whether or not to award a priority based upon the information provided. They will use these guidance notes and assessment framework contained here to help them make a decision.
- 9) If the assessing officer is of the view that it would be beneficial to obtain an opinion from an independent Medical Advisor, or will advise the applicant to make a referral to an Occupational Therapist for an assessment. They should be asked to provide advice on the possible impact of any medical or disability condition to help address the impact of the applicant's current accommodation on that condition. A Medical Advisor will not normally be asked to carry out a medical examination and their opinion will be based on the information provided by the applicant and any supporting information from a medical professional and any information submitted by any organization supporting the applicant.
- 10) Some applicants may have a serious and debilitating health condition which requires specialist housing adaptations; however, a 'medical priority' award can only be given if their current home is unable to meet their needs. The assessing officer should consider whether the applicant already has the necessary adaptations in their current home before a 'medical priority' band is awarded to help them move. Also, consideration will be given as to whether the applicant could remain in their current home with further adaptations being put into place. A referral to the Occupational Health Service may be requested to determine the full options available before a 'medical priority' can be awarded.
- 11) In the circumstances where the assessing officer believes there may be an urgent and immediate need, due to the severity of the impact of their current housing on an applicant's disability, the case can (with a senior officer's approval) be submitted to the Occupational Therapy Team (OTT) for a more detailed assessment. In order to do this the OTT may visit the home of the applicant and consider any supporting information and may recommend whether Band A or B priority should be awarded, based upon the severity of the case and the urgency of the need for re-housing.
- 12) The OT may also make recommendations re the type of housing that the applicant may need.
- 13) Where priority is awarded applicants will only be considered for the type of accommodation assessed as being required. For example, if it is assessed that an applicant needs to move to a bungalow because due to their condition, they need to use a wheelchair, they will only be considered for suitable properties that meet this need.
- 14) If an existing social housing tenant applies to the scheme due to their current property being medically unsuitable for their needs, that landlord will assess whether a medical banding should be awarded using this framework set out

in the policy. This is to ensure that the property could not be adapted to meet the needs of the applicant rather than seek a move to alternative social housing.

- 15) The assessing officer in considering evidence to support a medical impact banding should consider evidence submitted by a relevant medical professional. A relevant medical professional is defined as:
 - Occupational Therapist
 - Specialist medical advisor
 - Community / mental health nurse
 - Hospital / discharge liaison
 - Social Worker
 - GP
 - Health visitor
- 16) Applicants are not required to obtain any supporting medical evidence in support of their application before an assessment is made although where this is already available, they should be asked to provide it in support of their case.
- 17) Whilst GP's provide the most likely source of medical opinion for most housing applicants, it is not uncommon for GP surgeries to refuse a request from a patient or a processing partner for supporting medical information. This is due to GP surgeries facing increasing demand on their services and GP's time for 'non-clinical' matters. If an applicant is unable to gain supporting information from their GP, advise the applicant to try other agencies or professionals who may be involved with their case. In the absence of any medical professional being able to verify and support an applicant's health needs, the assessing officer should consider all other supporting information available including the applicants own self-assessment of their needs. The Council will not pay for the release of medical information from a GP.
- 18) Where the assessing officer believes that further medical information is required before they can complete the assessment the assessing officer should ask the applicant to obtain relevant information from their GP or medical professional dealing with them.
- 19) The assessing officer should not as a matter of routine ask the applicant to obtain further medical information. In the majority of cases, it can be expected that from the information provided by the applicant in answering the questions set that the assessing officer should be able to decide on whether the medical problem has such an impact to meet the criteria set out for an award of a Band A or B using the examples set out in this procedure for each of those Bands.
- 20) Further medical reports or information on the impact may be required where the officer is considering a Band A award and less likely when an officer is considering a Band B award.
- 21) There will be occasions when advice, or clarification, from a GP or hospital consultant may need to be sought by the applicant. For example, where it is claimed that an applicant's housing circumstances is severely affecting their mental health.
- 22) It is important to note that the assessing officer is not making a medical opinion. The role of the officer is to consider evidence re the impact of an applicant's current housing circumstances on any medical condition or disability.

- 23) Applicants who require support to live independently with their medical condition will be placed in a priority band for their medical need but may be suspended from bidding until an appropriate package of support has been agreed. If no appropriate support package has been agreed the applicant will not be offered accommodation whilst a support plan/package is pursued.
- 24) Each individual on the application with a health or welfare problem will be assessed. If there is more than 1 member of the household whose health and/or welfare is being affected by their housing, their application will be awarded the need relating to the severest problem.
- 25) Where an applicant has been placed in bands A or B as a result of a medical need this may be reviewed on a regular basis to ensure the award is still relevant and will be reviewed at the point an applicant receives an offer.
- 26) The review will determine whether the level of priority is still appropriate. The review may involve a phone-call to the applicant and/ or support agency, an email, or a home visit.
- 27) Where an applicant already registered notifies a change of medical circumstances that are impacted by their current housing the applicant's priority will be re-assessed using the same process.
- 28) Applicants should be informed in writing by email/letter of the outcome of their health and wellbeing assessment, and brief reasons explaining why the decision was made. If they disagree with the assessment there is a right to review but they should be informed that they must state the reasons for review in writing and provide any additional health and wellbeing evidence so the case can be reconsidered. (There are template letters for this purpose).
- 29) In addition to medical banding the assessing officer may also decide (but is not required to decide) to give a property recommendation or location recommendation upon which the banding award is conditional. The property recommendation or location would normally be due to clear evidence from an appropriate health professional or OT which is accepted by the officer.

Making the decision on what banding if any should be awarded

When medical priority will not normally be awarded

Medical priority will not normally be awarded in the following circumstances:

- a) Where the applicant has a health issue, however severe, that is not impacted by the accommodation occupied
- b) Health problems that are not affected by housing or cannot be improved by moving
- c) Where a move would only make a marginal improvement to the applicant's condition
- d) Medical impacts caused by housing defects that are likely to be rectified in a reasonable time frame.
- e) Where another reasonable course of action is available to the applicant to resolve their difficulties.
- f) Time-related medical problems (e.g., pregnancy-related problems or a broken leg)
- g) Disrepair problems not impacting significantly on the applicant's medical condition. (Note under the policy an applicant may receive priority separately

- for living in unfit or unsatisfactory housing depending on the assessment made of their circumstances and impact).
- h) Overcrowding not impacting significantly on the applicant's medical condition. (Note under the policy an applicant may receive priority separately for being overcrowded).
 - i) If the situation can be resolved by equipment or minor adaptations which can be implemented in a reasonable period of time.

The assessing officer should follow the 5 - stage process below

When assessing whether to award band A or B or no priority, the assessing officer will follow the 5-stage process set out below:

1. Is the medical/disability issue serious enough for a priority banding to be considered?
2. If the medical condition is serious enough for a priority banding to be considered the assessing officer should then decide if there is a direct link between the identified medical problem and the applicant's current housing accommodation/situation, i.e. on the facts obtained (from the applicant and any medical information or reports submitted including any advice from an independent medical advisor or OTT) is the officer accept that the applicant's current housing accommodation/circumstances is making their medical condition substantially worse, or will make it worse.
3. In practical terms the officer should consider the adverse effect this has on the applicant's ability to manage day-to-day tasks in their current home. The applicant's current housing accommodation/circumstances may be impacting on their medical condition or disability but not to the extent that an award of band A or B priority should be granted under the criteria adopted for the policy. The examples listed for an award of band A or B are used to guide the officer when making their decision.
4. Before making an award the assessing officer needs to be satisfied that there is a realistic expectation that the impact on the identified medical condition/disability would be removed or significantly improved through the provision of alternative accommodation.
5. If the officer is satisfied that the impact on the identified medical condition/disability would be removed or significantly improved they would then decide whether to award band A or B depending on the severity of the impact and using the examples below to guide them.

Examples of circumstances to help the assessing officer to decide when Band A (Emergency) should be awarded on medical or disability grounds

The following Band A examples are intended to guide the assessing officer on the threshold set for a Band A award. They can also serve to help an applicant understand the threshold for a priority award to be granted. A band A award is for *"Applicants who are **suffering sudden or severe progressive life-threatening** medical conditions and **need an immediate move** (e.g., to facilitate hospital discharge) because their current home is unsuitable (as it does not meet their medical needs and/or cannot be adapted) and **poses an immediate and serious danger** to the individual."*

1. Applicants who have a progressive, chronic or life-threatening medical condition and cannot be discharged from hospital because they do not have any accommodation, or their accommodation is unsuitable for example, because they cannot access toilet and/or bathing facilities in the property. This will include cases that cannot be discharged from hospital because their home is, and will remain, permanently entirely unsuitable or entirely inaccessible to live in.
2. Where the assessing officer accepts that the evidence from a relevant health professional indicates that there is a significant risk of serious and permanent injury and/or permanent disability.
3. Applicants who have a progressive, chronic or life-threatening medical condition and urgently need to move to accommodation with significant disabled adaptations, such as accommodation suitable for a wheelchair user.
4. A serious illness, where an applicant is receiving palliative care and urgently requires rehousing to facilitate the on-going provision of that care
5. The applicant's health is so severely affected by the accommodation that it is likely to become life threatening, e.g., applicant has severe mental health problems that are significantly exacerbated by their accommodation and that opinion is fully evidenced by the applicant's consultant or mental health services
6. Due to limited mobility a person is unable to access essential parts of the property e.g., bathroom/toilet and no adaptation is possible
7. A member of the household is elderly or disabled or has a progressive illness and is likely to require admission to hospital or residential/nursing care in the immediate future and re-housing would enable the person to remain at home.
8. Where the applicant is prevented from having access to kidney dialysis, respiratory, or other similar essential equipment. This will normally apply where these circumstances are likely to prevent someone from remaining in their home for all or most of the time. Such a condition would be likely to be ongoing, rather than a temporary condition

Examples of circumstances to help the assessing officer to decide when Band B should be awarded on medical or disability grounds

1. A life-threatening condition which is seriously affected by the current housing and where re-housing would make that condition significantly easier to manage
2. A life limiting condition and their current accommodation is affecting their ability to retain independence or enable adequate care
3. A new and life-changing condition that severely impairs their mobility, meaning they are unable to carry out day-to-day activities, or have difficulty accessing facilities inside and outside of their accommodation and require housing into suitable accommodation
4. An applicant or member of his/her household usually has a chronic condition examples might include a respiratory condition, severe asthma or emphysema – and that the condition is being made worse by the current accommodation.
5. Where their current property leaves a person at risk of infection, e.g., where an applicant is suffering from late-stage or advanced AIDs
6. People who have a severe mental health or learning disability which significantly affects their ability to lead a normal life and which puts them at risk of admission to hospital or residential care. Evidence would normally

- need to be provided from a specialist consultant psychiatrist or a certified pediatric nurse that their current accommodation is having a significant detrimental impact on the mental health of any member of the household
7. People living in a mobile home, caravan or converted vehicle which, due to medical conditions, the vehicle cannot meet their essential needs
 8. Where remaining in the current accommodation poses a significant risk of serious and permanent injury and/or permanent severe disability
 9. Someone with a medical or disability who's housing has rendered them housebound
 10. Where a move would avoid the need for another service (e.g., Social Services) from having to provide a significant level of support. This might include for example residential care, overnight care provision, or other support with similar resource implications
 11. Where someone suffers with epilepsy or other conditions that cause frequent and unpredictable falls and all medical interventions to prevent them have been investigated. This will involve an assessment of the layout of their current accommodation, for example the number and nature of steps, stairs or other hazards that may increase the risk of serious injury
 12. The applicant or household member requires significant disabled adaptations to meet their needs and this is not possible in their current accommodation or would not be cost effective.
 13. Armed forces personnel who need to move to suitable adapted accommodation because of a serious injury, medical condition or disability that he or she has sustained as a result of service.
 14. Veterans who have actively served in the armed forces and are suffering from severe post-traumatic stress disorder or serious illness directly related to service in the forces
 15. An occupational therapist has identified that the current accommodation is partially suitable but:
 - The applicant or member of his/her household needs a major adaptation, such as a level access shower; or
 - The applicant or member of his/her household has significant difficulty managing stairs or difficulty accessing the property owing to stairs or slopes leading to doorways and the occupational therapist recommends a lift, ramped access or ground floor living; and
 - The adaptations are unlikely to be completed in a reasonable period of time
 16. Applicants who have significant mobility issues and would benefit from a move to ground floor or level access accommodation
 17. Applicants who have significant mobility issues and would benefit from a move to accommodation that has level access showering facilities
 18. Children with severe conditions such as autism, or cerebral palsy or ADHD where their long-term needs cannot be met without long term settled accommodation.
 19. A person with a severe disability requiring some adaptations to their property that cannot be provided for in their current accommodation.
 20. Where an applicant can access their home but struggles to access normal day-to-day facilities within it (e.g., bath/shower/toilet) without experiencing significant difficulty, pain or other discomfort. This would include cases where an adaptation is possible but cannot be undertaken in a reasonable period of time. (Note: any priority would be removed if an adaptation is completed, or work started)

Reference points to help the assessing officer consider the medical condition and how it should be managed

Use the BNF – National Institute for Health and Care Excellence (NICE) website to help you obtain advice on any medical condition, treatment and drugs taken by the applicant

a) Treatment summaries for every condition – very useful in that it covers how the condition needs to be managed and what is considered a serious level of medication

<https://bnf.nice.org.uk/treatment-summary/>

b) Drugs – description of every drug and information relevant to dosage and side effects

<https://bnf.nice.org.uk/drug/>

Appendix 5 - Right to Move Qualifying Criteria

Right to Move – Statutory guidance on social housing allocations for local housing authorities in England

An existing social housing tenant (living outside the Select Move area) will not be disqualified on the grounds of no local connection if they: have reasonable preference under s166(3)(e) because of a need to move to the districts of Chorley, Preston or South Ribble to avoid hardship, and need to move because the tenant works in the districts of Chorley, Preston or South Ribble or need to move to take up an offer of work in the districts of Chorley, Preston or South Ribble.

If the criteria above are met then the applicant will be awarded local band B to the relevant district for:

“An applicant who needs to move to a particular locality and otherwise would suffer significant hardship to themselves or a member of their household and where a financial assessment into that hardship has been undertaken”.

Whether or not the applicant meets the above criteria isn't solely determined by the need to move for work, but that it would cause them hardship if they were able to do so.

Definition of Work

- Work should be a permanent contract or one with a minimum term of 12 months.
- Work should be of 16 or more hours a week (unless it can be demonstrated that the earnings are substantial).
- Work should not be voluntary.
- Work can include apprenticeships.
- The relevant district should be the main place of work.
- In the case of self-employed tenants, work should be regular as opposed to intermittent

Distance, time and travel costs

When determining hardship, the time taken to travel to work and the cost of the travel should be taken into account. The Select Move partnership considers the following criteria could suggest hardship:

Travel time to get to work is in excess of an hour each way (personal or public depending on circumstances). Travel costs are more than £15 per day or 25% of net income from the employment. There is no transport available at all.
Other factors

These factors are all considered on a case by case basis as to whether hardship would be faced by the applicant if they could not move:

- Would failure to move mean the applicant would lose an opportunity to gain a better job/promotion, an apprenticeship, increase hours/pay or move from unemployment to employment.
- If the nature of work likely to be available closer to the applicant's home.
- Personal factors including care responsibilities and medical conditions affected by the tenant not being able to move closer to work.
- Any other situation where hardship would be demonstrable if the tenant could not move.

Discretion

Every application will be dealt with on a case by case basis allowing all circumstances and variables to be considered.

Proof of Work

A combination of the following can be used as to prove that work or a job offer is genuine:

- Contract of employment (particularly if stating main place of work).
- Wage slips showing hours worked (particularly if zero hours contract) but they are unlikely to evidence the location of work.
- A letter offering employment (it is likely that the employer will be contacted to confirm acceptance).
- A letter from an employer to prove the work and location.

Right to Move Quota

1% of a Partner Landlords lets will be prioritised for Right to Move applicants based on the total of the previous year's lettings by the landlord in each district. The number of Right to Move lets will be rounded up to the nearest whole figure, and prioritised for Band B with the advert stating that 'applicants from outside the Select Move area who need to move for work and have been awarded Band B for Hardship will be prioritised'. The quota level will be reviewed annually based on demand.

Appendix 6: How the SMP will apply the unacceptable behaviour qualification test.

The assessing officer will be guided using the following framework:

1. The behaviour need not have led to possession, prosecution or other enforcement action by a statutory agency, provided that, on the balance of probability, the household is responsible
2. In normal circumstances the behaviour concerned should have occurred within the last two years. In cases of a more serious nature, for example, those involving criminal prosecution, a longer timescale may be appropriate.
3. There must be reasonable grounds for believing that the behaviour could continue or be repeated. For example, the applicant may have issued threats, or there might be a history of repeat offending.

The assessing officer will specifically consider:

- a) The seriousness of the applicant's behaviour
- b) The duration of the behaviour and/or the number and frequency of incidents
- c) The length of time that has elapsed since the behaviour took place
- d) Any relevant vulnerability or support needs that may explain the behaviour
- e) Whether there is meaningful engagement with support agencies
- f) Critically, whether there has been a significant and sustained change in the applicant's behavior
- g) Whether they believe on the evidence that the behavior is likely to still reoccur now or at the point a tenancy was offered or commenced
- h) Whether the circumstances that caused the behaviour have changed. For example, whether nuisance was caused by drug or alcohol problems that the applicant has since successfully resolved
- i) Whether the member of the household responsible for the behaviour is still a member of the household
- j) Whether the SMP can accept any assurances from the applicant as to future behaviour.
- k) If the unacceptable behaviour is believed to be due to physical, mental or learning difficulties, whether, with appropriate support, the applicant could maintain a tenancy
- l) The applicant's current circumstances. For example, health needs, dependents and any other relevant factors.

Applicants to whom the rule is applied will be written to and informed that:

- a) That the unacceptable behavior rule has been applied to their case and either they do not qualify, or that they qualify but cannot bid until the behavior has been resolved
- b) What they must do to resolve the problem
- c) That for either decision i.e., disqualification or qualification but not allowed to bid, it is the applicant's responsibility to notify the SMP when they have, in their view, resolved the issue and that they will need to present evidence to back up their view.

- d) Where an applicant is disqualified for unacceptable behaviour they will have a right to ask for a review of the decision made to disqualify them.

Note, where an applicant is disqualified, any new application will normally only be reconsidered at the request of the applicant and only where there has been no reasonable cause for complaint or concern against the applicant (or members of their prospective household) for a continuous period of 12 months.

Appendix 7: How the SMP will apply the disqualification rule where it is suspected that false information has been provided, or important information has been withheld.

Section 171(1) of the Housing Act 1996 makes it an offence for anyone, in connection with the exercise by a local housing authority of their functions under Part VI of the Housing Act 1996 (and therefore in seeking an allocation of accommodation) to:

- a) Knowingly or recklessly make a materially false statement or
- b) Knowingly withhold information that the SMP reasonably required him/her to give in connection with the exercise of those functions.
- c) A person guilty of this offence is liable on summary conviction to a fine at the date of this scheme document of up to £5,000.

The circumstances in which an offence is committed could include:

- d) Any false information given on an application form for housing/accommodation (including transfer applications).
- e) Any false information given in response to subsequent correspondence.

In addition, making a fraudulent application for housing may constitute an offence under the Theft Act 1968 and/or the Fraud Act 2006.

In many cases, applicants will have provided incorrect or inadequate information on their application form, but the assessment concludes that there was no deliberate intention.

It will be for the assessing officer in the first instance to decide if any errors contained in an application were deliberately made or not. If the officer is satisfied that the errors were not deliberate, or that it had no impact on the application, then no action will be taken though the applicant may be warned about the need to provide accurate information and the consequences for not doing so.

However, if the assessing officer has concerns, these will be discussed with their Manager who will decide if they:

- 1) Are satisfied that there is insufficient evidence to disqualify the application on these grounds.
- 2) Want more information to be gathered before a decision can be made.
- 3) Feel that there is insufficient evidence at the moment but want a more detailed investigation.
- 4) Are satisfied that the applicant has provided fraudulent information or withheld important information.

In serious cases the SMP will notify the Police.

If the decision is that applicant has given false information or withheld information they will not qualify for the register, or where information emerges after they have been placed on the register, they will be disqualified. In these circumstances a letter will be sent to the applicant to notify them of the decision and they will have a right to seek a review of that decision.

CONSULTATION ON CHANGES TO THE SELECT MOVE HOUSING ALLOCATION POLICY

The partners of Select Move are reviewing the Housing Allocation Policy and we are asking for your views on the proposed changes.

Select Move is a sub-regional partnership between the 3 Local Council Districts and 11 Registered Provider Housing Associations that own social housing stock across:

1. Chorley Borough Council
2. Preston City Council
3. South Ribble Borough Council

Why are we proposing to make changes?

By law every Local Authority has to adopt a Housing Allocations Policy, which must be published and kept under review. The Select Move policy requires a review to make the Policy fairer and clearer, and to ensure it still reflects the partnership's priorities.

The consultation period will run until *to be confirmed when cabinet approval obtained*

We will use your feedback to prepare a report latter this year for presentation to the Cabinet or Executive committees for the 3 Councils and the partner Housing Association Boards of Management. It will be these bodies that will make a final decision on the changes proposed. We will then advertise the changes.

If you would like more information about our proposals, please get in touch with us using any of the methods below:

- 1) Telephone Select Move on: insert telephone number
- 2) Email insert email address or
- 3) Write to Select Move Housing Allocation Policy Consultation at insert address

The full version of the proposed Housing Allocation Policy can be viewed at *insert link for the full version of the proposed new policy.*

If you have had time to read the full policy and have any comments on it please record these in the box below.

We would like to thank you for taking the time to take part in this consultation. Your views are important to us and help improve the services we provide to our customers.

Proposed Change 1: Strengthening the local connection rules to qualify to join the Housing Register

It is proposed to tighten the rules which require an applicant to have a local connection to a Select Move Council area in order to qualify to be included on the Housing Register. Under the new rules proposed to be able to join the Register an applicant, or a member of their household, will have to:

- a) Have lived in a Select move Council area for the last 2 years instead of 6 months under the current policy, or
- b) Have close family (normally considered to be a mother, father, brother, sister, or adult son or daughter) that have lived in an area for a minimum of the last 5 years and, under the new policy, if they do not have a local connection for residence or employment they will now need to demonstrate a need to move to a Select Move partner's area to give or receive essential support from close family, or
- c) Be employed in permanent employment in a Select Move Council's area and that to travel to work by public transport would take them in excess of one hour each way.

In addition the reference to voluntary work in the specific Local Authority area for at least 10 hours per month over the last 12 months providing an exception to the need to have a local connection would be removed.

Current Policy

Under the current policy an applicant is eligible under the local connection rules to join the Housing Register if they meet one of the following rules. The rules are that they have:

- a) The applicant must be able to demonstrate that they have lived 6 out of the last 12 months or 3 out of the last 5 years continuously in the specific Local Authority area.
- b) The applicant must be able to demonstrate that they have parents, children or adult siblings who currently permanently reside in the specific Local Authority area and have done so continuously for at least 5 years.
- c) The applicant is currently employed in the specific Local Authority area. Employment is work that is not temporary or seasonal, is for at least 16 hours per week and has been continual for at least 6 months and the applicant must be working at the point an offer of a tenancy is made. (banding is global)
- d) The applicant is currently making a positive community contribution or undertaken voluntary work in the specific Local Authority area for at least 10 hours per month over the last 12 months.

What the proposed change would mean for applicants

Increasing the threshold for local connection for an applicant to be able to join the Housing Register will prioritise established local families who have a strong connection for residence, family, or employment over applicants who cannot demonstrate such a strong connection. There would be safeguards for applicants who apply to join the Register who have fled domestic abuse or extreme threats of violence from another area.

Do you agree or disagree with the proposed change?

Agree *insert tick box*

Disagree *insert tick box*

If you disagree, please explain your reasons why and, if possible, provide an alternative to the proposal in the space below?

Proposed Change 2: Reducing the number of offers an applicant can refuse before a penalty is imposed from 3 to 2 reasonable offers

It is proposed that any applicant who refuses 2 reasonable offers within a 12-month period will either be:

- a) Disqualified from the housing register and not allowed to reapply for a period of 12 months, or
- b) Moved down to Band D for 12 months

This proposed change is to stop applicants bidding for properties they are not committed to taking which has the consequence that properties take longer to let and mean a considerable loss of rent for the social housing landlord letting the property. A definition of a reasonable offer will be clearly set out in the new policy so that an applicant is clear whether if they refuse an offer it will count under the 2 reasonable offer

Current Policy

Under the current policy an applicant is able to refuse 3 reasonable offers within a 12 month period they are removed from the Housing Register and not allowed to re-apply for a 6 month period.

What the proposed change would mean for applicants

All applicants will continue to qualify for 2 reasonable offers in a 12-month period. If an applicant refuses 2 reasonable offers in that 12 months there is they will be either be removed from the Register for a 12 month period or 'downgraded' to Band D for 12 months.

Do you agree or disagree with the proposed change?

Agree *insert tick box*

Disagree *insert tick box*

If you agree which penalty do you think should be imposed for refusing 2 reasonable offers:

- a) Removal from the housing register and not allowed to reapply for a period of 12 months, or *(insert tick box)*
- b) Removal from the housing register and not allowed to reapply for a period of 6 months, or
- c) To be moved down to Band D for 12 months, or *(insert tick box)*
- d) To be moved down to Band D for 6 months

If you disagree with the proposed change, please explain your reasons why and, if possible, provide an alternative to the proposal in the space below?

Proposed Change 3: Reducing the number of Bands from 5 to 4

The proposed change is to reduce the number of Bands from 5 to 4

The change is to move to a simple 4-band system A-D with the time a person joined the register determining their place in the queue for the band they have been allocated.

Band A will be for the most urgent housing need cases that need to move immediately.

Band B will be for urgent housing need cases that need to move

Band C will be everyone else that the legislation states has a statutory housing need.

Band D will be for everyone else who does not have a housing need

The Select Move Partnership has received regular feedback from users and stakeholders that customers do not understand why there is a need for 5 Bands and inevitably this can be confusing and encourages 'higher band chasing'.

Current Policy

The Current policy has 5 bands A-E.

What the proposed change would mean for applicants

The banding system will be less complicated and it will be far clearer as to the criteria to be awarded a band A-D.

Do you agree or disagree with the proposed change?

Agree *insert tick box*

Disagree *insert tick box*

If you disagree, please explain your reasons why and, if possible, provide an alternative to the proposal in the space below?

Proposed Change 4: Setting aside a percentage of vacant properties for applicants who are in employment

The proposal is to advertise a percentage of vacant properties for applicants who work full time, or at least 16 hours a week part time. The percentage 'set aside' could be set at 10%, 15% or 20% depending on the outcome of the consultation exercise and the view of Council members and the partner Housing Associations.

For the percentage of properties set aside for applicants who work the shortlisting criteria would be:

1. Local Connection
2. Then the applicant's Band
3. Then whether they are employed
4. Then date order in Band for all those who bid and are employed

The purpose of this change is for the Housing Allocation Policy to help build 'balanced social housing communities' consisting of both working and non-working households.

Current Policy

Under the current policy a percentage of advertised properties are not labelled for applicants who work.

What the proposed change would mean for applicants?

For households where an applicant or joint applicant were working they would have a percentage of properties reserved for working households only. For applicants who are not working they would still be able to receive an offer of social housing depending on their band priority as the vast majority of homes would not be restricted to working households only.

Do you agree or disagree with the proposed change?

Agree *insert tick box*

Disagree *insert tick box*

If you agree with the change what percentage of homes do you think should be set aside for working households:

10% - *add tick box*

15% - *add tick box*

20% *add tick box*

If you disagree, please explain your reasons why and, if possible, provide an alternative to the proposal in the space below?

Proposed Change 5: To place the requirement to have a local connection to the council where a property is advertised to the top of the shortlisting criteria

Given the shortage of social housing in all 3 Council areas covered by the Select Move Partnership the proposed change is to place the requirement to have a local connection to the Council area where the advertised property is located to the top of the shortlisting criteria. There will be safeguards for applicants who have to move from one Select Move Council area to another due to the risk of domestic abuse or other extreme threats which mean they would not be safe remaining in their 'home' area where they have a local connection.

Current Policy

Under the current policy there is a complicated system of both local and global priority for properties advertised. This means that although the need to have a local connection to the Council area where a property is advertised is key component of the shortlisting criteria, for some applicants they will be successful in bidding for a property in another of the Select Move Council areas through the current 'Global Priority' banding system.

What the proposed change would mean for applicants

2 examples are given to illustrate what the change would mean for applicants.

Example 1 - Applicant X has a local connection to Chorley and this is the area where the advertised vacant property is located. Applicant X is in Band B. An applicant living in Preston (applicant Y) bids for the property and is in Band A but has no local connection to Chorley. Applicant X and any other applicants with a local connection to Chorley from bands B-C will be shortlisted above applicant Y as they have a local connection to the area where the property is located.

Example 2 – The advertised property is in Preston. Applicant X has a local connection to South Ribble and no local connection to Preston where the property is located. Applicant X makes a bid and no one from Preston in Bands A-C bid for the advertised property. Applicant X would be the successful applicant in this case.

Do you agree or disagree with the proposed change?

Agree *insert tick box*

Disagree *insert tick box*

If you disagree, please explain your reasons why and, if possible, provide an alternative to the proposal in the space below?

Proposed Change 6: To add a new “Insecurity that risks homelessness” category to Band B

The intention is for this new category to include applicants who would be owed what is called the main homelessness duty, but a Council has been able to negotiate for the applicant to remain where they are with family whilst they bid for accommodation or look for alternative accommodation. This new Band B category should reduce the number of families that become homeless as being able to be awarded this category would encourage many to remain where they are (as long as their accommodation has been assessed as being safe) and wait for social housing.

Current Policy

This category is not included in the current policy resulting in some families becoming homeless as their insecure living at home arrangement is not recognised as a housing need under the banding scheme.

What the proposed change would mean for applicants

Applicants living with family in very insecure arrangements will not necessarily have to become homeless to be given priority on the Housing Register.

Do you agree or disagree with the proposed change?

Agree *insert tick box*

Disagree *insert tick box*

If you disagree, please explain your reasons why and, if possible, provide an alternative to the proposal in the space below?

Proposed Change 7: We intend to expand the criteria for when a customer will qualify for the statutory housing need bands A, B and C and have additionally set out clearer details for when a band will be awarded for each of the housing need criteria in each Band. This will mean assessments are always consistently applied.

A number of changes are proposed to the categories awarded a band A-C based on an applicant's housing need. The proposed new categories are detailed in the summary table below in appendix 1.

Current Policy

Most categories mirror those set out in the current policy but there are clearer definitions used for when an applicant will or will not qualify for a housing need category for each band.

What the proposed change would mean for applicants

It will be far clearer when a band will be awarded and what criteria Select Move will use to assess whether an applicant meets the criteria for an award.

Each housing need category more accurately reflects the threshold of need that should be required for an award of Band A, B, C or D

Respondents to the consultation are asked to look at the proposed banding table below and answer these 3 questions.

Q1 - Do you think the housing need circumstances we have listed for Band A are right? If no what would you change?

Yes *insert tick box*

No *Insert tick box*

Q2 - Do you think the housing need circumstances we have listed for Band B are right? If no what would you change?

Yes *insert tick box*

No *Insert tick box*

Q3 - Do you think the housing need circumstances we have listed for Band C are right? If no what would you change?

Yes *insert tick box*

No *Insert tick box*

Appendix 1:

THE BANDING SYSTEM AND THE ADOPTED HOUSING NEED CRITERIA FOR EACH OF THE 3 ADOPTED BANDS

BAND A: EXCEPTIONALLY URGENT NEED TO MOVE

1: Exceptional or medical impact with an immediate need to move

Where an applicant (or a member of their household) is unable to continue to occupy their current accommodation due to exceptional medical need or disability.

2: Exceptionally urgent need to move due to violence, harassment, or protection issues

Not every circumstance that may present can be captured under this category therefore the list below set out examples for when an award may be considered. This category is intended to cover exceptional need to move for Domestic Abuse, MARAC, Racial, Homophobic or Transgender Harassment, witness or child protection, private rented or social housing management transfers. The circumstances, however, must be assessed as exceptional with an immediate/critical need to move:

- a) Applicants who the SMP agree need to move immediately due to domestic violence or threats of violence or abuse threats from an ex-partner or family member they do not live with, or extreme threats of violence, extreme harassment, or other extreme circumstances deemed to significantly affect a household's welfare and wellbeing. Note applicants would be encouraged to present as homeless where the SMP is of the view that it isn't safe for them to remain in their home. If an SMP Council accept a homelessness duty an applicant will be banded according to the homelessness banding criteria.

For any Housing Association tenant, the expectation is that, where it is safe to do so, a like for like management transfer would be granted or an emergency decant provided whilst a suitable transfer can be arranged.

- b) Exceptional circumstances due to significant problems associated with the tenant's occupation of a dwelling in the social or private rented sector and there is an extreme risk to the tenant or their family's safety if they remain in the dwelling or area.
- c) For applications in circumstances where there is a critical and serious threat to the well-being of a child and their accommodation is a major contributory factor to that risk. This will be in circumstances where the relevant manager in Children's Services or equivalent assesses the level of risk exposure in relation to the child or children remaining in the current property as being so critical that no other reasonable options in relation to accommodation are available to protect the child.

3: Band A: Unfit or unsatisfactory housing – exceptionally urgent cases

There are 3 circumstances where Band A may be awarded:

1) Band A for applicants without access at all to any of the following facilities:

No access to:

- a) A bath or shower
- b) A toilet
- c) Cooking facilities
- d) Running hot water supplies
- e) Electric/gas needed for essential activities

Applicants who have access to shared facilities re cooking; bathroom and toilet will not qualify under these criteria.

This banding award does not include applicants sleeping rough or with no fixed abode. They will be dealt with under the homelessness criteria in this banding policy.

Any decision to award Band A for this category will take into account the reasons why the applicant does not have access to these facilities and whether this is a temporary or long-term situation.

2) Band A for applicants where unsatisfactory housing is having an exceptional impact.

Applicants who currently occupy a private sector property which has at least one Category 1 Hazard notification from a partner Council's Environmental Health Service (excluding overcrowding) under the Housing Health and Safety Rating System (HHSRS) and where a Prohibition Order has been served or is intended to be served under the Housing Act 2004 and the effect of the Prohibition Order is likely to mean that the applicant(s) will lose the use of their home on a permanent basis. The relevant conditions at the property must be life threatening, or in the SMP view present an immediate threat of serious injury to the occupant(s)

This includes a property that has severe damp, major structural defects including subsidence, flooding, collapse of roof, or have living conditions which are a statutory nuisance, and there is no prospect of the problems being remedied within a period considered to be reasonable by the SMP, and the household are not able to afford to resolve their own housing problem by moving to alternative private sector accommodation.

Note - this category will not include Housing Association tenancies because there is a legal requirement on social landlords to urgently remedy defects that pose a risk to their tenants

3) Band A due to demolition or Compulsory Purchase Order (CPO) cases.

Where the applicant's property is subject to demolition or subject to a Compulsory Purchase Order for redevelopment

4: Band A: Severe Overcrowding - People currently living in severely overcrowded accommodation defined as needing three or more bedrooms as defined by the bedroom standard set out in this policy.

Where an applicant's household is severely overcrowded which is defined as requiring 3 or more additional bedrooms to reach the bedroom standard and where an SMP Council has either:

- a) In the case of a private sector has issued a prohibition order due to an assessed significant risk to the household's safety if they were to remain, or
- b) Intend to issue a prohibition order due to an assessed significant risk to the household's safety, or
- c) In the case of a Housing Association tenancy where a prohibition order is not likely to be issued this will be assessed by the Manager responsible for the Allocation policy who will decide whether Band A should be awarded because of the significant risk to the household's safety if they were to remain.

5: Armed Forces who meet the following criteria

Applicants with urgent housing need and have access to no other accommodation who:

- a) Are serving (and will soon leave) the regular forces and are suffering from serious injury, illness, mental ill health, or disability which is attributable to the person's service
- b) Has recently ceased, or will cease to be entitled, to reside in accommodation provided by the MOD following the death of that person's spouse or civil partner who has served in the regular forces and whose death was attributable (wholly or partly) to that service or
- c) Is serving or has served in the reserve forces and is suffering from a serious injury, illness or disability which is attributable (wholly or partly) to the person's service

6: Applicants owed a main section 193(2) homelessness duty by a SMP partner Council, or are owed a section 189(B) relief duty and would be likely to be owed a main duty if that relief duty were to end unsuccessfully

7: To release a specially adapted property

Where a partner tenant does not require a specially adapted property for disabled use, and there is demand for its use. This would not include cases where the property to be released contains minor adaptations. Note a Housing Association SMP partner may decide to facilitate a transfer through a managed move outside of the SMP policy.

8: Care Leavers

Care leavers aged 18 – 21 whose care placement is coming to an end and they are assessed as being able to manage a tenancy providing they have been looked after and accommodated by Lancashire County Council either within the County Council's area or out of area, and the County Council has a duty of care accepted under the Children Act.

Applicants are awarded this category in accordance with protocols between the partner Council's Housing and County Council Children Services Department. An applicant must be a former relevant child as defined by the Children Leaving Care Act 2002. They must have

vulnerability and urgent housing need that is best met by the provision of long term settled housing.

9: Move on from Supported Housing

Applicants living in a short-term commissioned Supported Housing project that come under an SMP approved list of 'move on partners' who are assessed as ready to move on and where there is no other suitable option for meeting their housing need other than social housing. Appendix X (*to be added by SMP*) sets out the current approved move on partners for each of the 3 SMP Council areas. This list may change over time.

BAND B – URGENT/HIGH NEED TO MOVE

1: Overcrowded by 2 bedrooms as defined by the bedroom standard set out in this policy

2: Severe impact medical need

Where an applicant (or a member of their household) is living in accommodation with a severe, long term, medical conditions (chronic or progressive) or severe disability that means they urgently need to move because their home is assessed as being highly unsuitable and is directly detrimental to the applicants' physical or mental health.

3: Unsatisfactory housing conditions or fitness

Private sector tenants that the relevant Council has determined, following an inspection and report from a partner Council's Environmental Health Service, that the property poses a category 1 hazard under the Health and Safety fitness rating and the assessing officer is satisfied that the problem cannot be resolved by the landlord within 6 months and as a result continuing to occupy the accommodation will pose a considerable risk to the applicant's health. This includes a property that has severe damp, major structural defects including subsidence, flooding, collapse of roof, or have living conditions which are a statutory nuisance, and there is no prospect of the problems being remedied within a 6-month time period, and the household are not able to resolve their own housing problem by moving to alternative private sector accommodation

4: Former Regular Armed Forces Applicants

Members of the Armed Forces persons who meet the following criteria:

- a) They are serving in the regular forces and will be discharged within 6 months and have served for 5 years or more, or
- b) They were serving in the regular forces and they apply to join the housing register within 1 year of discharge, and
- c) Had been previously living in the SMP district immediately before joining the armed forces or since leaving

And d and e below must also apply

- d) They did not leave the armed forces as a result of a dishonorable discharge, and
- e) They do not own or have a legal interest in any other property

5: Band B for a statutory homeless duty defined as:

- 1) Applicants owed a section 195 (2) prevention of homelessness duty and the applicant is, at the point of that duty being accepted, considered likely to be in priority need and unintentionally homeless if the prevention duty and any subsequent relief duty were to end unsuccessfully.

6: Insecurity that risks homelessness

A pregnant woman or applicant with a child or children who are sharing a home with family who are not part of their household and where:

- a) They have no ownership or tenancy rights, and the arrangement is short term and very insecure and only available whilst the applicant is actively seeking an offer of social housing or alternative accommodation with friends or in the private rented sector, and
- b) They were owed a prevention of homelessness duty as they were assessed as likely to become homeless within 56 days, and that duty has ended because they have been allowed to remain at home whilst they bid for social housing with their Band B priority and it is likely that they can remain for at least a year, and
- c) The family member with the interest in the home has agreed to allow the applicant to remain for at least a year.

7: To provide or receive essential care

Band B will be awarded in the following circumstances:

- a) The household includes a person who receives/provides or needs to receive/provide essential long-term care to someone in any part of the Select Move area and they cannot deliver that care effectively from their current location.
- b) Approved foster carers and adopters who require larger accommodation on the recommendation of children's services.

BAND C – ALL OTHER APPLICANTS ASSESSED AS HAVING A STATUTORY REASONABLE PREFERENCE BASED ON THEIR ASSESSED HOUSING NEED

1: Band C for a statutory homeless duty defined as:

- 1) Applicants where the section 189(B) Relief duty has been brought to an end and an applicant has been assessed at that point as being intentionally homeless (and hasn't been disqualified under the unacceptable behaviour disqualification rule).
- 2) Applicants owed the 193 C (4) Main duty where the Prevention or Relief duty was ended by the Council due to their deliberate non-cooperation
- 3) Applicants owed a section 189B (2) Relief duty by one of the 3 SMP partner Councils and the applicant is, at the point of that 189B duty being accepted, considered unlikely to be in priority need, or likely to be intentionally homeless.
- 4) Applicants owed a section 195 (2) Prevention of homelessness duty and unlikely to be owed a main duty if the prevention or relief duty is unsuccessful.
- 5) Applicants where the section 189(B) Relief of homelessness duty has been brought to an end and the applicant is determined to be homeless but not in priority need and therefore not owed a Main homeless duty.

2: 'Right to move applicants'

Existing social tenants of accommodation in England who the SMP have assessed as qualifying under the Government's Right to Move regulations. Allocation to applicants who qualify for this award is limited to a maximum of 1% of all lettings.

3: Overcrowded and deficient by one bedroom

Where an applicant's household is overcrowded defined as requiring 1 additional bedroom to reach the bedroom standard

4: Under-occupying SMP tenants

- a) A tenant of a SMP partner housing association under occupying family housing by two or more bedrooms in accordance with the criteria in this policy for measuring over and under occupying.
- b) A tenant of a SMP partner housing association seeking a move to non-family housing that will free up a house to enable use by a family.

5: Applicants with dependent children living in accommodation that lacks level access

An applicant without ground level access or in upper floor accommodation who lives with at least one child under the age of 3, including pregnant women once their Mat B1 has been

received. Applicants in this category who are housed into Social Housing will not be eligible to join the housing register for 12 months from the date their tenancy commences.

6: New category - Hardship / Welfare band – those who qualify for DHP to help with rent

Applicants who are currently in receipt of DHP to assist with payment of rent, this will be reviewed every three months, if DHP payment is stopped banding will be reduced.

BAND D - APPLICANTS WHO DO NOT MEET AN IDENTIFIED STATUTORY HOUSING NEED AS DEFINED IN BANDS A-C

This band will contain all other applicants who meet the rules to qualify for the Housing Register but do not have an assessed statutory housing need for being owed a statutory reasonable preference as defined in the criteria set out for an award of bands A-C.

Applicants in Band D will be able to bid for advertised properties, but it is not expected that many will be successful given the shortage of social housing and the number of applicant's bidding from a higher band.

The exception is for Band D applicant who qualify for sheltered or older person's housing who will be allowed to bid on sheltered properties and not general needs properties. There is likely to be a reasonable number of low demand sheltered or older person homes available to applicants in Band D.

The verification and assessment for Band D applicants is intended to be 'light touch' at the point of application but if an applicant is successful in bidding full checks and verification will be undertaken before an offer of accommodation is made.

Report of	Meeting	Date
Director Customer and Digital (Introduced by Cabinet Member (Communities, Social Justice and Wealth Building))	Cabinet	Wednesday, 18 January 2023

Customer Access Charter

Is this report confidential?	No
Is this decision key?	No
Savings or expenditure amounting to greater than £100,000	Significant impact on 2 or more council wards

Purpose of the Report

- For Cabinet to consider the Customer Access Charter and Feedback Policy.

Recommendations

- To approve the Customer Access Charter including:
 - Customer access standards
 - Feedback policy
 - Improvements to general online contact and customer processes
 - Uniforms
 - Performance measures

Reasons for recommendations

- To ensure that we continue to deliver an excellent standard of customer care in line with the model agreed by both councils as part of the shared Customer Services.

Other options considered and rejected

- To not approve the proposed Charter and associated recommendations. This option is not recommended as it would prevent the delivery of a clear customer services approach across the shared service and wider organisation.

Executive summary

- This report provides an overview of the proposed Customer Access Charter, which presents the principles and standards for customer access across the organisation.

Agenda Item 9

6. The report includes:

- customer services principles
- customer care standards
- improvements to current customer access
- proposed uniforms
- proposed changes to processes to ensure that customers can access specialist services at the first point of contact
- a refreshed Feedback Policy.

Corporate priorities

7. The report relates to the following corporate priorities:

An exemplary council	Thriving communities
A fair local economy that works for everyone	Good homes, green spaces, healthy places

Background to the report

8. The Customer Access Charter sets out how customers can get in contact with and access the council and the standards of customer care that can be expected across the organisation.
9. The Charter has been developed in relation to the new shared Customer Service model, which was agreed by members in 2021 as part of the shared services proposals, and sets out how the council will deliver an excellent customer service which meets the needs of our customers.
10. The Charter is supplemented by a Feedback Policy which sets out the councils' approach to complaints, compliments and other forms of feedback, as a key mechanism within the councils' approach to customer service. This has been refreshed to reflect audit review findings for the previous customer complaint processes.
11. The full Charter is available at appendix A, with the Feedback Policy at appendix B.

Principles

12. The Customer Access Charter has been developed in relation to the following vision and principles which were agreed as part of the shared Customer Services model and service review in 2021. This vision takes into account best practice from other local authorities and the private sector, the shift in customer expectations and practice as a result of the COVID-19 pandemic, and the efficiencies of automated and digitised services which can be re-invested back into the service to offer an even better customer experience.

Agenda Item 9

Vision and priorities

When customers access our services, they will be modern and easy to interact with. Internally, we will have clear processes that are digitised where possible and make effective use of technology to help improve consistency.

Successful implementation will increase operational efficiency, support digital take up, promote the green agenda through sustainable business processes and, most importantly, maximise customer satisfaction.

What does the future look like?

- A consistent experience across any channel or access point

For example, a customer could complete a process or report an issue from home or with a customer service advisor in the council office, helping to transfer and build confidence in digital skills – both would work in the same way.

- End to end visibility of processes

Once a report or issue has been submitted, both customers and customer advisors will be able to see where the query is up to in the process with clear communication at each point, helping to manage expectations.

- Digitised postal services

Incoming mail will transition to more convenient communication channels but where its received, coupled with statutory correspondence will be managed through a virtual mailroom service. This will increase efficiency, improve data protection, and ensure service are resilient.

- Best use of technology to improve decision making

Customer service officers will be supported by digital automation because recent software developments mean that much of the decision making that would previously have meant a break or delay in the process, is now integrated into a single workflow resulting in quicker response times.

- Effective use of information to help ensure customer services excellence

The service will have improved access to information and data to support decision making and plan services to meet demand and customer expectations. Customer Services will have a proactive approach and use the information that is available to help continually improve services.

- Customer resolutions at the first point of contact

Customer contacts will be resolved at the first point of contact wherever possible and customers will have direct access to specialists who will be able to handle resolutions quickly and effectively. Complicated processes and hand overs will be minimised to ensure a streamlined service which provides the best possible experience for the customer.

Agenda Item 9

This means that the shared model aims to deliver services at the first point of contact wherever possible, with staff enabled to work across all channels in relation to customer needs. The majority of customer contracts will be resolved in tier 1, with only more specialist service requests being passed to tier 2 or 3:

Tier 1: When customers contact the councils through a range of channels, all staff will be able to support customers with accessing information and services through the council website.

- All contact channels with priority focus on assisted face to face contact
- Fully automated and delivered through digital services
- Resolved at the first point of contact

Tier 2: Passed directly to a specialist customer services advisor. Customers should be able to speak to a specialist and have their contact resolved quickly and effectively.

- All contact channels
- Fully automated and delivered through digital services
- Resolved at the first point of contact

Tier 3: Specialist contact relating to back-office functions outside of customer services will be passed on to duty officers in 'one-step.' Whilst this type of contact is less frequent, it is still important that a specialist is available to support customers and provide excellent customer services.

- All contact channels
- Fully automated and delivered through digital services

Customer Care Standards

13. It is proposed that customer care standards are aligned across the councils in order to ensure that officers across Chorley and South Ribble can work effectively across both councils following a shared customer services approach.
14. The Customer Access Charter sets out the expectations that customers can have of the council in terms of customer service, process and timescales, and accessibility when they contact the council through a range of different methods. It also establishes how customers can help us to continue in delivering an excellent customer experience.
15. The customer care standards outlined within this document apply to all officers from across the organisation so that any customer who is contacting the council receives a consistent experience with high standards of customer service. The standards will be reinforced through operational procedures for staff to ensure a consistent process which enables an excellent customer experience with every contact. This will be delivered alongside engagement and training to be carried out upon the implementation of the policy and to new members of staff through the Corporate Induction.
16. The full charter is available in appendix A with specific areas for consideration highlighted below:

Agenda Item 9

Supporting self- service

17. The Customer Charter reflects the benefits of self-service to both customers and the council and encourages customers to access automated services digitally through the councils' websites where possible. This will help to enable capacity across the council to be focused on customer contacts which require greater face-to-face or telephone support including for complex cases.
18. The service will continue to invest in the development of digital services to help ensure that these are easy and accessible to use for both our staff and customers, and will ensure that up to date customer contact details, including email address and phone number, are captured and recorded at every opportunity.

Appointments and visiting service

19. Whilst self-service will be encouraged for customers, there are some cases where a face-to-face appointment is required, including for complex cases, and depending on customer needs and preferences. Appointments are available for all customers who need to visit the council in person and customers will be encouraged to book an appointment prior to visiting to ensure that an officer is available to speak to them with minimal waiting times.
20. The council will maintain a visiting service to customers in their own homes in order to help them to complete service requests and applications for more complex services such as Housing Benefits applications. This visiting service will be available via appointment to all customers who need help or are unable to access the service by themselves and are also unable to visit a customer services centre because of factors such as a disability, health- related issues, or caring responsibilities.

Aligning corporate sign off's

21. Corporate sign off's on letters and other forms of correspondence and communication from the council to customers should be standardised across the council and different departments as part of the operational procedures to be followed for customer care. This will help to ensure that communication from the council is presented in a consistently clear manner which is recognisable to customers and meets the high customer service standards that both organisations aims to deliver.

Printed communication

22. One benefit of an assisted self-service approach is that it helps to support the council's Green Agenda and discourages the use of printing and letters wherever possible. However, there will always be a need for some letters to be printed and posted out. Where digital contact is not possible letters should be sent to customers using the council's hybrid mail services and in line with the following printing principles:

Agenda Item 9

- Printed customer communication should be:
 - Mono
 - Single sided or duplex
 - No more than 2 sides

General contacts

23. There is currently a large volume of contact being received through the general council email address (info@southribble.gov.uk) with 1,200 emails being received at each council in a typical month. This can provide a convenient way for customers to contact the council outside of office hours or if they are unable to phone the council for a query that cannot be resolved through the websites.
24. However, due to the large volumes of contact being received in this way, officer resources are required to manually monitor, action and respond to these contacts, which is placing additional and unnecessary demands on the service and also preventing a timely response for customers.
25. It is therefore recommended that the current general contact form and the general council email addresses are removed from the website and replaced with a new enquiry form, which will automate distribution of digital enquiries to the relevant specialist teams. This will also allow for the form to collect all information required to process the relevant enquiry and will prevent the need for officers to re-contact customers to request additional information or make further clarifications.
26. It is also proposed that when a customer sends an enquiry to the general council email addresses that an automated response is sent to explain the inbox is no longer active and to provide a link to the new enquiry form.
27. This change will mean that contacts are logged and automatically allocated to the right service area or directly into the relevant document management systems resulting in a more responsive service for customers.

Member Contact

28. Members will continue be able to get into contact with specialist services areas or submit service requests or enquiries on behalf of customers through the contact centre. As Members often escalate important issues from our customers, it is recommended that a process for coordinating and responding to member enquiries is established, alongside technology to facilitate and manage service requests for members. This will help to ensure that members who contact Customer Services receive responses and resolutions in a timely manner, providing clearer communication and allowing feedback and updates to be shared with residents more easily.

Agenda Item 9

Uniforms

29. It is recommended that staff across the shared Customer Services should be provided with a uniform to help customers to identify staff within the customer services front office and to present a consistently smart and recognisable identity for each council's customer service base.
30. It is proposed that uniforms would be plain, with a different colour tie/ scarf for each council to maintain the separate identity of each council within the shared service.
31. Examples of the proposed uniform are available via the links below, and it is proposed that the council would provide grey shirts/ blouses, black jackets, and coloured council ties/ scarves, alongside an allowance for trousers.

[Women's Slash Neck Blouse, Pale Grey](#)

[Women's Wrap Front Blouse, Pale Grey](#)

[Men's Long Sleeve Shirt, Mid Grey](#)

[Men's Short Sleeve Shirt, Mid Grey](#)

[Men's Printable Softshell](#)

[Ladies Chiffon Scarf](#)

[Horizontal Ribbed Polyester Ties](#)

[Women's Printable Softshell](#)

[One Button Jacket, Black Twill](#)

32. The total costs of this for staff across both councils would be £4,525, or £2,262 per council, with funding available within current service budgets.

Directing specialist customer contacts

33. Current services and council processes do not always enable access to specialist services at the first point of contact as outlined in the vision and principles for shared customer services. The following changes have been considered to help facilitate this and to align processes across both councils in line with the shared services model.

Handovers and processes

34. A review of key customer facing processes has been carried out to identify areas which may need to be reviewed to align the role of customer services across both councils and in line with the principles developed for the shared customer services model. The full list of processes and recommendations is available at appendix C and highlights customer

Agenda Item 9

facing processes which could be completed by specialists in the back office or digitised to reduce handovers and duplicated work whilst having a minimal impact on service area staff.

35. If contacts for specialist services are directed to service areas or digitised, officers will be able to speak to customers and provide access to specialist services at the first point of contact in line with the shared services model. This will help to reduce the volume of calls managed by the customer contact centre and manage issues such as call-backs, whilst ensuring that customers receive a resolution at the first point of contact.

36. This review has also aimed to align processes across councils, ensuring consistency for customer services staff.

37. The proposed changes for South Ribble include:

- To explore whether DBS applications for licensing should be provided through an external provider to streamline applications and reduce officer time.
- For the outcome of Knowledge tests to be uploaded and advised to customers directly by Licensing staff, instead of being passed back to Customer Services to inform the customer. This would reduce handovers and duplication of work.
- For homelessness presentations to be processed by Housing officers instead of by Customer Services, as these take up to 1 hour to complete and relate to a specialist service. This would also 'free-up' resources within customer services to be able to support other customers and reduce wait times.

38. The largest impact on back office staff would be for the South Ribble Housing team, where it is estimated that an additional 0.6 FTE would be required for processing presentations of customers who are homeless/ threatened with homelessness, based on the current time spent on this function by Gateway staff. Other recommendations are expected to have a minimal impact on staff and capacity. It is proposed that arrangements are made between Customer Services and Housing to transfer this staffing budget (through current Customer Services underspends) to meet the additional resources required for the Housing service.

39. It is also recommended that an external provider 'Taxi Plus' is used to process initial DBS applications at South Ribble, as is currently in place at Chorley Council. It is suggested that this solution is explored further by the Customer Services and Licensing teams in line with costs and fees charged for this service. As it currently takes around 45 minutes per enquiry for Gateway staff to process these applications, a move to an external provider would free up capacity and resources for other customer contacts and enquiries.

Issue
<ul style="list-style-type: none">• Current processes do not always align with the principles of the shared services operating model, enabling customers to be able to access specialist services at the first point of contact and reducing handovers where possible.

Agenda Item 9

- The processes completed within customer services/ Gateway currently differ across the councils, causing inconsistencies for staff

Recommendation

Key customer facing processes are aligned as outlined in appendix C for Housing and Licensing services. For South Ribble Borough Council this means:

- It is explored whether DBS applications for licensing should be processed through an external provider, Taxi Plus.
- Licensing officers to upload and advise customers on the outcome of knowledge tests directly, instead of handing this over to customer services to get back in contact with customers.
- Homeless presentations to be processed by Housing officers instead of Gateway staff and eviction letters to be processed directly by the Housing Options Assistant in place of the Gateway team.

Duty Officers Process

40. To support the shared services model, the following principles have been proposed to be implemented alongside the Customer Access Policy to ensure cover for customer contacts in front facing areas:

- All customer service contact which could be accessed by customers through self-service or via information available on the council website should continue to be resolved by customer services staff, or other officers across the council, where customers are unable to access this themselves.
- More specialist processing, case work or complex enquiries should be handled by service areas to enable direct access to a service specialist.
- Heads of service will manage availability of staff across the councils in line with the Workplace Strategy, which sets out that staff will be able to work and respond to contact in line with service need.
- For front-facing customer areas, duty officers will be required during opening hours to ensure that customers are able to have their enquiries resolved at the first point of contact. Duty officers will provide access to services covering all types of customer contact, including face-to-face where there is a customer demand for this.
- Service managers will make arrangements for duty officers in line with the requirements and needs of their service for example, on a rota basis. Some services may require more than one duty officer to be available at any one time depending on the level of customer contact and demand.

Agenda Item 9

41. Front-facing services where duty officers will be required have been identified in relation to specialist customer contacts and include:

- Housing
- Planning
- Licensing
- Communities
- Environmental Health
- Waste
- Council Tax
- Revenues and Benefits

42. The Customer Access Policy document will be updated with direct contact information for relevant service areas to provide direct access to specialists where this is most appropriate. Identified duty officers will also be set up on the councils' telephony system to ensure consistency with customer services staff.

Issue
In line with the shared services model, back office services will need to be available to resolve customer contacts relating to specialist or complex areas.
Recommendation
Service managers ensure that office cover is provided to enable customers to access specialist services at the first point of contact.

Opening hours

43. The current opening hours for each council are outlined below. It is not proposed that any changes to current opening hours are made at this time.

Chorley	South Ribble
Phone lines open 8am-6pm Monday- Friday Opening hours- 8.45 am- 5pm	8.30am-5.15pm Monday, Tuesday and Thursday 10.00am-5.15pm Wednesday 8.30am-4.45pm Friday

Agenda Item 9

Weekly hours access	
50	41.75

Monitoring and implementation

44. This paper sets out the vision and goals for Customer Services across Chorley and South Ribble Councils, but there will be a transition period during the implementation and embedding of the new model.
45. The charter will be delivered in practice through customer services staff and all officers across the council who are in contact with customers. This will be embedded through training and engagement for staff once the policies are implemented, all new officers to receive training on customer services as part of the Online Induction, and updated protocols and operational procedures for staff.
46. The success of the Customer Access Charter and Feedback Policy will be reflected through the collection of complaints as outlined in the feedback policy, customer satisfaction surveys that are regularly carried out across both councils, and the council submitting applications for the Customer Excellence Standard which externally assesses customer service against several key criteria and will provide assurance against the quality of customer experience.
47. The ongoing performance of customer service will also be monitored by local indicators, set out below. Whilst the individual councils remain sovereign, it is proposed that the performance measures are aligned across the councils to allow for consistently high operational standards across the service. Both councils have a shared vision for an excellent customer experience, and shared performance targets will help for this to be prioritised equally across the councils.
48. The current performance measures for each council include:

	Current Indicator	Target
Chorley	% of telephone calls answered within 20 seconds	100%
	Abandoned rate	10%
South Ribble	% of telephone calls answered within 90 seconds	40%
	Abandoned rate	15%

Agenda Item 9

49. It is proposed that the abandoned call rate is removed as a local indicator, based on feedback from the Shared Services Joint Committee which highlighted that this is not always a useful measure due to the variety of reasons that a call is abandoned, including customers deciding to use the council website instead of remaining in a call queue.

50. The targets for the new measures will be staged over a 3 year period to allow for the improvement and development of the service as the new customer access charter is implemented, alongside digital improvements to customer services.

	Indicator	New Target 23/24	24/25	25/26
Chorley	% of customers satisfied with the service they received	60%	70%	80%
	Average wait time < 5 minutes	40%	55%	70%
South Ribble	% of customers satisfied with the service they received	60%	70%	80%
	Average wait time <5 minutes	40%	55%	70%

51. The following actions will also be delivered in order to develop and implement the aligned processes:

- Establish operational procedures in line with the aligned policy and provide training for all officers on the new processes.
- Establish a new process for the coordination and response to member enquiries.
- Implement an improved online form solution to the current general enquiry contact.
- Identify and establish duty officers for key service areas, engaging with service areas to embed the new model for delivery.
- Review direct dials and contact information available to customers to provide direct access to specialist services.

Feedback Policy

52. The Feedback Policy works alongside the Customer Access Charter to set out the proposed approach to complaints, compliments and other forms of feedback taking into account best practice and the findings of internal audit recommendations.

53. The policy aims to set out a clear framework for dealing with complaints including key responsibilities and time frames allocated. The policy is set out clearly so that it can be followed easily by customers and officers and includes processes for recording and monitoring feedback so that it can be used to review and improve services across the council.

Agenda Item 9

Process

54. The process will follow these stages:

Informal Stage

Resolving any simple complaints (e.g. missed bins) at point of contact to reduce the use of formal complaint process and provide solutions for customers quickly.

Stage One: Investigation

The complaint is documented centrally and referred to the relevant officer for investigation. The findings and any solution are communicated to the customer within 10 working days.

Stage Two: Senior Management

If a customer is dissatisfied with the outcome of stage one, the complaint will progress to stage two which will see the complaint considered by the relevant head of service or director. A response will be provided within 10 working days of receipt and will be the final response from the Council.

55. Key changes from the current policies for each council and the new feedback policy are outlined below:

	<i>South Ribble</i>	<i>Chorley</i>	<i>Proposed</i>	<i>Rationale</i>
Stages of process	Stage 1- Team Leader/ Manager Stage 2- Manager/ Director	Stage 1- Service Lead/ Manager Stage 2- Chief Executive	Stage 1- Team Leader/ Manager Stage 2- Head of Service/ SMT	The middle ground between the approaches of each council has been taken to ensure that complaints are only escalated to the Chief Executive where required. More serious complaints will be escalated straight to the Chief Executive to ensure a quick solution.
Timescales	Acknowledge within 3 working days Stage 1 to be responded to in 10 working days. Stage 2 to be responded to in 20 working days	Acknowledge within 5 working days Stage 1 to be responded to in 10 working days. Stage 2 to be responded to in 10 working days	Acknowledge within 3 working days Stage 1 to be responded to in 10 working days. Stage 2 to be responded to in 10 working days.	Timescales for responding to customers have been shortened wherever possible to ensure quick resolution of complaints whilst still maintaining realistic timeframes
Approach to compliments and general feedback	Feedback policy in place	No specific approach to general feedback	All forms of feedback including complaints and compliments considered in the policy	The policy includes a clear process for all types of feedback to ensure that we are able to learn from not only formal complaints but compliments and also general feedback which has not progressed to a formal complaint.

Agenda Item 9

Climate change and air quality

56. The work noted in this report does not impact the climate change and sustainability targets of the Councils Green Agenda and all environmental considerations are in place.

Equality and diversity

57. The Integrated Impact Assessment identifies no negative impacts on customers. The proposed Charter and customer care standards should make it easier for all customers to access council services.

Risk

58. The main risk for the proposals is disruption to service delivery whilst changes are being implemented. Full staff engagement and training will be carried out to ensure that any impact is minimised.

Comments of the Statutory Finance Officer

59. There are no direct financial implications arising from this report. Clearly the improvements to the way we deal with customers, and use the technology and systems available to us, will enable the council to make the best use of resources.

Comments of the Monitoring Officer

60. There are no concerns from a Monitoring Officer perspective with this report.

Appendices

Appendix A- Customer Access Charter

Appendix B- Feedback Policy

Appendix C- Duty Officer Processes

Report Author:	Email:	Telephone:	Date:
Caroline Winstanley (Transformation Co-Ordinator)	caroline.winstanley@southribble.gov.uk		12.12.22

This page is intentionally left blank

Customer Access Charter

Introduction

We are committed to providing the highest level of service possible and strive to continue to develop and improve services so that they are customer focused, accessible, and meet the needs of all our customers.

This Customer Access Charter supports the delivery of the Council's Corporate Strategy and contributes to the corporate priority of being 'an exemplary Council' by enabling high performing services and high customer satisfaction. The aim of the Charter is to set out our approach to customer services and outline what you can expect from us when you access our services.

How we apply this Charter

The Customer Access Charter will be applied whenever you have any form of contact with the Council. The Charter is relevant to all of our customers, both internal and external, and will be applied by all council staff, regardless of the level of contact that they have with customers during their normal duties.

Our objectives

To ensure that we are providing you with the highest level of customer care, the Charter has the following objectives:

- To establish consistent customer care standards across the Council
- To set out our commitment to you as our customer
- To establish the measures that will be put in place to monitor and manage the policy's implementation.

What you can expect from us?

The council is committed to providing the best possible customer experience. This means that you can expect that:

- We will ensure that our services can be accessed **quickly and conveniently online** through the council's website to provide easy access to all the information and services that you need.
- We will support you to be able to access services through the **channel of your choice** and will enable all customers to be able to access digital services online, either from their homes or through the self-serve facilities available at the council.
- If you need to speak to us directly about an enquiry or service request, we will aim to resolve this at the **first point of contact** wherever possible.
- You will have direct access to **service specialists** who are able to handle resolutions quickly and effectively.

- If your contact cannot be resolved straight away, we will keep you **informed and updated** about the progress of your contact and when you can expect a response.
- We will support all customers to access services and will support information to be available in other formats such as a different language, Braille or large print if you request this.
- We will aim to ensure that you only need to **contact us once** for your request by making sure that we collect all necessary information at the first point of contact.

Our Customer Care Standards

Our Council website is accessible at any time and is the quickest and most convenient way to access council services including to:

- Access information about council services
- Submit service requests, report issues, apply for services and make payments

When you contact the Council, we will aim to support you to use online services wherever possible but we also offer a range of choices for accessing our services.

If you contact us via telephone we will aim to:

- Answer your call promptly- if you are passed onto a specialist officer to complete your enquiry, we aim to answer the phone within 90 seconds.
- Greet you, let you know who you are speaking to at the Council and ask how we can help you.
- If the person taking the initial call cannot answer your query, it may be necessary to connect you to a colleague. We will tell you who you are being transferred to and why. The colleague receiving the transfer will be updated so that they do not have to repeat information.
- If we cannot answer your query straight away, we will take your name and number and will ensure that we call you back in a timely fashion. We will keep you updated about when you can expect a response.

If you contact us via electronic contact such as email, text or via the website we will aim to:

- Acknowledge your enquiry within 1 working day and let you know when a full response can be expected. This may be an automated message.

- Provide a full response within 2 working days. If this timescale cannot be met, you should receive an explanation for the delay and an indication as to how long a full response is expected to take.
- Make it clear who is answering your enquiry, using standard email signatures with names, job titles and contact details so that you know who you are speaking to.
- Reply using clear and jargon-free language.

If you contact us in writing, we will aim to:

- Provide a full response within 7 working days. If this timescale cannot be met, you should receive an explanation for the delay and an indication as to how long a full response is expected to take.
- Include the name of the person who is dealing with your enquiry and how you can contact them within our response.
- Use our clear print guidelines to ensure that printed letters are easy to read such as for customers with visual impairments or dyslexia.

If you visit us in person, we will aim to:

- Not keep you waiting for more than 10 minutes before being seen.
- Deal with your query without passing you on to someone else. If this is not possible, we will explain to you who you are being passed on to and why.
- Offer appointments for all customers who need to visit the Council in person, booking an appointment prior to visiting will help to ensure that an officer is available to speak to you and that you will be seen timely.

We offer a visiting service for some services for those who cannot leave their own homes for an appointment at the Council offices. If we are visiting you in your home, we will:

- Let you know in advance who will be visiting you.
- Agree an appointment time and keep you informed if a delay occurs.
- Present ID cards displaying names upon arrival, providing an opportunity for you to check that we are from the Council.

How you can help us:

You can help us to deliver an excellent customer service by:

- Providing us with all the information that we need in order to help you.
- Using the Council website to find out information and access services where you can, as this is the quickest way to access our services.

- Consider setting up online accounts or direct debits so that our services can be delivered to you automatically.
- Treating our employees fairly and with honesty so that we can ensure that you get the services that you need.
- Helping us to improve by offering feedback on our services.

Contact details

- You can contact us via our website at www.southribble.gov.uk
- You can contact us via phone by calling 01772 625 625 from:
8.30 am- 5.15 pm Monday, Tuesday and Thursday
10.00am- 5.15 pm on Wednesday
8.30 am- 4.45 pm Friday

Our out of hours emergency service is available on 01772 625 499.

- If you have made an appointment to visit us, our Civic Offices address is:
Civic Centre
West Paddock
Leyland
Lancashire
PR25 1DH

Other Policies

The Customer Access Charter operates alongside other policies which are outlined below:

Feedback policy

The Feedback Policy sets out the Council's approach to complaints, comments and feedback. Feedback is important for continuing to improve and develop our services and ensuring that we can be responsive to customer needs and concerns. If you contact us about a complaint we will:

- Approach complaints fairly and impartially
- Meet response deadlines wherever possible
- Explain the procedure that is set out in the Feedback Policy and when you can expect a response.

Whilst the Council encourages feedback and comments to help us to improve our services, we will aim to avoid contact that is not of value to you or the Council. By

ensuring that you are provided with all the information that you need and are updated on the progress of enquiries, we hope to reduce the level of avoidable contact so that we can offer a better quality of customer service.

Accessibility

Our accessibility statement sets out how we ensure our services can be accessible by all. On our website, you can change the colour, contrast level and font through the accessibility tool, Browse Aloud, and can listen to the website using a screen reader. Translations for common services are available on the website for British Sign Language users.

We will provide information in different formats on request such as large print, easy read, audio recording or braille. If you are contacting us by phone or visiting us in person we can provide a text service for people who are deaf, hearing impaired or have a speech impediment.

Our offices have audio induction loops, or we can arrange a British Sign Language (BSL) interpreter.

Monitoring and Review

The implementation and success of the Charter will be monitored through corporate and local performance indicators including:

- % of calls answered within 90 seconds
- Average wait time
- Overall customer satisfaction with the service they have received by the council

Feedback to the council including complaints are also monitored and reported on to allow us to continue to develop and improve.

Feedback Policy

For Comments, Compliments and
Complaints

Contents

Introduction	2
Process	2
Comments	3
Compliments	3
What is a complaint?	3
Complaints Process	3
Local Ombudsman	4
Feedback Received via Social Media	5
Exemptions	5
Unreasonable or unreasonably persistent complaints	5
Confidentiality	6
Learning from Feedback	6
Feedback Monitoring	6

Introduction

This document sets out how South Ribble Borough Council manages and responds to customer comments, compliments, and feedback.

We are committed to providing high quality customer services, and this policy supports our continuing commitment to improve services. We want to recognise good practice, and also investigate when things have gone wrong.

The views of our customers are important to the council. They help us to:

- Shape services to support the needs of our communities
- Provide an insight into where we are performing well, and where we can improve
- Provide a responsive service that changes and adapts in accordance with customer need.

Process

The processes below detail what to expect when providing different types of feedback to the Council. The Council will aim to resolve problems at the time they are brought to our attention. Where possible, we aim to do this informally at the first point of contact to allow for issues to be resolved quickly.

Comments

A comment is a volunteered personal opinion or belief, feedback or remark expressed by a customer. Unless specifically requested, there is not an automatic assumption that the Council will reply to comments. All comments are considered by the relevant officers, and a reply will be issued where appropriate.

Compliments

A compliment is defined as a customer statement of positive recognition or praise for a service or member of staff. Compliments are forwarded onto the relevant officer, and amongst teams and service areas to celebrate good work and practice and promote continued improvement and excellence.

What is a complaint?

A complaint is an expression of dissatisfaction or concern made by the customer about the standard of service, actions or lack of actions by the Council and its staff, affecting an individual customer or group of customers.

The complaints procedure **should not** be used in the following circumstances:

- A request for service
- To make a report where there is a separate form available (e.g. fly tipping or missed bin collections)
- An appeal against a decision

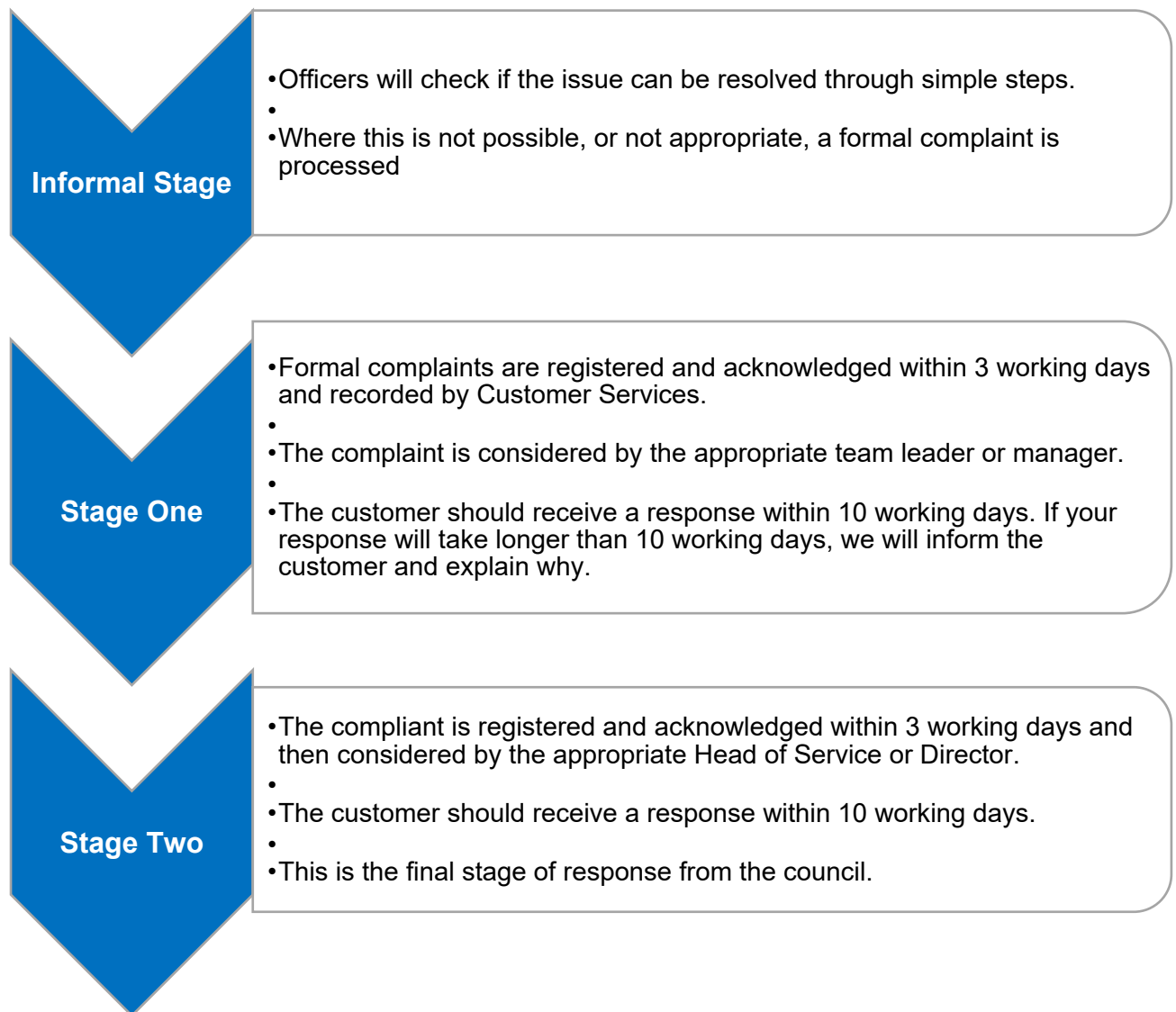
Further information about exemptions to the complaints procedure are outlined on page 5 of the policy.

Complaints Process

The complaints process follows three stages. We will aim to resolve and provide a solution to any issues or complaints informally wherever possible as this offers the quickest resolution for our customers. If we are unable to resolve the issue informally, complaints will follow the process set out below.

In all cases, officers responding to complaints are encouraged to speak with complainants during the investigation of the complaint to gain a greater understanding of the nature of the complaint and collect all relevant information.

To contact the council about a complaint, use the online form on our website or contact Customer Services at 01722 625 625.



Local Ombudsman

If an individual remains dissatisfied with the response from the Council after the two stages, they can contact the Local Government Ombudsman who can be contacted via:

- [The Local Government Ombudsman Website](http://www.lgo.org.uk) at www.lgo.org.uk
- In writing:
The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH
- Telephone: 0845 602 1983
- Email: advice@lgo.org.uk

Feedback Received via Social Media

The Council receives an increasing amount of feedback via social media such as Facebook and Twitter. Where possible comments, compliments, and services requests are dealt with at the first point of contact, which in many cases will involve a response using social media. Complaints received through social media will be dealt with in accordance with the Complaints Process.

Exemptions

Some complaints are subject to automatic escalation or have dedicated procedures for dealing with complaints and appeals so will not be considered through the standard complaints process. Serious complaints are likely to be escalated directly to the Chief Executive.

Nature of Complaint	Automatic Escalation
Allegations of financial impropriety	Chief Executive
Allegations of discrimination or harassment	Head of Human Resources
Allegations of criminal behaviour against the Council or a member of staff	Chief Executive
Complaints against elected members or Chief Officers	Director of Governance for Members. Chief Executive for Chief Officers. Executive Leader for Chief Executive.

The complaints process outlined above will not be used to deal with the following matters and we will advise customers during the informal stage whether it would be appropriate for the complaint to be received through a different channel.

- where there is a statutory appeal process in place to enable customers to challenge decisions. Examples would include planning applications and housing benefit entitlement.
- where complaints relate to issues that are greater than 12 months old unless the Chief Executive or Director determines that there are exceptional circumstances which warrant investigation.
- complaints made by our suppliers, partners, and other public authorities regarding our business relations.

Unreasonable or unreasonably persistent complaints

The council recognises that occasionally customers may exert pressure on the authority when making a complaint, but in most cases, this is reasonably and acceptable.

A small minority of complainants may pursue their complaints in a way that can impede the investigation of their complaint or pose a significant and disproportionate resource requirement on the authority. Such actions can occur during the investigation of a complaint,

or once investigations have been completed. In these cases, a complainant may be considered unreasonably persistent.

Unreasonable complaints and violent or abusive behaviour towards staff will be dealt with in accordance with the Council's procedures.

Confidentiality

The Council will maintain confidentiality of all personal information, and the privacy policy should be referred to when understanding how the Council processes information. Records of complaints will be stored securely, and access will be limited to officers who have a valid need to access information in order to deal with the complaint. Records will be disposed of in strict accordance with government guidance.

Learning from Feedback

The Council values feedback and uses it to inform service planning and to help shape services that support customer needs. Learning from feedback provides an opportunity for officers to review feedback and identify any lessons learnt, and corrective action taken.

Feedback Monitoring

All complaints and responses will be stored centrally by the Customer Services team to allow for regular monitoring and capturing of feedback. Any complaints received by members of officers should be directed to Customer Services who will register all complaints that are received by the Council. officers who are responding to a complaint should ensure that a copy is provided to Customer Services prior to responses being sent out.

Feedback and complaints information will be reported to the Leadership Team and the Portfolio Holder on a regular as part of the Corporate Performance monitoring process.

The Feedback Policy will be reviewed every two years to ensure it continues to reflect the feedback channels of the Council. It may be reviewed prior to the two-year review period if statutory requirements change.

Handovers and Processes

LICENSING:

1st AUGUST 2022 to 20th OCTOBER 2022

	SOUTH RIBBLE				Average time per week	CHORLEY				Average time per week
Enquiry Type	Time Taken per enquiry	Face to Face	Tel	Email		Time Taken per enquiry	Face to face	Tel	Email	
DBS Application	45 mins	42	N/A	N/A	2 hr 43 mins	N/A	N/A	N/A	N/A	
Vehicle Plate Application	15 mins	0	N/A	N/A	0	15 min	20	N/A	N/A	26 minutes
Drivers Badge Application	1 hour	5	N/A	N/A	26 minutes	1 hour	1	N/A	N/A	5 minutes
Knowledge Tests/CSE Tests	5 mins	71	N/A	N/A	31 minutes	N/A	N/A	N/A	N/A	
Application verification	5 mins	N/A	N/A	37	16 minutes	N/A	N/A	N/A	N/A	

Current processes

Process	South Ribble	Chorley	Recommendation
<u>DBS Application</u>	The initial DBS Application for licensing is completed by Customer Services Officers and the driver is then signed up for automated annual renewals.	DBS Applications are accessed via the website and are dealt with by an external provider, TaxiPlus	That it is explored whether DBS applications at South Ribble should be dealt with directly through an external provider. This will improve capacity for South Ribble customer services staff with no impact on the Licensing team and offer a more streamlined customer experience, with customers able to contact the external provider for any follow up calls.
<u>Vehicle plate/ driver badge applications</u>	Drivers badge applications and vehicle applications are available to complete online via self-serve, which is then emailed to Customer Services to verify the application. Once verified, application is then completed for Licensing to authorise and produce the badges & plates.	Once vehicle applications and driver badge applications have been completed by Customer Services Officers, the application is handed over to the Ancillary Team to issue badges and plates.	To continue to promote self-serve applications and introduce this functionality at Chorley. If applicants have no access to a computer, they can use public computers in the council offices and access guidance/ assistance from an officer if required.

<u>Knowledge tests</u>	Supervised by Customer Services Officers and then scanned & sent to Licensing to mark, they are then sent back to Customer Services to upload to Firmstep and advise customer of outcome.	Knowledge Tests are dealt with by the Ancillary Team	Outcome of tests at South Ribble to be uploaded and advised by Licensing staff to reduce handovers. This is expected to have a minimal impact on Licensing staff.
-------------------------------	---	--	---

HOUSING:

1st AUGUST 2022 to 20th OCTOBER 2022

Enquiry Type	SOUTH RIBBLE			Average time per week	CHORLEY			Average time per week
	Time Taken per enquiry	Face to Face	Tel		Time Taken per enquiry	Face to face	Tel	
Selectmove reset password Selectmove banding/bidding enquiry	10 mins	24	164	2 hr 42 mins	10 mins	94	Not known	1 hr 21 minutes
Roofless/homeless/ threatened with homelessness presentations	1 hour	64	194	22 hr 18 mins	N/A	N/A	N/A	
Processing eviction letters	2 mins	N/A	N/A		N/A	N/A	N/A	

Current processes

Process	South Ribble	Chorley	Recommendation
Selectmove reset password Selectmove banding/bidding enquiry	Completed by customer services.	Completed by customer services.	Quick general enquiries to remain with customer services.
Roofless/homeless/ threatened with homelessness presentations	Dealt with by customer services officers at first point of contact with a full triage script. A housing case is created on the housing database and then passed to the housing options officers to continue with case work.	Transferred to the duty/case officer	To be dealt with by Housing Duty Officers directly due to length of applications and potential for specialist advise. This will have an expected impact of housing FTE of approximately 0.6 FTE at South Ribble Housing.
Processing eviction letters	Scanning letter onto system and creating and posting out letter and leaflet by customer services team.		Eviction letters to be processed by the Housing Options Assistant officer due to more specialist nature. This is a quick task and expected to have a

			minimal impact on the Housing service.
--	--	--	--

PLANNING:

No calls or enquiries regarding planning applications are dealt with by either South Ribble or Chorley Council, and they are currently transferred to the relevant planning officer.

Only payments for Planning fees or Building Control fees are taken by South Ribble Council, with minimal payments each month.

1st AUGUST to 20th OCTOBER 2022

	SOUTH RIBBLE		
Enquiry Type	Time Taken per enquiry	Face to Face	Tel
Payments for Planning Fees or Building Control Fees	2 mins	N/A	8

PROPOSAL:

No changes to either site.

This page is intentionally left blank

Report of	Meeting	Date
Director of Finance and Section 151 Officer (Introduced by Cabinet Member (Finance, Property and Assets))	Cabinet	18th January 2023

Is this report confidential?	No
------------------------------	----

Is this decision key?	Yes
-----------------------	-----

Savings or expenditure amounting to greater than £100,000	Significant impact on 2 or more council wards
--	--

2023/24 Fees and Charges

Purpose of the Report

1. This report sets out the current position around fees and charges and proposals for 2023/24.

Recommendations to Cabinet

2. To note the current levels of budgeted fees and charges and issues specific to these.
3. To agree an uplift (inflationary or set amount) or to freeze those fees and charges detailed in Appendix 1 – Table 3 'Fees & Charges which are raised by inflation' for the 2023/24 financial year.
4. To approve that the full list of fees and charges is uploaded to the Council website.

Executive summary

5. This report sets out the key fees and charges budgets and the income generated from each.

Reasons for Recommendations

6. To ensure that fees and charges are set at appropriate levels and are publicly available

Alternative Options Considered and Rejected

6. No other options considered as we are required to review fees & charges every year.

Agenda Item 10

Corporate priorities

7. The report relates to the following corporate priorities:

An exemplary council	Thriving communities
A fair local economy that works for everyone	Good homes, green spaces, healthy places

Background to the report

8. The Council generates significant income from various fees and charges. The majority of these charges are set either nationally (Table 1) or on an individual basis (Table 4). Council agreed to freeze these charges in 22/23 and is proposing once again to freeze them into 23/24.
9. For those detailed in Table 3 (those that have generally been increased by a given or fixed amount/set percentage). Council agree to freeze the charges in 2022/23 and is proposing once again to freeze them in 2023/24.

Fees and Charges Position

10. **Appendix 1** details the key fees and charges budgets across a number of categories. It should be noted however, that the tables are not exhaustive or exclusive (i.e. some fees and charges fall into more than one category) but they give an indication of the core fees involved.
11. **Table 1** provides details of those charges over which the Council has no control in setting the amount that can be charged. The largest of these relates to planning application fees. Whilst the fee is not within local control, it is the volume of the applications which can significantly impact upon this budget and the income generated, as it can vary significantly depending on the size and number of applications.
12. **Table 2** illustrates the specific fees and charges that generate an income of greater than £50k. The largest of these relate to the Council's investment sites. Outside of these charges the biggest income streams relate to garden waste, trade waste and vehicle maintenance.
13. **Table 3** shows the fees and charges that have generally been increased by a given percentage, or through an inflationary uplift, as opposed to being subject to a full, formal review. The proposal is to freeze these fees and charges for 2023/24.
14. **Table 4** outlines those charges that can generate more significant amounts of income. An update on some of these charges is below:
 - Other Investment Rentals and Leases are negotiated on a case by case basis to ensure the maximum financial benefit to the council.
 - Car Parking fees - a review of this area was undertaken in 2020/21 and implemented in 2021/22.

Agenda Item 10

- Building control fees are regularly reviewed and increased in line with national guidelines, to ensure the fees are covering all relevant costs.
- Market Rents - generally considered separately to this annual review and have been increased on an ad hoc basis as individual traders have changed.
- Garden Waste collection – this fee has remained fixed for a number of years. Rising demand has seen an increase in income overall.
- Trade waste was reviewed and increased in 2021/22

Fees and Charges Proposals

15. Having reviewed those categories of fees and charges that have generally in the past increased by a given percentage, or through an inflationary uplift it is not proposed to make any changes at this time given the financial impact of the cost of living crisis and recovery from the pandemic for our residents and business.

Climate change and air quality

16. The work noted in this report does not impact the climate change and sustainability targets of the Councils Green Agenda and all environmental considerations are in place.

Equality and diversity

17. None

Risk

18. N/A

Comments of the Statutory Finance Officer

19. The financial implications relating to the review of fees and charges for 2023/24 are outlined within the report and the supporting appendices.
20. Based on the published rates for October 2022, RPI was 14.2% and CPI stood at 9.6%. Freezing the level of fees and charges for those categories detailed in Table 3 of Appendix 1 (i.e. those that have generally been increased by a given percentage or an inflationary uplift in the past), based on the rate of CPI noted above and the forecast level of income for 2022/23, the council would forego the potential to generate a further £11k of income in 2023/24.

Comments of the Monitoring Officer

21. The Monitoring Officer has no concerns with the proposed way forward outlined in this report. In terms of the fees referred to the council has a discretion over what level the fees should be set at but as ever it must act in a reasonable fashion.

Background documents

22. There are no background papers to this report.

Appendices

Appendix 1 – Fees and Charges Tables

Appendix 2 - Detailed Fees and Charges List

Agenda Item 10

Report Author:	Email:	Telephone:	Date:
Lorraine Ritchie (Management Accountant)	Lorraine.Ritchie@southribble.gov.uk		14/12/22
Hema Chevli (Senior Management Accountant)	Hemangini.Chevli@chorley.gov.uk, neil.halton@southribble.gov.uk		

Appendix 1 Fees and Charges Tables

Table 1: Fees and Charges Over Which The Council has no Control

New Name	Total 000's
Parking Fines	(25)
Contaminated Land & Air Quality	(19)
Gambling Licences	(12)
Other Licences	(76)
Prosecutions / Fines	(18)
Inspection Fees	(4)
Planning Application Fees	(505)
Total	(659)

Table 2 Fees and charges generating over £50k

New Name	Total 000's
Building Control	(190)
Car Parking Fees	(138)
Grounds Maintenance	(135)
Other Investment Rentals and Leases	(1,121)
Land Charges	(80)
Taxi Licensing	(55)
Other Licensing	(64)
Markets Rental Charges	(135)
Vehicle Maintenance	(163)
Trade Waste	(502)
Garden Waste Collection	(683)
Total	(3,266)

Table 3 Fees and Charges which are raised by inflation / a percentage

New Name	Total 000's
Cleansing Team	(20)
Conference Facilities	(36)
Legal Charges	(15)
Parks - Fairgrounds allotments etc	(17)
Bulky Waste Collection	(30)
Total	(118)

Table 4 Fees and Charges which are raised by a set amount through a separate report/recommendation

Category of Fee or Charge	Total 000's
Other Investment Rentals and Leases	(50)
Other Investment Rentals and Leases	(1,120)
Building Control	(190)
Car Parking Fees	(138)
Grounds Maintenance	(135)
Markets Rental Charges	(135)
Other Investment Rentals and Leases	(35)
Trade Waste	(502)
Garden Waste Collection	(683)
Housing Rental and Service Charges	(33)
Other Investment Rentals and Leases	(18)
Total	(3,039)

This page is intentionally left blank

Fees and Charges

2023/24 – DRAFT - awaiting approval

Contents

Planning	3
Planning – Statutory Fees	3
Planning – Non-Statutory Fees.....	9
Community Infrastructure Levy (CIL).....	10
Planning – Printing and Searches	10
Building Control – Searches	10
Building Control.....	11
Street Naming and Numbering (Geographical Information System)	14
Land Charges.....	14
Licensing	15
Gambling Act 2005	15
Licensing Act 2003	15
Taxi Licensing.....	16
Other Licensing Fees.....	17
Enforcement Charges.....	18
Public Health	18
Pest Control (Disinfestation).....	18
Private Water Supplies	18
Housing.....	19
Food Hygiene	19
Miscellaneous.....	19
Conference and Business Centre	20
Council Tax and Business Rates - Summons and Liability Orders	20
Legal Services.....	21
Parking	22
Sports Pitches	23
Waste and Recycling.....	24
Other Fees and Charges.....	26

VAT References

VAT	Description
N	Non-Business – no VAT charged
E	Exempt – no VAT charged
Z	Zero Rated
S	Standard Rate – The fee includes VAT at 20%

Planning

Planning – Statutory Fees

Note: All of the charges quoted in this section are VAT category N – Non-business, no VAT charged.

Householder Applications		
Alterations/extension to a single dwelling house , including works within boundary	Single dwelling house	£206

Outline Applications		
Site area	Not more than 2.5 hectares	£462 for each 0.1 hectare (or part thereof)
	More than 2.5 hectares	£11,432 + £138 for each additional 0.1 hectare (or part thereof) in excess of 2.5 hectares. Maximum fee of £150,000

Full Applications (and First Submissions of Reserved Matters; or Technical Details Consent)		
Alterations/extensions to dwelling houses , including works within boundaries	Single dwelling house (or single flat)	£206
	Two or more dwelling houses (or two or more flats)	£407
New dwelling houses	Not more than 50 dwelling houses	£462 for each dwelling house
	More than 50 dwelling houses	£22,859 + £138 for each additional dwelling house in excess of 50. Maximum fee of £300,000
Erection of buildings (not dwelling houses, agricultural, glasshouses, plant nor machinery)		
Gross floor space to be created by the development	No increase in gross floor space or no more than 40 sq. m	£234
	More than 40 sq. m but no more than 75 sq. m	£462
	More than 75 sq. m but no more than 3,750 sq. m	£462 for each 75sq m (or part thereof)
	More than 3,750 sq. m	£22,859 + £138 for each additional 75 sqm (or part thereof) in excess of 3,750 sq. m. Maximum fee of £300,000
Erection of buildings (not dwelling houses, agricultural, glasshouses, plant nor machinery)		

Full Applications (and First Submissions of Reserved Matters; or Technical Details Consent)		
Gross floor space to be created by the development	Not more than 465 sq. m	£96
	More than 465 sq. m but not more than 540 sq. m	£462
	More than 540 sq. m but not more than 4,215 sq. m	£462 for first 540 sq. m + £462 for each additional 75 sq. m (or part thereof) in excess of 540 sq. m
	More than 4,215 sq. m	£22,859 + £138 for each additional 75 sq. m (or part thereof) in excess of 4,215 sq. m. Maximum of £300,000
Erection of glasshouses (on land used for the purpose of agriculture)		
Gross floor space to be created by the development	Not more than 465 sq. m	£96
	More than 465 sq. m	£2,580
Erection/alterations/replacement of plant and machinery		
Site area	Not more than 5 hectares	£462 for each 0.1 hectare (or part thereof)
	More than 5 hectares	£22,859 + £138 for each additional 0.1 hectare (or part thereof) in excess of 5 hectares. Maximum fee of £300,000
Applications other than Building Works		
Car parks, service roads or other accesses	For existing uses	£234
Waste (Use of land for disposal of refuse or waste materials or deposit of material remaining after extraction or storage of minerals)		
Site area	Not more than 15 hectares	£234 for each 0.1 hectare (or part thereof)
	More than 15 hectares	£34,934 + £138 for each additional 0.1 hectare (or part thereof) in excess of 15 hectares. Maximum of £78,000
Operations connected with exploratory drilling for oil and natural gasses		
Site area	Not more than 7.5 hectares	£508 for each 0.1 hectare (or part thereof)
	More than 7.5 hectares	£38,070 + £151 for each additional 0.1 hectare (or part thereof) in excess of 7.5 hectares. Maximum fee of £300,000
Applications other Building Works continued		
Operations (other than exploratory drilling) for the winning and working of oil and natural gas		
Site area	Not more than 15 hectares	£257 for each 0.1 hectare (or part thereof)

Full Applications (and First Submissions of Reserved Matters; or Technical Details Consent)		
	More than 15 hectares	£38,520 + additional £151 for each 0.1 hectare in excess of 15 hectares. Maximum fee of £78,000
Other operations (winning and working of minerals) excluding oil and natural gas		
Site area	Not more than 15 hectares	£234 for each 0.1 hectare (or part thereof)
	More than 15 hectares	£34,934 + £138 for each additional 0.1 hectare (or part thereof) in excess of 15 hectares. Maximum fee of £78,000
Other operations (not coming within any of the above categories)		
Site area	Any site area	£234 for each 0.1 hectare (or part thereof). Maximum fee of £2,028
Change of Use of a building to use as one or more separate dwelling houses, or other cases		
Number of dwelling houses	Not more than 50 dwelling houses	£462 for each dwelling houses
	More than 50 dwelling houses	£22,859 + £138 for each additional dwelling house in excess of 50. Maximum fee of £300,000
Operations connected with exploratory drilling for oil and natural gasses		
Site area	Not more than 7.5 hectares	£508 for each 0.1 hectare (or part thereof)
	More than 7.5 hectares	£38,070 + £151 for each additional 0.1 hectare (or part thereof) in excess of 7.5 hectares. Maximum fee of £300,000
Other Changes of Use of a building or land		£462

Lawful Development Certificate	
Existing use or operation	Same as Full
Existing use or operation – lawful not to comply with any condition or limitation	£234
Proposed use or operation	Half the normal planning fee.

Prior Approval	
Larger Home Extensions (from 19 August 2019)	£96
Additional storeys on a home	No fee currently set
Agricultural and Forestry buildings and operations	£96
Demolition of buildings	£96
Communications (previously referred to as 'Telecommunications Code Systems Operators')	£462

Prior Approval	
Change of Use from Shops (Class A1), Professional and Financial Services (Class A2), Takeaways (Class A5), Betting Offices, Pay Day Loan Shops or Laundrettes to Offices (Class B1a)	£96
Change of Use of a building and any land within its curtilage from Business (Use Class B1) Hotels (Use Class C1), Residential Institutions (Use Class C2), Secure Residential Institutions (Use Class C2A) or Assembly and Leisure (Use Class D2) to a State Funded School or Registered Nursery	£96
Change of Use of a building and any land within its curtilage from an Agricultural Building to a State-Funded School or Registered Nursery	£96
Change of Use of a building and any land within its curtilage from an Agricultural Building to a flexible use within Shops (Use Class A1), Financial and Professional services (Use Class A2), Restaurants and Cafes (Use Class A3), Business (Use Class B1), Storage or Distribution (Use Class B8), Hotels (Use Class C1), or Assembly or Leisure (Use Class D2)	£96
Change of Use of a building and any land within its curtilage from Offices (Use Class B1a) Use to Dwelling houses (Use Class C3)	£96; or £206 if it includes building operations in connection with the change of use
Change of use of a building from shops (Use Class A1), Financial and Professional Services (Use Class A2), Betting Offices, Pay Day Loan Shops, Laundrette; or a mixed use combining one of these uses and use as a dwelling house to Dwelling houses (Use Class C3)	£96; or £206 if it includes building operations in connection with the change of use
Change of use of a building and any land within its curtilage from Light Industrial (Use Class B1c) to Dwelling houses (Use Class C3)	£96
Change of use of a building and any land within its curtilage from Amusement Arcades/Centres and Casinos (Sui Generis Uses) to Dwelling houses (Use Class C3)	£96 or; £206 if it includes building operations in connection with the change of use
Change of use of a building from Shops (Use Class A1), Financial and Professional Services (Use Class A2), Betting Offices, Pay Day Loan Shops and Casinos (Sui Generis Uses) to Restaurants and Cafes (Use Class A3)	£96 or; £206 if it includes building operations in connection with the change of use
Change of use of a building from shops (Use Class A1) and Financial and Professional Services (Use Class A2), Betting Offices, Pay Day Loan Shops (Sui Generis Uses) to Assembly and Leisure Uses (Use Class D2)	£96

Prior Approval		
Change of use from Shops (Class A1), Professional and Financial Services (Class A2), Takeaways (Class A5), Betting Offices, Pay Day Loan Shops or Laundrettes to Offices (Class B1a)		£96
Development Consisting of the Erection or Construction of a Collection Facility within the Curtilage of a Shop		£96
Temporary Use of Buildings or Land for the Purpose of Commercial Filmmaking and the Associated Temporary Structures, Works, Plant or Machinery required in Connection with that Use		£96
Installation, Alteration or Replacement of other Solar Photovoltaics (PV) equipment on the Roofs of Non-Domestic Buildings, up to a Capacity of 1 Megawatt		£96
Construction of new dwelling houses (from 2 September 2020)	Not more than 50 dwelling houses	£334 for each dwelling houses
	More than 50 dwelling houses	£16,525 + £100 for each dwelling houses in excess of 50. Maximum fee of £300,000

Reserved Matters	
Approval of reserved matters following outline approval	Full fee due or if full fee already paid then £462 due

Removal/Variation/Approval/Discharge of condition		
Removal or variation of a condition following grant of planning or permission		£234
Discharge of condition(s) – Approval details and/or confirmation that one or more planning conditions have been complied with	Householder permissions	£34
	All other permissions	£116

Advertising	
Relating to the business on the premises	£132
Advance signs which are not situated on or visible from the site, directing the public to a business	£132
Other advertisements	£462

Non-material Amendments Following a Grant of Planning Permission	
Householder developments	£34
Any other development	£234

Non-material Amendments Following a Grant of Planning Permission

Householder developments	£34
Any other development	£234

Permission in Principle

Site area	£402 for each 0.1 hectare (or part thereof)
-----------	---

Concessions

Please note: Not all concessions are valid for all application types. Upon receipt of your application, the local authority will check the fee is correct and if the concession is applicable.

Exemptions from payment

An application solely for the alteration or extension of an existing dwelling house; or works in the curtilage of an existing dwelling house (other than the erection of a dwelling house) for the purpose of providing:

- Means of access to or within it for a disabled person who is resident in it, or is proposing to take up resident in it or;
- Facilities designed to secure that person's greater safety, health or comfort

An application solely for the carrying out of the operations for the purpose of providing a means of access for disabled persons to or within a building or premises to which members of the public are admitted

Listed Building Content

Planning permission for relevant demolition in a Conservation Area

Works to Trees covered by a Tree Preservation Order or in a Conservation Area Hedgerow Removal

If the application is the first revision of an application for development of the same character or description on the same site by the same applicant:

- For a withdrawn application: Within 12 months of the date the application was received
- For a determined application: Within 12 months of the date the application was granted, refused or an appeal dismissed
- For an application where an appeal was made on the grounds of non-determination: Within 12 months of the period when the giving of notice of a decision on the earlier valid application expired

If the application is for a lawful development certificate, for existing use, where an application for planning permission for the same development would be exempt from the need to pay a planning fee under any planning fee regulation

If the application is for consent to display an advertisement following either a withdrawal of an earlier application (before notice of decision was issued) or where the application is made following refusal of consent for display of an advertisement, and where the application is made by or on behalf of the same person

If the application is for consent to display an advertisement which results from a direction under Regulation 7 of the 2007 Regulations, dis-applying deemed consent under Regulation 6 to the advertisement in question

If the application is for alternative proposals for the same site by the same applicant, in order to benefit from the permitted development right in Schedule 2 Part 3 Class V of the Town and Country Planning (General Permitted Development) Order 2015 (as amended)

Concessions

Please note: Not all concessions are valid for all application types. Upon receipt of your application, the local authority will check the fee is correct and if the concession is applicable.

Exemptions from payment continued...

If the application relates to a condition or conditions on an application for Listed Building Consent or planning permission for a relevant demolition in a Conservation Area

If the application is for a Certificate of Lawfulness of Proposed Works to a listed building

If an application for planning permission (for which a fee is payable) being made by the same applicant on the same date for the same site, buildings or land as the prior approval application (for larger home extensions or change of uses)

Reductions to Payments

If the application is being made on behalf of a non-profitmaking sports club for works for playing fields not involving buildings, then the fee is £462.

If the application is being made on behalf of parish or community council then the fee is 50%

If the application is an alternative proposal being submitted on the same site by the same applicant on the same day, where this application is of lesser cost then the fee is 50%

In respect of reserved matters, you must pay a sum equal to or greater than what would be payable at current rates for approval of all reserved matters. If this amount has already been paid then the fee is £462

If the application is a Lawful Development Certificate for a Proposed use or development, then the fee is 50%

If two or more applications are submitted for different proposals on the same day and relating to the same site then you must pay the fee for the highest fee plus half sum of the others

Fees for cross boundary applications

Where an application crosses one or more local or district planning authorities, the Planning Portal fee calculator will only calculate a cross boundary application fee as 150% of the fee that would have been payable if there had only been one application to a single authority covering the entire site.

If the fee for this divided site is smaller when the sum of the fees payable for each part of the site are calculated separately, you will need to contact the lead local authority to discuss the fee for this divided site.

The fee should go to the authority that contains the larger part of the application site.

Planning – Non-Statutory Fees

Development Size	Definition	Pre-App Fees	VAT
Householder	Householder pre-apps	£50	S
Small	1-3 dwellings, floorspace less than 100 sq. m	£200	S
Medium	4-9 dwellings, floorspace of 100 - 1000 sq. m	£500	S
Major	10-49 dwellings, floorspace of 1000 - 2000 sq. m, site area of 1-2 ha	£2,000	S
Significant Major	50+ dwellings, floorspace of 2000 sq. m or more, Site area more than 2 ha	£3,000	S

Community Infrastructure Levy (CIL)

Type of Fee	Unit of Charge	Charge per Unit	VAT
Dwelling houses (excluding apartments)	per sq. m	£65.00	N
Apartments	per sq. m	No charge	N
Convenience retail (excluding neighbourhood convenience stores)	per sq. m	£160.00	N
Retail warehouse, retail parks, and neighbourhood convenience stores	per sq. m	£40.00	N
Community uses	per sq. m	No charge	N
All other uses	per sq. m	No charge	N

Planning – Printing and Searches

Description	Charge	VAT
Plan Location Plans	£0.00	Z
Plan Printing A0	£3.30	S
Plan Printing A1	£3.04	S
Plan Printing A2	£2.48	S
Plan Printing A3	£1.94	S
Plan Printing A4	£0.11	S
Decision Notices	£16.76	S
South Ribble Local Plan	£41.03	Z
Map Only	£25.64	Z
Personal Searches 1.1	£0.00	N
Personal Searches 1.2	£5.13	N
Personal Searches 3.1	£2.56	N
Personal Searches 3.9	£15.39	N
Personal Searches 3.10	£2.56	N
Personal Searches 3.11	£2.56	N
Personal Searches Additional Info	£46.16	N

Building Control – Searches

Description	Charge	VAT
BC Personal Search 1.1j	£1.32	S
BC Personal Search 1.1k	£1.32	S
BC Personal Search 1.1l	£1.32	S
BC Personal Search 3.7a	£1.23	S
BC Personal Search 3.8	£1.54	S

Building Control

Table A - STANDARD CHARGES FOR NEW HOUSING (Up to 300m² floor area) OR FOR NEW DWELLINGS - FORMED BY CONVERSION/CHANGE OF USE

No. Dwellings	Plan Deposit Charge		Inspection Charge		Total Charge	
	Basic charge	Inc VAT	Basic charge	Inc VAT	Basic charge	Inc VAT
1	£180	£216	£420	£504	£600	£720
2	£230	£276	£605	£726	£835	£1,002
3	£280	£336	£740	£888	£1,020	£1,224
4	£330	£396	£875	£1,050	£1,205	£1,446
5	£380	£456	£1,010	£1,212	£1,390	£1,668

For more than 5 dwellings or if the floor area of the dwelling exceeds 300m² the charge is individually determined

TABLE B - STANDARD CHARGES FOR CERTAIN SMALL BUILDINGS, EXTENSIONS AND ALTERATIONS TO DWELLINGS

Proposal	Plan Deposit Charge		Inspection Charge		Total Charge	
	Basic charge	Inc VAT	Basic charge	Inc VAT	Basic charge	Inc VAT
CATEGORY 1: Extensions to dwellings						
Extension(s): Internal floor area not exceeding 5m ²	£125	£150	£200	£240	£325	£390
Internal floor area over 5m ² but not exceeding 40m ²	£150	£180	£250	£300	£400	£480
Internal floor area over 40m ² but not exceeding 70m ²	£150	£180	£350	£420	£500	£600
Internal floor area over 70m ² but not exceeding 100m ²	£150	£180	£500	£600	£650	£780
CATEGORY 2: Garages and Carports						
Erection or extension of detached or attached building or an extension to a dwelling:						
which consists of a garage, carport, or both, having a floor area not exceeding 60m ² in total and is intended to be used in common with an existing building & the conversion of an attached garage into a habitable room	£100	£120	£200	£240	£300	£360
CATEGORY 3: Loft Conversions and Dormers						
Formation of a room in roof space, including means of access thereto. Fees for lofts greater than 40m ² are to be based on the cost of work. The fee cannot be less than shown below:						
Erection of room in roof space with a floor area not exceeding 40m ² (without dormer)	£150	£180	£250	£300	£400	£480

Proposal	Plan Deposit Charge		Inspection Charge		Total Charge	
	Basic charge	Inc VAT	Basic charge	Inc VAT	Basic charge	Inc VAT
Erection of room in roof space with a floor area not exceeding 40m2 (with dormer)	£150	£180	£300	£360	£450	£540

TABLE C STANDARD CHARGES FOR ALTERATIONS TO DWELLINGS

Proposal	Plan deposit charge		Inspection charge		Building Notice Charge	
	Basic charge	Inc VAT	Basic charge	Inc VAT	Basic charge	Inc VAT
1. Installation of replacement windows and doors in a dwelling where the number of windows/doors does not exceed 20	£100	£120	Inc	Inc	£100	£120
2. Underpinning with a cost not exceeding £30,000	£250	£300	Inc	Inc	£250	£300
3. Controlled Electrical work* to a single dwelling (not carried out in conjunction with work being undertaken that falls within Table B)	£POA	£POA	£POA	£POA	£POA	£POA
4. Renovation of a thermal element i.e. work involving recovering of a roof, replacement of a floor or renovation of an external wall to which L1b applies	£100	£120	Inc	Inc	£100	£120
5. Formation of a single en-suite bathroom/shower room or cloakroom within an existing dwelling (excluding electrical work)	£200	£240	Inc	Inc	£200	£240
6. Removal of load bearing wall and insertion of steel beam/s	£150	£180	Inc	Inc	£150	£180
7. Installation of heating appliance to a single dwelling e.g. Wood burning stove.	£200	£240	Inc	Inc	£200	£240
8. Conversion of conservatory to solid roof construction.	£200	£240	Inc	Inc	£200	£240

TABLE D - STANDARD CHARGES FOR ALL OTHER WORK NOT IN TABLES A, B & C excludes individually determined charges

Estimated Cost		Plan Deposit Charge		Inspection Charge		Building Notice	
From	To	Basic Charge	Inc Vat	Basic Charge	Inc Vat	Basic Charge	Inc Vat
£0	£1,000	£100	£120	£0	£0	£100	£120
£1,001	£5,000	£100	£120	£100	£120	£200	£240
£5,001	£10,000	£100	£120	£150	£180	£250	£300
£10,001	£20,000	£100	£120	£250	£300	£350	£420
£20,001	£30,000	£150	£180	£300	£360	£450	£540
£30,001	£40,000	£150	£180	£400	£480	£550	£660
£40,001	£50,000	£150	£180	£500	£600	£650	£780
£50,001	£75,001	£200	£240	£550	£660	£750	£900
£75,001	£100,000	£200	£240	£650	£780	£850	£1,020

Where it is intended to carry out additional work on a dwelling at the same time as undertaking an extension within Table B then the charge for this additional work (as indicated in Table D) shall be discounted by 50% subject to a maximum estimated cost of less than £10,000.

Notes: All the above charges are on the basis that any controlled electrical work is carried out by a person who is a member of a registered Competent Person Scheme, if this is not the case an additional charge will apply.

Where the estimated cost of work exceeds £100,000 the charge will be individually assessed by South Ribble Borough Council

Subject to a minimum plan fee of £250.00 + VAT and inspection fee of £650.00 + VAT

TABLE E - OTHER STANDARD CHARGES

Category of Work	Basic Charge	Inc VAT
Copy of Completion Certificate or Decision Notice	£25	£30
Building Regulation Confirmation letter (e.g., letter of exemption)	£67.50	£81
Supply of information relating to Building Regulation applications or calculated by hourly rate if greater than 1 hour.	£67.50	£81
Service of Section 81 (Building Act 1984): Demolition Counter notice (No VAT)	£150	-
Withdraw of an Application – (Fee dependant on works carried out)	Min - £67.53	£81
Re-opening of dormant files (Over 3 years)	£70.00	£84

Note: Charges for personal searches are listed in the Planning section.

Street Naming and Numbering (Geographical Information System)

Note: all charges below are VAT category N

Existing Properties	
Individual house name / individual house rename or renumber	£100
Rename of street where requested by residents	£200 plus £30 per property
Conversion of existing property into multiple units	£100 maximum four units £20 per additional unit plus

New Properties	
Development of 10 plots or fewer	£30 per plot up to a maximum of £170
Development of more than 10 plots	£200 plus an additional £10 per plot
Additional charge where this includes naming of a street	£100
Additional charge where this includes naming of a building (e.g. block of flats)	£100
Changes in development after notification	£30 per plot

Land Charges

Item	Fee	VAT	Total
Full search (LLC1 & CON29)	£125.00	£20.60	£145.60
LLC1 search only	£22.00	£0.00	£22.00
CON29 – Set questions only	£103.00	£20.60	£123.60
Extra Parcel of land/property	£30.00	£6.00	£36.00
Solicitors Own Questions (per question) *	£25.00	£5.00	£30.00

Optional questions which you may request, in addition to the standard CON29 questions above:

- Q4 Q6, Q12, 21 and 22 - £16.00 (plus VAT) Inclusive.
- All other questions - £15 each (plus VAT)

Licensing

Note: all charges quoted in this section are VAT category N

Gambling Act 2005

Product	Fee
PREMISES	
Premises Licence – New or Variation	Fees Vary
PERMIT	
Permit – New applications	Fees Vary
Permit – Annual Fees	£50
Copy of permit	£15
LOTTERY	
Small Society - New application	£40
Small Society - Renewal application	£20

Licensing Act 2003

Product	Fee
PERSONAL	
Personal Licence	£37
Personal Licence – change of details	£10.50
PREMISES	
Premises Licence – New or Variation application	Fees Vary
Transfer application	£23
DPS Variation application	£23
Copy of licence	£10.50
Minor Variation Application	£89
Notification of Interest	£21
Club Premises Certificate – New or Variation application	Fees Vary
Copy of certificate	£10.50
Temporary Event Notice (TEN)	£21

Taxi Licensing

DRIVER

Product	Fee
New Driver - 3 year	£190
New Driver – 1 year (over 65's)	£125
Driver renewal – 3 year	£175
Driver renewal – 1 year	£70
CSE Driver training	£5
Driver Knowledge Test	£25
Replacement Licence (badge)	£10
Replacement Licence (paper)	£10
DBS Enhanced [VAT 'N']	£44
Personnel Checks [VAT 'S']	£16

NEW OPERATOR (5-year licence)

Product	Fee
1 Vehicle	£220
2 to 5 Vehicles	£580
6 to 20 Vehicles	£1,090
21 or more	£1,525

VEHICLE

Product	Fee
New Hackney Carriage	£145
New Private Hire Vehicle	£135
Renew HCV	£115
Renew PHV	£110
Replacement plate (external)	£25
Replacement plate (internal)	£15
Door stickers (for two)	£5
Transfer to new proprietor	£50
Change of vehicle	£70

OPERATOR RENEWAL (5-year licence)

Product	Fee
1 Vehicle	£215
2 to 5 Vehicles	£575
6 to 20 Vehicles	£1,085
21 or more	£1,520

Other Licensing Fees

Product	Fee
Scrap Metal Dealer – Site Licence	£550
Scrap Metal Dealer – Collector’s licence	£350
Scrap Metal Dealer – Variation	£90
Second-hand Goods’ Dealers	£55
Car Boot Sales Category 1 Up to 12 pitches	£26
Car Boot Sales Category 2 From 13 – 49 pitches	£36
Sex Establishment	£2,000
Street Traders	£885
Piercing / tattoo / acupuncture / electrolysis - first artist	£180
Piercing / tattoo / acupuncture / electrolysis - additional artist	£98
Street Collection Permit	No charge
House to House Collection	No charge

Animal Licencing Fees

Product	Application Fee (payable at application)	Licence Fee	Re-rating Fee (payable on application for a re-rating)
Home Boarding Licence	£164.10	1-year licence £89.17 2-year licence £112.04 3-year licence £134.91	£139.40
Boarding Licence (Kennels & Catteries)	£207.80	1-year licence £89.17 2-year licence £112.04 3-year licence £134.91	£139.40
Breeding of Dogs Licence	£185.70 Vet fee (payable for a new licence) - Fee varies depending on time taken for inspection	1-year licence £89.17 2-year licence £112.04 3-year licence £134.91	£161.00
Dog Day Care Licence	£164.10	1-year licence £89.17 2-year licence £112.04 3-year licence £134.91	£161.00
Hiring of Horses Licence	£228.90 Vet fee (payable per inspection) - Fee varies depending on time taken for inspection	1-year licence £153.97 2-year licence £284.84 3-year licence £415.71	£225.80
Selling Pet Animals Licence	£207.30	1-year licence £89.17 2-year licence £112.04 3-year licence £134.91	£182.60

Enforcement Charges

Product	Fee
Smoke Free (Fixed Penalties)	£200 / £150 / £50 / £30

Public Health

Pest Control (Disinfestation)

DETAILS	VAT	UNIT OF CHARGE	CHARGE
Domestic - wasps	S	per visit	£44.00
Insects - ants, fleas, other	S	per treatment	£56.00
bedbugs	S	per treatment	£130.00
cockroaches	S	per treatment	£27.00 per 30mins, on quotation
Mammals (Grey Squirrels) (Domestic or Commercial)	S	Survey and set up plus per animal capture charge	£104 + £21 per animal captured
Moles	S	per treatment	On quotation charged at £27.00 per 30 mins
Commercial - single treatment small	S	per treatment	On quotation
Commercial – Contract Assessment	S	per contract	On quotation
Insect identification	S	per identification	£15.00
Smoke test (drainage not pest related)	S	per test	£202.00
Pest control building proofing	S	per treatment	£27.00 per 30 mins
Domestic (rats and mice)	S	per treatment	No charge for domestic premises
Bumblebee Nest removal	S	Per nest	£43.00

Private Water Supplies

DETAILS	VAT	UNIT OF CHARGE	CHARGE
Risk assessment	N	each assessment	Cost of officer time @ £38 per hour
Investigation	N	For each investigation	Cost of officer time @ £38 per hour
Analysing a sample			
Taken under Regulation 10	N	Per sample	£76 plus laboratory fees
Large supplies (Regulation 9 Group A & B)	N	Per sample	£76 plus laboratory fees
Carrying out works or measures that an owner has failed to carry out in accordance with an improvement notice.			At cost – recovered from the relevant person

Housing

DETAILS	VAT	UNIT OF CHARGE	CHARGE
Housing Notice /Order	N	Per Notice	£450
House of Multiple Occupation License	N	Per License	£850
Variation and renewals to House of Multiple Occupation License	N	Per variation/ renewals	£600
Fixed Penalty Notice under property Redress Scheme	N	Per FPN	£5,000
			Reduced to £3000 if paid within 28 days
Fixed Penalty Notice under Smoke and Carbon Monoxide Regs	N	Per FPN	£1000 first offence and £5000 for any subsequent offence
Immigration Inspection	N	Per inspection	£155

Food Hygiene

DETAILS	VAT	UNIT OF CHARGE	CHARGE
Requested re-inspection for purposes of re-rating under Food Hygiene Rating Scheme	N	Per application	£158

Miscellaneous

DETAILS	VAT	UNIT OF CHARGE	CHARGE
Export Certificate	N	Per certificate	£57
Contaminated Land Enquiries	N	per hour	£133
Community Protection Notice (Fixed Penalty)	N	Per Notice	£100. Reduced to £50 if paid within 14 days

Conference and Business Centre

Room	Working hours							Outside Hours	
	Commercial				Charity			Price per hour over and above basic rate	Price per hour after 10pm
	Full Day - 5 hours & over	Half Day - Under 5 hours	Tea & Coffee Cost per cup	Hourly Rate - No Refreshments included	Full Day - 5 hours & over	Half Day - Under 5 hours	Tea & Coffee Cost per cup		
FULL SUITE	£425	£250	Included	N/A	£140	£85	£1.50	£20	£35
SHIELD	£275	£200	Included	£72.50	£85	£55	£1.50	£20	£35
WHEEL	£250	£175	Included	£55	£85	£55	£1.50	£20	£35
CROSS	£250	£175	Included	£55	£85	£55	£1.50	£20	£35
PADDOCK	£175	£85	£1.50	£37.50	£55	£30	£1.50	£15	£25
LOSTOCK	£175	£85	£1.50	£37.50	£55	£30	£1.50	£15	£25
RIBBLE	£125	£60	£1.50	£27.50	£30	£17.50	£1.50	£10	£20

All prices quoted are excluding VAT at 20%

Council Tax and Business Rates - Summons and Liability Orders

Type of Fee	Unit of Charge	Charge per Unit	VAT
Council Tax Administration - recovery admin costs for summons	Each	£58.50	N
Council Tax Administration - recovery admin costs for liability orders	Each	£22.00	N
Business Rates Administration - recovery admin costs for summons	Each	£58.50	N
Business Rates Administration - recovery admin costs for liability orders	Each	£22.00	N

Legal Services

Where matters are more complex, variation from these charges will be discussed at the outset.

Note: all charges below are VAT category N

Service	Charge
Drafting of Lease	£400
Disposal of Land	£500
Disposal of Large Site	£500 and/or hourly rate thereafter
Acquisition of Public Open Space	£500
Disposal of Land Via Auction	£1000 or 1.5% of sale price (whichever is higher)
Drafting of Easement	£300
Drafting of Wayleave Agreements	£150
Memorandum for Rent Review	£50
Retrospective Consent	£400
Drafting of Section 106 Agreement	£1000 minimum (complicated matters to be on a time recovery basis)
Footpath Diversion	£1500 minimum (plus advertising costs)
Prosecution Work for Other Bodies	£100 per hour
Licence to Assign	£350
Licence to Underlet	£350
Photocopying - Tree protection Order	£20
Photocopying - Section 106 Agreement	£50
Photocopying - Lease	£50

Parking

East St – Leyland

Length of Stay	Charge
No Charge	£0

Ecroyd St, Churchill Way / Sumner St, Leyland Leyland

Length of Stay	Charge
0-2 hours	£0.50
2-3 hours	£0.80
3-4 hours	£1.50
4-5 hours	£3.00
Over 5 hours	£10.00

King St, Leyland / Hope Terrace, Lostock Hall

Length of Stay	Charge
Up to 2 hours	£0.50
2-3 hours	£0.80
3-4 hours	£1.50
Over 4 hours	£3.00
7-day Ticket	£10.00

Station Approach (Railway Station)

Length of Stay	Charge
1 Day	£1.00
2 Days	£2.00
3 Days	£3.00
Weekly	£4.00

Business Parking Permits

Business Permits are available for some of the council's car parks (numbers limited) at an annual charge of £250 on Churchill Way, Ecroyd Street and Sumner Street in Leyland and Hope Terrace in Lostock Hall.

The cost on King Street, Leyland is £220, the Railway Station car park £180

The above costs include VAT at standard rate.

Sports Pitches

Football Pitches

Type of Fee	Unit of Charge	New Teams	Existing Teams (33% Reduction)	VAT
Cat A (S)	Per season	£489.71	£328.10	S
Cat A (J)	Per season	£244.85	£164.50	S
Cat B (S)	Per season	£383.37	£256.86	S
Cat B (J)	Per season	£191.68	£128.43	S
Cat C (S)	Per season	£209.26	£140.20	S
Cat C (J)	Per season	£104.63	£70.10	S

Categories:

Seniors over 18

Juniors under 18

Cat A - Changing accommodation, goal posts erected, pitches marked out

Cat B - Changing accommodation, pitches marked out

Cat C - Pitch only

Waste Services Fees & Charges and Recycling

Type of Fee	Unit of Charge	Charge per Unit	VAT
Civic Amenity Collection (Nonelectrical items)	up to 4 items	£16.00	N
Additional Items	1	£4.00	N
Electrical Household items	1 item	£12.00	N
Garden Waste Collection Service	Per bin per year	£25.00	N

Trade Waste Schedule 2

Type of Fee	Residual Bin size	Rental	Collection	Disposal	Collection
Schools General	1100	No	£432.00	No	£432.00
Schools General	360	No	£142.00	No	£142.00
Care Homes General	1100	No	£432.00	No	£432.00
Care Homes General	360	No	£142.00	No	£142.00
Church General	1100	£65.00	No	No	£65.00
Type of Fee	Paper & Card Recycling Bin	Rental	Collection	Disposal	Collection
Schools & Care Homes	1100/660	£65.00	£167.00	No	£232.00

No of Bins	No of Collections	Rental	Collection	Disposal	Total
	Weekly	Charge	Charge	Charge	
1100 LITRE Residual Waste	1	£65	£211	£769	£1,045.00
3360 LITRE Residual Waste	1	£25	£137	£252	£ 414.00
Cardboard & paper Collection Charges					
Containers	Collections	Rental	Collection		Total
1	Fortnightly	£65	£167		£ 232.00
Trade Sacks (Residual Waste)	Collected Weekly		£90 for 50 Bags		

Replacement Garden Waste Permits - £2.95

Replacement Lost & Stolen Waste Containers.

Replacement 240L Wheelie Bins - £30

Replacement Green Box's - £10

Events Charges – Waste Management

Type of Fee	Residual Bin size		Delivery & Collection
Bin Delivery/Collection	Up to 2 x 1100		£30
Bin Delivery/Collection	4 x 240/360		£30
For larger number of bins, the costings will be applied cumulatively			
Emptying & Disposal	Residual	For the 1 st bin (any size)	£28.50
Emptying & Disposal	Recycling	For every additional bin	£5.70
Emptying & Disposal	Residual	For the 1 st bin (any size)	£5.80
Emptying & Disposal	Recycling	For every additional bin	£1.40
Please be aware if any recycling bin is found to be contaminated disposal cost will revert to residual			
Type of Fee	Bags		Collection & Disposal
Refuse Bags	5 x bags or part thereof		£13.50
N.B. Bags can be purchased from the council at £1.20 for 10 bags. All bags <u>must be tied</u> for collection.			
N.B. Administration charge +10% of ALL delivery and disposal costs.			

Even though there is no charge for rent of bins, organisations requesting the bins will be liable for any repair and replacement costs for damaged or lost bins.

These costs are for guidance only any quote and agreement will be generated by the Waste Team.

Other Fees and Charges

Allotments, Garages and Grazing Licences

Site	Volume	Cost
St Johns green Allotments	8 plots	£30 per plot per year
Higher Walton Allotments	3 plots	£30 per plot per year
Pigeon lofts, Bamber bridge	8 Plots	£30 per plot per year
Grazing Licence Kellet Lane	1	£320 per year
Garage licence Leyland	4	£11.30 +VAT per week
Garage licence Penwortham	11	£11.30 + VAT per week
Parking plots Longmeanygate	20	£41 + VAT per plot per year

Leyland Market

Rental charges are not listed because they are agreed on an ad hoc basis with the tenant.

Community Centres

Moss Side Community Centre

VENUE HIRE PRICING TABLE

Hire price per hour	£20	
Half day hire rate	£50	Maximum 5 hours
Evening hire rate	£50	Maximum 5 hours
Full day hire rate	£125	

No VAT payable on any of the above hire charges.

Agenda Item 12

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

Document is Restricted

This page is intentionally left blank

Report of	Meeting	Date
Director of Commercial (Introduced by Leader of the Council and Cabinet Member (Strategy and Reform))	Cabinet	Wednesday, 18 January 2023

Leyland Town Deal - Land Acquisitions

Is this report confidential?	Yes – by virtue of paragraph 3 of Part 1 to Schedule 12A of the Local Government Act 1972.
Is this decision key?	Yes
Savings or expenditure amounting to greater than £100,000	Significant impact on 2 or more council wards

Purpose of the Report

- To note the below updates in relation to the land acquisitions associated with the Leyland Town Deal project.
- To approve the recommended acquisitions and Heads of Terms as detailed within this report.

Recommendations

- To consider and approve the Heads of Terms for the purchase of Sovereign House, Newsome St, Leyland PR25 2SY (Title number: LAN44114) to enable delivery of the Leyland Town Deal project.
- To delegate any amendments to the Heads of Terms to the Director of Commercial Services, in conjunction with the Leader of the Council.
- To note the below updates related to the progress of acquisitions.
- That the reasonable surveyors and legal fees be met by the Council in relation to the acquisition of No.s 51,53 and 55 Hough Lane as outlined in paragraph 26, should that become necessary.

Reasons for recommendations

- To ensure the Council achieves the outputs and commercial development project as detailed within the Business Cases for Leyland Town Deal project.

8. To ensure that the overall delivery programme completion date of 31 March 2026 is achieved.

Other options considered and rejected

9. Presenting this report and recommendations at a later date has been rejected as this does not align with the pressing delivery programme associated with the Leyland Town Deal project as a result of the funding. The report ‘Leyland Town Deal Land Acquisitions’ presented at Council in May 2022 along with the report ‘Leyland Town Deal Land Acquisitions presented at Cabinet in June 2022, provided advance notice of the intention of the Council and proposed methods of purchase.

Corporate priorities

10. The report relates to the following corporate priorities:

An exemplary council	Thriving communities
A fair local economy that works for everyone	Good homes, green spaces, healthy places

Background to the report

12. In October 2020 the Council in conjunction with the Leyland Town Deal Board submitted a Town Investment Plan (TIP) to propose a regeneration project for Leyland Town Centre. The submission proposed a £24.950 million investment from Town Deal. This funding submission was successful subject to submission of a business case for the proposed project. The TIP describes Leyland as being dispersed without a clear centre. The aim of the project is to create a high-quality central heart to Leyland, with investment in strategic connections to the north and south to improve connectivity. The Plan proposed 3 key projects including Project A: Town Centre Transformation; Project B: Market Regeneration and Project C: The BASE2.
13. In May 2021 the Council approved a budget of £2,774,000 to progress the delivery of the Town Deal scheme including progressing the business case submissions, design to RIBA Stage 3 and preparation and submission of planning applications. In addition to this the capital programme already included £2m for the Leyland Masterplan and £1.123m for property acquisitions on Quin Street.
14. In September 2021, BEIS confirmed a 5% drawdown of the Town Deal allocation would be made early to enable capital delivery which amounted £1,247,500 for Leyland Town Deal; this payment was received by the Council in September 2021.
15. On Wednesday 23 February 2022 Council approved an increased budget of £32,104,973; giving an overall budget of £38,001,937.
16. It is to note that although the 3 above projects were identified within the TIP, during the development of the RIBA Stage 2 designs Steer, who supported the Council in preparing the business cases analysed the requirements of the Business Cases. Steer identified that in order to maximise the strategic alignment, complementarity and value for money, and to ensure proportionality in the production of the business cases, the

Council should combine two projects into one, which ultimately proposed the submission of two business cases as opposed to three. A summary of which is provided below.

TIP Projects / Previous Business Cases	Final Business Cases to be Submitted*
Project A: Town Centre Transformation	Project A: The Town Centre Transformation (includes Market Regeneration project)
Project B: Market Regeneration	
Project C: The BASE2	Project B: The BASE2

17. On 24 March 2022 two business cases including a project adjustment request were submitted to the Town Deal for approval of £24.950 million of funding. These were approved in October 2022.
18. In May 2022 a report was issued to Council updating on the Land Acquisitions and those proposed for this project in order to deliver the Leyland Town Deal project; subsequently, a further report was issued to Executive Cabinet in June 2022 further details this and seeking approvals.
19. Members may wish to visit the Town Deal website to familiarise themselves of the developments here: [Public consultation - Leyland Town Deal](#).

Acquisitions for Quin St Developments - NFM Iddon Factory Site (Plot 1 - LA858239) and Surrounding, Vacant Development Land (Plot 2 and Plot 4 - LAN241623)

20. Approval was obtained under Executive Member Decision Taken Under the Scheme of Delegation, Urgent Decision in March 2021 for the capital budget and its increase related to the land acquisitions concerning:
 - Plot One i.e. LA858239; for ease of reference, this is the site concerning the NFM Iddon Factory. A copy of the Title Plan can be located at Appendix 1.
 - Plot Two i.e. LAN241623; for ease of reference, this is the strip of vacant development land between the NFM Iddon Factory Plot and Former Heatons Engineering Plot (Plot 3 as detailed below). It is to note, this plot along with Plot Four is registered under one title - a copy of the Title Plan can be located at Appendix 2.
 - Plot Three i.e. LA864393 & LA910557; for ease of reference, this is the vacant development land previously home to the Heatons Engineering Factory. A copy of the Title Plans can be located at Appendix 3 and 4.
 - Plot Four i.e. LAN241623; for ease of reference, this is the vacant development land south of John St and opposite Plot 3. It is to note, this plot along with Plot Two is registered under one title - a copy of the Title Plan can be located at Appendix 2.
21. South Ribble Borough Council (the Council) exchanged contracts for Plot Three on 1 April 2022 and completed 8 April 2022; this site is within the Council's ownership.
22. Officers are pleased to update that South Ribble Borough Council have now exchanged contracts for all remaining sites concerned with this Acquisition Strategy including Plot One, Plot Two and Plot Four on 6 October 2022, with completion to follow. For ease, a summary has been provided for all plots below.

Plot	Title	Exchange of Contracts	Completion
One	LA858239	06.10.2022	04.01.2023
Two	LAN241623	06.10.2022	13.10.2022
Three	LA864393 & LA910557	01.04.2022	08.04.2022
Four	LAN241623	06.10.2022	13.10.2022

23. It is to note, the Heads of Terms to lease Unit 124 and 125-126 Brookfield Place, Walton Summit Industrial Estate to NFM Iddon Ltd were approved at Executive Cabinet March 2022 with the view of leasing these to NFM Iddon Ltd given the issues in identifying premises for them to relocate to and to enable completion on vacant possession. The lease for Units 125-126 Brookfield Place were also completed 06.10.2022. NFM Iddon Ltd will commence their relocation to these units with the view of leasing Unit 124 Brookfield Place in the future, providing this becomes available and is still required by NFM Iddon Ltd.

Acquisitions for Church Place Development – Sovereign House (LAN44114) & 51, 53 and 55 Hough Lane (LA547828)

24. It is to note the Heads of Terms for Sovereign House (LAN44114) were issued to SMT and Leader Brief on 17 August 2022 and 30 August 2022, respectively; these were agreed on the basis this acquisition is attributed to the Leyland Town Deal funding. A copy of the Title Plan can be located at Appendix 5 and the draft Heads of Terms can be located at Appendix 10.
25. At Executive Cabinet June 2022, Members agreed for Officers to pursue a Compulsory Purchase Order (CPO) of the properties 51, 53 and 55 Hough Lane, Leyland PR25 2SA (LA547828) in order to enable the delivery of the Leyland Town Deal project; in particular the Church Place development. Members also authorised Officers to continue negotiations with the agent, and owners when agent allows, of the properties 51, 53 and 55 Hough Lane, Leyland PR25 2SA, and seek to conclude terms to acquire the property by agreement, in an attempt to avoid the need for a CPO. A copy of the Title Plan can be located at Appendix 6.
26. Further to submission of the planning applications for the developments and projects concerned with Leyland Town Deal, the Council's Principal Estates Surveyor has been engaged by the agent on behalf of the sole owner of the properties 51, 53 and 55 Hough Lane, Leyland PR25 2SA. Despite the owners previously advising that they are not minded to sell the properties, the agent has confirmed they are retained to act on behalf of the owners and have confirmed the owners are willing to enter into discussions with the Council in respect of a possible purchase of their property, subject to agreement of terms. However, the owners have advised they require their reasonable surveyors and legal fees are met by the Council in the matter including any abortive fees that may be incurred if the property is not ultimately purchased by the Council.
27. As Heads of Terms are yet to be devised relating to the aforementioned acquisition; these will be presented for approval/agreement at Executive Cabinet in due course.

Acquisitions for Commercial Building C – Balfour Court (LA688488)

28. Approval was obtained by Members at Executive Cabinet to authorise Officers to continue negotiations with the agent / owner of Balfour Court, off Hough Lane, Leyland PR25 2TF and seek to conclude terms to acquire the property by agreement, in an attempt to avoid the need for a Compulsory Purchase Order (CPO). Heads of Terms were also agreed with delegation to any amendments to both Heads of Terms to the Director of Commercial Services, in conjunction with the Leader of the Council to deter any future delay to programme. A copy of the Title Plan can be located at Appendix 7.
29. The draft Heads of Terms relating to the land exchange of 14A-18F Boxer Place Industrial Estate, Leyland PR26 7QL (South Ribble Borough Council-owned) and Balfour Court, off Hough Lane, Leyland PR25 2TF (Northern Trust-owned) approved at June 2022 Cabinet, have since been issued to the agent, Whittle Jones, who requested several changes to the Heads of Terms as detailed below:-
 - Consideration – Northern Trust have confirmed they are seeking a straight swap of assets with no monies exchanged
 - Exclusivity Agreement – To work both ways and the exclusivity period should expire after a reasonable period
 - Disposition of title - At the end of the five years, in the extremely unlikely event that Northern trust seek to dispose of Boxer Place, the property will need to be placed on the open market and South Ribble Borough Council will have the opportunity to purchase at the equivalent price to the highest offer. The option to purchase should run for a further 5 years.
30. The initial valuation for Balfour Court indicated a value of £1.1m, as per the report issued to Cabinet June 2022 – and Boxer Place at £1.315m, leaving a differential in the values of land of £0.215m. However, Officers since received the formal valuation which indicates a higher value for Balfour Court of £1.250m than the desktop valuation of £1.1m; leaving a new differential of £0.065m between both assets (as opposed to the £0.215m previously indicated in the report). A copy of the Valuation Report for Balfour Court can be located at Appendix 8.
31. Officers sought comments from the Director of Commercial Services, in conjunction with the Leader of the Council on the above requests from Whittle Jones in relation to the land exchange. The Leader requested a secondary valuation of Balfour Court which has been received. This indicated a value of £1.4m a figure higher than that for Boxer Place. Despite this, there will be no payment made to Northern Trust. A copy of the latter Valuation Report for Balfour Court can be located at Appendix 11.
32. It is important to note that further to agreement from the Leyland Town Deal Board in 2021 in eliminating Churchill Way Car Park as a development site for Commercial Building C in light of the negative feedback received at the Consultations, and instead bringing forward Balfour Court as proposed by the Architects, that designs for the Churchill Way development closed out at RIBA 2. Whereas designs for Balfour Court have progressed. This poses a risk to programme given designs haven't concluded for Churchill Way Car Park in light of this. Furthermore, the designs have progressed for Commercial Building A in which the footprint of this building encroaches the boundary of Balfour Court given the agreement to pursue design on this basis; posing a risk to

the scheme as a whole in terms of deliverability, outputs and the Market Square if Balfour Court does not pursue as part of this project. Ultimately this would also pose a further risk in identifying a site to bring forward for Commercial Building C given it was proposed to eliminate Churchill Way Car Park due to the feedback received at the Consultations. Underpinning this is also further concern to programme in light of the pressing timescales imposed by the Town Deal timescales of completing all projects by March 2026.

Climate change and air quality

35. Climate change and air quality will be considered within the design.

Equality and diversity

36. There are no equality and diversity implications arising from this report.

Risk

Risk	Mitigation
Any further delays associated with the acquisitions schedule may impact the Delivery Programme for Leyland Town Deal.	Estates and Legal to progress urgently with concluding the land acquisitions and exchanges as appropriate once approved.
CPO and Land Acquisitions not aligning with the Town Deal delivery programme.	Estates and Legal to progress urgently with concluding the land acquisitions by way of agreement and exchanges as appropriate once approved and to commence the CPO process urgently.
Any compensation due to the existing Tenants of Balfour Court exceeding what has been accounted for in the budget.	Tenants with existing leases will be supported in finding alternative premises and that any compensation will be taken from the overall Town Deal budget.

Comments of the Statutory Finance Officer

37. At this stage there are no further financial implications beyond the Head of Terms contained within Appendix 10. The purchase of this land will be funded from the Towns Fund capital budgets already approved within the Council's programme. Following confirmation of the Towns Fund grant at this stage the vast majority of expenditure is being covered via grant funding direct from government.

Comments of the Monitoring Officer

38. In part the purpose of this report is to provide an update to members on the progress that has been made in respect of the acquisition of various parcels of land. Inevitably this sometimes takes longer than you would wish. The fall-back position is that we are able to use Compulsory Purchase Order powers but that should only be as last resort – it is only if negotiations fail that we should go down this route.

39. As a holder of public funds the council should always be minded to ensure that it obtains best value in its dealings.

Background documents

Council: The Leyland Town Deal – Town Investment Plan, September 2020

Executive Member Decision Taken Under the Scheme of Delegation: Acquisition of Land, March 2021

Council: Leyland Town Deal, May 2021

Executive Cabinet: Leyland Town Deal - Procurement Strategy, January 2022

Council: Leyland Town Deal Business Case and Budget, February 2022

Executive Member Decision: Leyland Town Deal – Business Case Submission, March 2022

Executive Cabinet: Leyland Town Deal Acquisition and Leases, March 2022

Council: Leyland Town Deal Land Acquisitions, May 2022

Executive Cabinet: Leyland Town Deal Land Acquisitions, June 2022

Balfour Court Valuation

Appendices

Appendix 1 – Title Plan LA858239 (Plot 1 - NFM Iddons Factory)

Appendix 2 – Title Plan LAN241623 (Plot 2 & Plot 4 – Vacant Development Land)

Appendix 3 – Title Plan LA864393 (Plot 3 – Former Heatons Engineering Site)

Appendix 4 – Title Plan LA910557 (Plot 3 – Former Heatons Engineering Site)

Appendix 5 - Title Plan LAN44114 (Sovereign House)

Appendix 6 – Title Plan LA547828 (51, 53 and 55 Hough Lane)

Appendix 7 – Title Plan LA688488 (Balfour Court)

Appendix 8 – Heads of Terms for Purchase of Sovereign House

Report Author:	Email:	Telephone:	Date:
Rachel Salter.Tony Hutchinson, Portia Taylor-Black (Principal Estates Surveyor, Business Engagement Officer)	tony.hutchinson@southribble.gov.uk	01257 515332	17 December 2022

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Agenda Item 13

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

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank